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# Free Answering Service Software

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Fed up with the high tolls charged by your ordinary telephone service? If you're itching to cut the copper cord with your costly, traditional phone service, you need Talk is Cheap, the new, easy-to-understand guide to understanding and using Voice over Internet Protocol (VoIP) and other Internet telephone options. Technologies such as VoIP are gaining a great deal of attention these days as more people switch from standard telephone service to phone

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service via the Internet. But while the cost savings are outstanding, there are some issues with Internet telephony that you should know about. Are the connections reliable? Is the quality comparable? Will it include 911 services? James Gaskin's *Talk is Cheap* addresses these issues and many more by explaining how to make the switch and what the tradeoffs will be if you opt for Internet telephony over traditional phone services. *Talk is Cheap* focuses on the increasingly popular services from Vonage, which uses VoIP, and Skype--a free service that operates as a peer-to-peer (P2P) network with the ability to turn any PC, Mac, or Pocket PC into a telephone. The book explains your options; explores the background behind, the workings of, and differences between VoIP and P2P networks; and discusses the advantages and drawbacks of both technologies (including service offerings, quality, capabilities, completion rates, and more). *Talk is Cheap* then goes into detail on what you can expect in Internet service from traditional phone companies such as Verizon and AT&T. In addition, you will learn more advanced techniques, including how to turn your Palm or Pocket PC into an Internet phone and how to work with Wi-Fi phones and videophones. A straightforward, quick introduction to the ins and outs of using Internet telephone services, this book provides everything you need to make informed telephone decisions--whether you're thinking about the switch from traditional phone service or have already made it and want to get the most out of your new Internet telephone.

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WARNING: this book is a PhD dissertation (2000) and contains academic research. It's made available primarily to aid other academics who are conducting their own industry research. If this is what you seek, here's an overview: The telephone answering service industry is maturing and

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undergoing rapid changes. In recent years, the traditional client has been vanishing, switching to alternative technologies, bypassing their answering service. Telephone answering services have reacted in various ways, such as mergers and acquisitions, pursuing niches, or expanding their businesses' scope. The conventional wisdom is that there will always be a need for the human interaction which an answering service provides. It further assumes that answering services will serve fewer clients and generate less revenue unless steps are taken to increase their reach or obtain non-traditional clients. Previous research has recommended becoming a call center to better tap and capitalize on the needs of an emerging non-traditional client base. The findings of this research effort determined there were the essential elements which should be

present for a telephone answering service to transition into a call center. Additionally, there were five items which are common industry dilemmas to be addressed. An inventory of significant call center characteristics was also developed. Most importantly, several areas of focus were advanced.

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