



## **Got Cloud Voice? Don't Let Your Competitor Beat You To It**

*United Systems Explains the Power of Productivity and Profitability from Cloud Voice*

QUINCY, IL – February 25, 2022 - It's no secret that the business world isn't what it used to be. Simply put, the old age of operating within the normal hours of 8-5pm is an outdated paradigm. The traditional workforce is no longer the norm and remote workforces continue to grow in number because of the drastic reduction in overhead and increases in employee satisfaction. While this level of flexibility was unavailable in years prior, expanded capacities offered by the latest in technology have made this new working environment possible. This new environment is also enabling businesses to keep their customers happier than ever before. Companies leveraging the latest technologies, like cloud voice, are able to keep their customers happy 24/7, which is leaving their competition in the dust. The business leaders who have shifted their mindsets in order to take advantage of these new opportunities are being rewarded handsomely.

One problem that virtually every company faces is the need for quick responses. This is especially true of inbound customer calls. In the past, when a customer would call-in and

seek immediate support, companies would typically juggle the phone call between departments, until the customer was frustrated and then eventually transfer the call out to a manager's cell phone, where they would usually have to leave a voice mail and wait for a call back. As you can expect, it didn't take businesses long to realize that this way of conducting business was completely unacceptable and damaging relationships.

Companies have solved this problem with Cloud Voice phone systems. Since these systems operate "in the cloud" they are no longer tied to a single physical location and can accommodate the flexible workforce better than ever before. Best of all, the corporate experience is maintained all the way through and calls are handled with more elegance and professionalism than ever before. From the customer's perspective, it's as if these two were sitting right next to each other, collaborating on the issue at hand and resolving it as quickly as possible. The bottom line here is that when customers feel important and valued, they will continue to do business with any company. This is a rarity in today's marketplace and technology is transcending these limitations better than ever before and this is making it

much tougher for outdated companies to compete.

Also, today's leading companies utilize cloud voice in order to assign "Find Me Anywhere" numbers to staff, which are essentially single numbers that will call the office phone, then cycle to their cell phone, then cycle to other staff members, so that customers can reach the exact department they need, without being stuck on-hold for long periods of time. These numbers can also be configured to all ring simultaneously, so anyone that can solve that exact customer problem can handle it immediately. Reduced wait times and instant connections with the right person are huge advantages for today's organizations over their competitors. Imagine if your customers never had to wait on-hold again and that they got their problems resolved in only one-step. This is another way in which Cloud Voice is creating competitive advantages.

A superior customer experience is only one reason why more organizations are embracing this technology at an increasing rate. A significant reason that companies are utilizing this technology is because there is no risk. United Systems, has created an innovative program to get this type of technology in the hands

of business owners without making them invest in equipment which has required large, up-front, capital outlays in the past. Business owners can get access to all equipment and services without any substantial expense as cloud voice can now be acquired on a month-to-month agreement, which incentivizes performance and satisfaction across the board.

Since the barriers to entry for cloud voice are lower than they have ever been, it's no surprise that this is gaining widespread adoption. Businesses

need to be aware of these solutions and need to take advantage of these opportunities to get a leg up on their competitors as soon as possible, before they're beat to the punch.

### **ABOUT UNITED SYSTEMS, INC.**

Founded in 1986, United Systems, Inc. is committed to establishing and maintaining a dynamic partnership with every customer. Extensive technology and service experience allows the United Systems, Inc. team to

develop an understanding of each customer's unique requirements, and to respond to those requirements quickly and effectively.

Our mission is that we are in business to serve every customer in the tri-state area with priority service. Our goal is to make their businesses profitable and provide a competitive edge with the use of technology and services.

For more information on United Systems, Inc., call (217) 228-0315 or visit [www.4unitedsystems.com](http://www.4unitedsystems.com).