Yeastar

Business Phone System Buyer's Guide

How to Choose a Right Solution

Choosing a right phone system for your business is a huge undertaking, especially for small business with limited budget and resources. There a certainly handful of things you should consider to get yourself on the right track.

This part outlines 4 key components to consider, plus a simple checklist to help you find a solution that could address your organization's needs today and evolve as your employee and business requirements shift.

○ Feature Check list

Do the phone system offers what your business really needs?

Modern businesses call for modern solutions. Make sure your phone system can keep pace with technological change. And aligning the features available with your business needs is crucial. If critical telephony features like IVR, conferencing and call recording are missing or cost extra, then the product may not be the right solution.

Here are 444business phone system features that you shouldn't miss.

Call Handling	☐ Call Routing	☐ Call Waiting	☐ Custom Prompts
	☐ Call Forwarding	☐ Call Allow/Blocklist	☐ Music on Hold
	☐ Call Recording	☐ IVR (Auto Attendant)	☐ Distinctive Ringtone
	☐ Call Transfer	☐ Caller IID	☐ Time Condition
	☐ Call Parking	☐ Ring Group	☐ AutoCLIP
	☐ Call Pickup	☐ Paging & Intercom	☐ Emergency Number
Business Features	☐ Extension Directory	☐ Operator Panel	☐ T.38 Fax
	☐ Contacts & Phonebooks	☐ Call Logs	☐ Voicemail
	☐ LDAP	☐ Call Accounting	☐ Group Voicemail I
Unified Communications	☐ App (mobile, web, desktop)	☐ Video Conferencing	☐ Instant Messaging
	☐ Presence	☐ Audio Conferencing	☐ Presence
Call Center	☐ Queue	☐ Wallboard	☐ SLA
	☐ Queue Callback	☐ Queue Panel	☐ Call Center Reports
Integrations	☐ APII	☐ CRM Integration	☐ Microsoft Teams
Security	Firewall, Auto & Static Defense, SRTP, TLS, IP Blocklist, Password Policy Enforcement, Country Access Restriction, Outbound Call Frequency Restriction, etc.		

⬤ Ease of Use & Management

Do you have extra IT resources for the phone system management?

If you don't have dedicated IT resources, think of a phone system that is easy to setup, use and manage. Quality business phone systems, either hosted (cloud), software-based, or on-premises, will make configuration and maintenance simple with web-based intuitive administration panel. Ideally, with a top-rated phone system, you can make changes (e.g. adding extensions for new users) within point-and-click configuration in minutes and without relying on professional IT resources.

Look for these features in a phone system to ensure that the keepup requires minimal efforts:

✓ Web-based Administrator Panel	✓ Granular User Role & Permission
✓ System Status Dashboard	✓ IP Phone Auto Provisioning
✓ Event Notifications (Email, Call, etc.)	✓ Remote Management

⬤ Future Expansion

Can the phone system scale or upgrade to support changing business dynamics?

A phone system can slow you down if its communications technology can't keep up with the demands, like adding users, the opening of new office locations, and potential 3rd-party business application integration. Consider how your business may grow in the coming year. If there is potential for rapid growth, you will need to consider how this will impact your purchase.

Consider the following features to stay ahead of competition:

✓ **System Scalability: Cloud vs. Software vs. Hardware**
Hosted VoIP solutions (Cloud PBX) and software-based PBX system are typically adaptable in scale to keep pace with your business growth while most on-premise system has limited maximum capacity.

If you decide to go with an on-site PBX system, consider to purchase a larger appliance than is initially needed to accommodate your growth.

✓ **Potential Integrations**
Regardless of the option you select, make sure it has the broadest ready integrations possible, and better with API feature. This will allow you to add or remove components as the need arises through software that ties together all on-site and cloud-based resources.

⭕ High Availability & Redundancy

Will minutes or hours of phone system downtime incurs huge loss to your business?

Foul weather can arise at any time, wreaking havoc on business communications systems that lack robust disaster recovery solutions. This is especially problematic for organizations like emergency response centers, which need to stay up and running at all times. Identify the potential risks and make sure that your new phone system comes with disaster avoidance/recovery solution for fast failover during unexpected Internet, server, or power outrages.

Following are 4 common business phone system failover solutions you should consider:

✓ **Hot Standby**
This solution is typically for on-premises PBX systems, where two identical PBX servers run simultaneously. The backup server would mirror the functions of the primary PBX system, and take over automatically and almost instantaneously if the primary system fails.

✓ **Cloud High Availability**
For cloud phone system, look for a provider that has carrier-grade infrastructure redundant across globally dispersed data centers. The active-active high availability and hot standby architecture help ensure system uptime.

✓ **System Auto-backup & Restore:**
Any server or power outrages would risk data loss. Make sure your phone system data (e.g. call logs and call recording files) can be backed up periodically and automatically.

⭕ Cost & Investment

Does the new phone system budgeting make sense for your business?

If you're wondering how much a new phone system will cost your company, this can give you a basic hint.

Phone System Type	Hosted PBX	On-premises PBX
Budgeting Approach	OpExx	CapEx
Characteristics	• Low upfront cost • Typically charge on a monthly/yearly basis	• Higher upfront costs • Little to zero monthly fees
Total Cost of Ownership	Mostly based on your years of system usage and capacity requirement.	Hardware + Implementation Costs

Yeastar Business Phone System

An award-winning phone system that will grow with your business.

Yeastar P-Series PBX System is a complete Unified Communications portfolio that reinvents how businesses connect. Beyond just a PBX, it converges voice, video, messaging, call center, and more together as one and lets you work every where and every way your business does.

True Unified Communications

With P-Series PBX, you can easily choose from the web, mobile, and desk clients to access the business-enhancing UC features, plug and play desk phones/headsets to enjoy enhanced voice, and integrate 3rd-party technologies to suit specific business requirement and build a broad productivity ecosystem. All is made easy right out of the box.
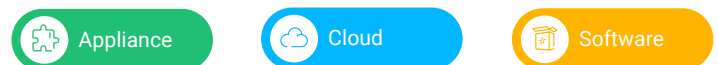
✓ Complete PBX Features
✓ Linkus UC Clients
✓ Call Center
✓ Video Conferencing
✓ Instant Messaging
✓ Contacts & Phonebooks
✓ Remote Access Service
✓ More

Ready Integrations

Rich ready integrations with 3rd-party systems such as SIP endpoints, CRM platforms, collaboration tools.

Yealink   Fanvil   snom   Gigaset

Microsoft Teams   HubSpot   ZOHO   salesforce

Three Editions, Flexible Deployment

Appliance   Cloud   Software

Available in the Appliance, Cloud, and Software Edition, Yeastar P-Series PBX System provides flexible deployment options and is highly scalable and adaptable to businesses of any size.

Talk to an Expert

We trust this Buyers Guide is useful in your journey to understand and evaluate business phone system. If you have more questions or wish to explore small business phone solution further, we're here to help.

Contact Us ›

Need a free trial? Get started ↗

> ❝
> We've experienced the state-of-the-art call center features that other PBX can't offer. Features such as operator panel, remote access, integration with other software and more...Yeastar P-Series has never stopped to impress us"
>
> *——Oscarlis Lacouture, Project Manager at SOLUTEC SAS*

✳️ Yeastar

Yeastar helps businesses realize digital values by making communications and workplace solutions easily accessible from ownership and adoption to daily usage and management. Yeastar has established itself as a leading provider of UC solutions with a global partner network and over 450,000 customers worldwide. Committed to delivering the right technology to value-oriented businesses, Yeastar offers products and services for UC&C, workplace scheduling, and hybrid workplace to enable them to win in the modern digital world.

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