



Find Out If Your Business Phone System Is Coming Up Short

Navigate through this checklist to see if your phones are working well for you or if your business could do better with an upgraded business VoIP phone system.



	YES	NO
<p>Are you happy with the overall call quality you experience? Yes: our calls go through as intended and rarely drop. No: our call issues make it difficult to communicate and take care of business.</p>	<input type="checkbox"/>	<input type="checkbox"/>
<p>Do your inbound calls get routed correctly to the right work teams for a quick resolution? Yes: our calls get routed to the right department without having to deal with call transfers. No: our calls sometimes get sent to the wrong agents and get lost in transfer shuffles.</p>	<input type="checkbox"/>	<input type="checkbox"/>
<p>Do your teams enjoy secure, dependable remote or hybrid access no matter their locations? Yes: our remote and hybrid work teams never struggle with connections. No: our remote employees sometimes have difficulty accessing our network.</p>	<input type="checkbox"/>	<input type="checkbox"/>
<p>Does your phone technology integrate audio and video conferencing, chat, and messaging (SMS)? Yes: our technology is sophisticated and provides a great mix of collaboration tools. No: our network runs on antiquated technology and our agents sometimes miss calls.</p>	<input type="checkbox"/>	<input type="checkbox"/>
<p>Are you able to send SMS and run text-based marketing campaigns? Yes: our phone systems feature these and other advanced technology applications. No: our phone systems don't offer these capabilities, but we wish we had them.</p>	<input type="checkbox"/>	<input type="checkbox"/>
<p>Does your phone system enable you to securely maintain updated customer information? Yes: we never have difficulty managing and protecting our customer data. No: we are unable to keep our customer data safe and secure.</p>	<input type="checkbox"/>	<input type="checkbox"/>
<p>Do you have the capability to record your calls for quality control purposes, tracking, and training? Yes: we find call recordings extremely useful. No: we would love to have this capability but currently don't.</p>	<input type="checkbox"/>	<input type="checkbox"/>
<p>Do the calls you place show up as Caller Verified or show your brand? Yes: all my calls show up as verified with my brand name. No: we are in need of brand display and call verification.</p>	<input type="checkbox"/>	<input type="checkbox"/>



Time to Tally Your Responses!

If you answered "yes" to six or more of these questions, congratulations! Your business VoIP phone system has you mostly covered. If you answered "no" to at least two of these questions, your organization could benefit from talking to Ytel about cloud communications. **Contact us**, and one of our technology experts will be in touch to help upgrade your business phone system.