



Created To Help People Thrive – Not Survive

VOIP PHONES

VOIP (Voice Over Internet Protocol) allows you to use the internet as your phone line instead of the old style phone cables that connected to a land line.

A VOIP business phone system allows you to assign each employee (or necessary employees) a phone number which can be used to call or text that person. In addition, your company's phone number can be ported to the VOIP phone system and set up on either an IVR voice menu or have it simply ring phones.

You will need a VOIP system for your Mira VA to use prior to their first day of employment.

VOIP providers vary in prices and services they offer and usually bundle services into packages.

Basic Services typically include

- Dashboard & Analytics and Metrics tracking
- Ability to assign multiple users with U.S. phone numbers
- Call forwarding
- Voice Mail
- SMS messaging
- Internal messaging between users
- Online conference calls similar to Zoom
- IVR voice menu option to route callers
- Ring options (ring all designated phone numbers simultaneously, ring designated phone numbers in order, ring designated phone numbers that are idle).
- Integration with Google, MicroSoft
- Ability to record or upload greetings,
- Routing options to Voice Mail or to another phone if call is not picked up

Advance Features

- Call recording
- Whisper – listen in to calls in process
- Barge – join a call in process

Internet Routing

Data and voice is routed by packets from point A to point B. How they get from point A to point B is not a direct line. For example, packets could be routed from the Philippines to Hawaii to Los Angeles to your location or they could be routed from Philippines to Amsterdam to Iceland to your location. While this is just an illustration. You get the idea.

Some VOIP providers can control the routing of packets by having internet servers in designated locations. Based upon where they are trying to connect to, the most efficient route is established.

Sales people will not know how their VOIP company is routing packets.

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Check with your VOIP provider to see if their clients are primarily U.S. based or if they have a strong international presence which would be the better way to go.

When evaluating your VOIP provider, take a deeper dive into

- Dashboard and analytics and what metrics do they track.
- Plans – choose the plan that best suits your needs. Advanced plans may be for larger companies with large call centers.
- Compare at least 5 providers to get a good feel for the functionality each offers and which might work best for you.