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Call Forwarding Options for Your Business

Call Forwarding Services has been around for years however, many businesses have not taken advantage of its capabilities. There are a few types of call forwarding available depending upon the specific business needs. Let's review the most widely used options.

Remote Call Forwarding is popular for businesses that want to redirect calls from one office to another location. This can be very helpful when a business has moved allowing companies to create a transition period for clients and vendors who may not be familiar with the new number.

Some businesses use **RCF** as a marketing tool. For example, a company wants to attract customers from all over the Chicagoland area and advertise a 'local' number to a specific community. So, if a Schaumburg-based business wants to advertise to Oak Lawn in the 708 area code, a local number could be purchased and call forwarded back to Schaumburg. This allows the business to create a broader marketing reach without adding physical locations.

Another very nice tool for small businesses is **Call Forward Variable (CFV)**. Call Forward Variable allows the user control over when and where calls are forwarded. So, if an owner will be leaving her office during the day, she could have her inbound calls forwarded to another office, a cell phone, or wherever she decides. Best of all, CFV can be turned on or off anytime using an access code. A CFV service gives an executive a great deal of control over inbound calling.

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Call Forwarding

A business that uses CFV service also has a built in protection mechanism. CFV can be used when a phone system or a phone service is interrupted. In the event calls can be taken by another location, the inbound calls can be redirected. The interruption is then kept to a minimum for clients while the service issue is being fixed.

Call Forwarding Service carry small, monthly fees. Most phone companies will allow a business freedom to order and disconnect these services anytime. Be aware, however, that phone companies do charge minutes when a call is forwarded to another destination. So, depending upon the number of calls your business receives, you will want to monitor the bill closely. Call Forwarding is a great tool for handling your calls but the costs can add up quickly too.

Who Said That?



Jim Carroll
Futurist, Trends, and Innovation Expert

"I posted my list of [major telecom trends](#) here the other day.....and I can't emphasize enough how quickly the telecom market is being destroyed and rebuilt with entire new paradigms..."

*Jim Carroll's Blob
June 3, 2005*

RAM Professional Services

Have you tried RAM's Professional Services yet?

RAM offers a complete line of services to help companies reach their fullest potential by maximizing their current investment and/or saving time and resources. Here are a few ways RAM has helped companies over the past few months:

Billing Reviews
Billing Fraud Resolution
Site Survey Reviews
National Acct Planning
Needs Assessment Consulting

Billing Credit Investigations
Service Installation Management
Trouble Ticket Mgmt & Escalation
Redundancy Engineering for Mission Critical Services
Service Contract Review



A Partner Worth Talking About:

Premiere Global

It's not every day that RAM shares information about a partner. But this one is worth mentioning.



We have spent the past few months learning about one another and peeling back the layers in order to see to the inside core of the Company. What did we find out? We found a Company that has dedicated time, money and resources to the small and mid-sized companies supplying them with the critical tools that large organizations use.

Premiere Global offers a solution called ReadyCast. ReadyCast gives to companies the power to interact with colleagues and clients around the globe without leaving your office. The tool allows up to 75 participants from your own desktop. It has the ability to add visual presentations, conduct slide shows, collaborate through white boarding, conduct Web tours and share applications. The tools provide immediate feedback and exchange ideas. The best part? There's no contract to sign and you only pay for what you use. Their solution is worth investigating.

Here's a little bit about Premiere Global Services: Premiere Conferencing is the conferencing provider companies count on when communication really matters. From feature-rich automated and operator-assisted conferencing to advanced Web collaboration tools that enable people to create and interact visually over the Internet, Premiere Conferencing delivers the highest levels of security, reliability, and customer service. For more information, visit www.premiereconferencing.com.



Premiere Conferencing

Find Out More...

- I want to learn more about Call Forwarding.
- I'm interested in learning more about PremiereConferencing.
- I'm interested in RAM quoting my company a price for my telephone service.
- I'm interested in learning more about RAM's Professional Services.
- Try a few of our most popular services:
 - Billing Audit
 - Audit of the Phone System and Equipment
 - Moving to a New Location

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