

FAQs of a softphone with Emerald Group

What is a softphone?

A softphone is not a desk phone or any other physical device. Instead, a desktop softphone is a software program that enables you to place a call via the Internet through computing devices: laptops, desktops, or tablet. It allows you to place calls over VoIP, using your business extension, without having to rely on a dedicated piece of hardware.

What is the difference between a softphone and a hard phone?

A hard phone is tangible equipment that can be connected with your home or IP network. It is configured to your workstation or desk. A softphone is a software application that is installed on your computing device.

How does a softphone work?

When you make calls over a traditional desk phone, the sound is transferred over a network of wires as a physical phone line. Softphones, on the other hand, operate using VoIP service communications technology. All you need is a wireless or high-speed broadband Internet connection with a router or modem to make and receive calls. You must also have a device with Internet access.

Why choose softphones over traditional phones?

Softphones reduce upfront and ongoing costs by relieving you of purchasing or leasing physical phones. Running costs are a fraction of the price in comparison to paying for communication lines just to ensure that a phone service is available.

What are the benefits of using a softphone?

Less hardware than traditional phone systems – no additional costs for tedious installation and configuration.

Phone lines are no longer required – there is no need to install a dedicated phone line as you would with a traditional phone as they use internet bandwidth.

Round the clock availability – as long as employees have an internet-enabled computer or mobile they can install the softphone app and use every feature including real time video calling at anytime, day or night.

How will a softphone benefit me over my standard desk phone?

1. Breaking free from the desk with Bring-Your-Own-Device mobility
2. Quick & easy login via links or QR code
3. Transferring calls among different devices
4. Aligning data with conversations via CRM integration
5. Initiating ad hoc conference calls right on mobile phones
6. Accessing voicemails & recordings from anywhere
7. Instant messaging with file sharing
8. Full view of the corporate dictionary and colleagues' presence status
9. Easy dialling with click-to-call operations
10. Efficient corporate and personal contacts management
11. Ability to make Low-cost international calls
12. A true cross-platform telephony solution.

Can I still receive calls when I am away from the office?

Yes!

One of the core advantages of a softphone is portability. You can run a softphone on your desktop, smartphone and tablet and can enable setup rules that ring your desktop or your smartphone as per your schedule. This flexibility means that you can work from home or while travelling with all the powerful tools you have at your desktop.