

VoIP has emerged as the most preferred voice communication technology of the new millennium.

VoIP Platform

WHAT IS VoIP?

Voice over Internet Protocol, also called IP telephony, is a methodology and group of technologies for the delivery of voice communications and multimedia sessions over Internet Protocol networks, such as the Internet.

HOW VOIP WORKS

Voip Technology is the latest breed of unified communications available today. Our state of art Porta one® voice switch housed at Terraco offers a full range of voice, video and converged solutions on one platform. This is all used using Fibre links between all major networks in SA. Our last mile connections can be deployed using licensed wireless, Fibre or our very own LTE APN. Upstream delivers a feature rich solution putting the customer in the driving seat.



ADVANTAGES OF A VOIP PLATFORM

There are a number of advantages when it comes to VoIP. The number of concurrent calls possible through VoIP is practically limitless. With this in mind your telecom environment will never be the bottle-neck in a rapidly growing company.

Seeing that VoIP is non-geographical factors like, working remotely for a short period or relocating your business is not a problem. VoIP accounts are linked to a handset or VoIP PBX, not to a geographic location. This makes relocating a breeze and a whole lot cheaper.

The flexibility of VoIP means that you can plug your handset into any network. You just need to take your phone with you. This is due to VoIPs

plug-and-play nature. There is no switching and your network administrator or local IT guy doesn't need to change any settings.

VoIP also lends itself to not needing extra cabling for your VoIP network. The existing cabling for your computer network is all you need. There is no need to maintain two networks with VoIP as the network cable from your computer can be rerouted via your handset. This way your computer and handset will only need one cable.

Calling through VoIP is substantially cheaper than Telkom. You can expect up to between 30% to 60% savings. This is due to the fact that you will have no more line rentals. All you need is a fast and reliable internet connection. Plus, users can call each other for free as it doesn't matter at which branch your colleague is located, the monthly savings will be significant.





VoIP can easily be integrated in your ERP or CRM system. Click-and-Dial from a web-based address book is just one of the many possibilities.

VoIP is the number one telecommunications technology of the future and you can access it right now! All large telephone providers are currently switching to VoIP. Is your telephone hardware due for replacement, is your business relocating, or are you searching for a new telecommunications solution? VoIP is the logical choice.

A FEW VoIP ACRONYMS

IVR - Interactive Voice Response

A powerful automated VoIP business service that replaces the need for a receptionist and can be used to direct calls or play answers based on a series of questions.. It is also known as a Digital Receptionist or AA - Auto Attendant

Ring Groups

A ring group is a way for a set of extensions to share the distribution of incoming calls. Typically support, sales, and accounting would have ring groups to share the incoming calls among employees of a company.

Hunt Lists

A hunt list is set up to find the first and most suitable available person to answer the phone. A hunt can be setup to ring one person at a time until the first available person answers. In comparison a Ring group will ring the entire group of people at the same. Hunt lists can be setup to hunt through multiple ring groups if necessary, ie. Sales group can be rung first, if no one answers the accounts group of extensions will begin to ring etc.

Multi Device Extension

The multi device extension feature permits an incoming phone call to ring not only your number, but also a standard PSTN number along with any other number(s) simultaneously.

BENEFITS OF SWITCHING TO VOIP

- Easy and cheap to set up
- Corporate functionality, but at small business costs
- Pay only for the services you need
- Retain your old phone number or get a new one
- Scales with your business
- Work from anywhere

WHY UPSTREAM CONNECT?

At Upstream Connect, we're about creating relationships. We don't just send customers a simple plug and play solution. Our team of communication professionals begin with a needs assessment to determine what your business requires. Then, we pair it with the right technology to set you up for success. We follow that up with comprehensive support and maintenance after the install and throughout the life of the system.

