

TELEPHONY AT SCALE: What features do enterprise organizations need in a phone system?



If employees are the lifeblood of a company, a business phone system is the circulatory system that keeps them flowing smoothly.

Good business communications are especially key to a strong enterprise because it's what connects the entire workforce across the globe.

Without a good phone system, you'll be stuck with poor communications, multiple (and unpredictable) monthly fees, and disparate tools that don't always work together. Not only can that get frustrating, but it also wastes valuable time and money.

Want to make sure your enterprise has the phone system it needs to stay competitive? Here are some features to keep in mind:

1. Streamlined communication, both internally and externally

Communication shouldn't be a headache to figure out—you want to be able to find someone and contact them quickly and easily. Make sure your phone system offers streamlined communication for both internal and external calls, so you can make and receive calls with just a click.

2. Easy deployment and setup

IT teams' time is valuable. And spending the bulk of it on setting up and deploying a phone system is probably not the best use of it. For enterprises, this can also be exceedingly expensive, since it can require sending new hardware to offices and employees around the world.

Look for a system that can be set up in little to no time, with minimal hardware requirements (like a cloud solution, which requires no on-premise equipment whatsoever).

3. Always-available customer support

Your business is worldwide, which means it doesn't sleep. The same should go for your vendor's customer support, otherwise you could lose countless hours while waiting for support to get back to you. Not all phone systems provide global, 24/7 support—make sure you double check this one.



4. Scalability

When your business grows, your phone system needs to grow with it—and for enterprises, this growth can be massive and fast. If you want to add new users, it should be easy to set them up on the phone system so they can hit the ground running. Your phone system needs to be scalable so you can add (and remove) users as needed, with minimal hassle.

5. Artificial intelligence

These days, it's not enough for your phone system to just make and receive calls. To be not only competitive but also ahead of the curve, you need a differentiator powering your communications—like AI.

Artificial intelligence can take common tasks off your team's plate with features like automatic call routing, transcriptions, and analytics, so you can get the most out of every call.

6. Predictable Pricing

Budgeting can be one of the biggest headaches for a business of any size, and it's easy for enterprises to overlook final costs with additional lines and other add-ons.

Predictable pricing makes this so much easier by ensuring there are no hidden fees or unexpected expenses. You'll always know exactly how much you're paying, no matter how many licenses or plans you have.

7. Mobility

Today, employees want to—and should be—able to work from anywhere. That means your phone system needs to be equally mobile. Leave the hardware behind and use a system that you can access from mobile devices, so your team is never out of reach.

8. Accessibility

Accessibility goes hand-in-hand with mobility: your phone system needs to be available across devices and operating systems.

This goes beyond iOS and Android devices, but also desktop apps and web browsers—wherever your team may be, whatever devices they may prefer, they should be able to access your business phone system.

9. Integrations

A good phone system doesn't exist in a vacuum. Your business already uses plenty of applications and productivity tools to help everyone work well—your phone system should integrate with them.

Whether your team uses Office 365, Google Workspace, CRM tools, or other workflow tools, integrating them into your phone system can minimize the need to switch back and forth between tabs and apps.

Don't let your enterprise get locked into a bad phone system. Now that you know what to look for, it's time to narrow down your list and start some free trials.

Want to see how Dialpad can improve your business communications and check off every box on the list? Let us take you on a product tour, or try it yourself with a [free 14-day trial](#).

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