

Title:

Additional phone lines allows for greater customer-service success

Word Count:

371

Summary:

With the complexity of one's business comes the stress of an effective phone system. With multiple customer service representatives at my business, I found it hard to find a phone system that could handle the workload of the many users at one time. After researching other options, I found a website that allowed me to not only buy the complete phone system, but also the equipment to add additional lines to my current business system.

Keywords:

Telephone, telephones, phone, phones, telephone systems, telephone system

Article Body:

With the complexity of one's business comes the stress of an effective phone system. With multiple customer service representatives at my business, I found it hard to find a phone system that could handle the workload of the many users at one time. After researching other options, I found a website that allowed me to not only buy the complete phone system, but also the equipment to add additional lines to my current business system.

After reviewing the cost factors, their company made it easy for me to decide if it was more cost-effective for me to add additional lines to my current phone system or to purchase a new one. After consulting with the phone professionals, it was decided that a key system would be most effective for my business. This decision was made by weighing the costs of purchasing a new system versus upgrading an older one.

Ultimately, cost is most important in deciding the benefits toward one's company future success. After consulting with my boss, we discussed the positives and negatives in purchasing a new system. While new equipment would be a great addition, we were concerned of the complexity of the new system. We would want to implement our current business activities into its use immediately and would have to be trained on using the new phones.

After great consideration, we purchased a new key system for our near 10 person customer service staff and 100 other employees. After an introduction meeting

for the entire staff to the new system, employees were back at work immediately using the new system within an hour.

This decision has been very important to the continued success of my company. I have seen greater results with the speed in which calls are transferred to the appropriate representatives. This allows customers' needs to be addressed in a more timely manner. Overall, this new system has positively increased the quality of our customer service.

By investing in a better system, the success of my company and the satisfaction of my customers are better dealt with. Quality definitely is essential to effective work equipment. And after taking the time to make a change in my company, I have continuously been satisfied with my decision.