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Page Title: Making an Accurate Cloud Phone System Comparison | A Guide

Page Description: Use these criteria to compare cloud phone systems and make a smart decision for your sales team, support team, or call center.

[H1] Making an Accurate Cloud Phone System Comparison | A Guide

Cloud phone systems are an accessible and affordable phone service option, so it's no surprise that an increasing number of businesses are replacing their traditional phone systems with cloud-based ones. If you're considering how cloud phone services can enhance your sales and customer support processes, it's a good idea to compare cloud phone systems before making your final choice.

All cloud phone systems aren't created equally. When you compare solutions, you'll notice that each comes with its own set of business-friendly features and integrations.

Therefore, a good approach is to first assess your business's needs, comparing them to the capabilities various cloud phone systems have to offer. This article will guide you through the cloud phone system comparison process so you can make the best possible choice for your business.

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[H2] Why Use a Cloud-Based Phone System

As the name suggests, a [cloud-based phone system](#) houses everything in the cloud, meaning you aren't tied to traditional phone system hardware. You can access these solutions using a computer or smartphone, no matter where you're located in the world—which makes them a good option for remote and dispersed teams.

Cloud-based phone systems come with a range of features and benefits, including:

Cost-effective	These systems reduce the need for
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	expensive hardware and maintenance, lowering overall costs.
Easy to use	A simple interface and intuitive setup make these tools accessible for all team members.
Easy to update	Updates happen automatically in the cloud without downtime or complex processes.
Personalized extensions	You can customize extensions to suit individual roles or departments for efficient communication.
Call routing	Automatically direct incoming calls to the right person or department.
Unlimited calls on the same number	Make multiple simultaneous calls from a single number to improve call handling.
Local, toll-free, and international numbers	Set up a range of numbers to expand your global presence and make it easier for customers to reach you.

[H2] How to Compare Cloud Phone Solutions

When comparing cloud-based phone systems, it's essential to start by identifying the key features that will [improve customer support](#) and business performance.

First, build a list of must-have [cloud phone system features](#) that will help your employees deliver better service and [elevate overall sales operations](#). Whether your focus is on inbound customer support or [outbound sales calls](#), ensure the features you decide to prioritize align with your specific needs.

While cost is an important consideration, it shouldn't be the only factor when making your decision. Some systems may have a higher price point but offer more built-in features, including [software integrations](#). These integrations allow you to sync your phone system with your existing tech stack, streamlining your business functions and improving efficiency.

Below are 10 essential steps for comparing cloud phone solution:

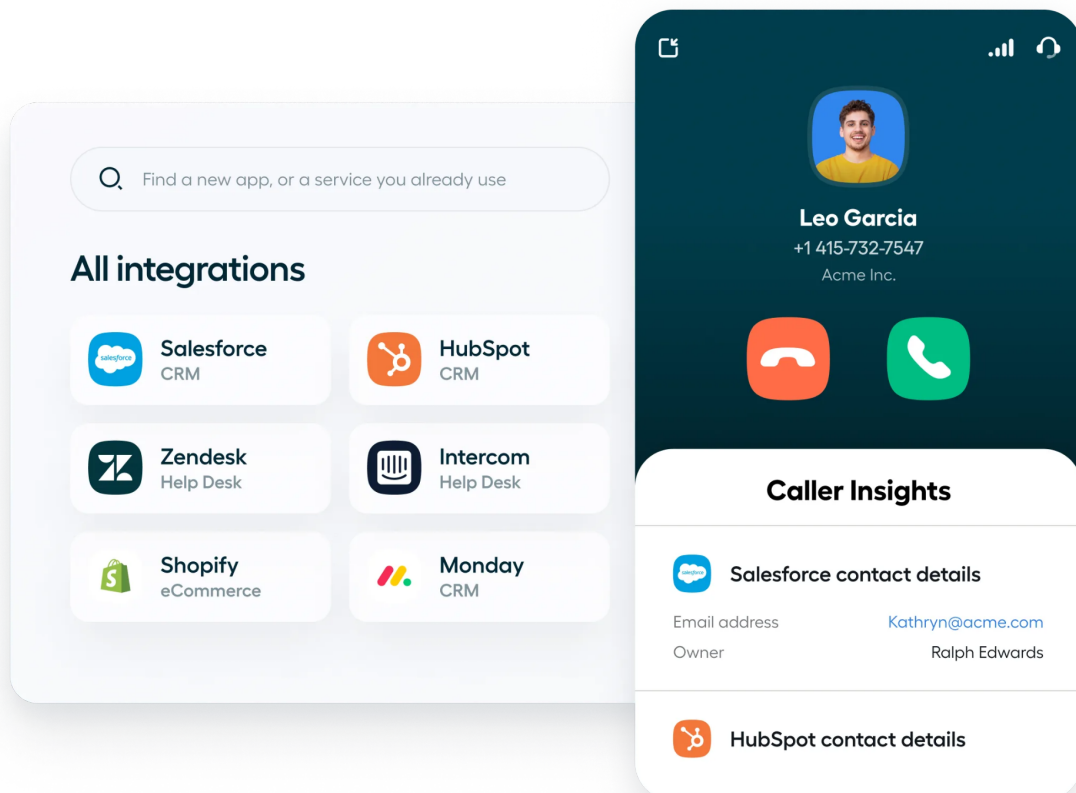
1. Assess your company's needs for cloud phone features and functions.
2. Compare the costs of cloud phone systems according to current and future needs.
3. Consider doing a trial period with the system.
4. Identify and reach out to other companies that have experience using the system.
5. Understand if you need to make an additional investment in equipment.
6. Determine if the system will accommodate the number of employees you have.
7. Learn who will assist you if you encounter a problem with the system.
8. Ensure the system is easy to set up and implement.

9. Look for a solution with fixed costs, no matter how many calls you make.
10. Ask if the quoted price is an introductory price.

[H3] Questions to ask yourself when comparing cloud phone solutions

A great way to compare cloud-based communication platforms is by asking yourself the following questions:

- What functions does my business need most, and does this offer all of them?
- Are there additional features I hadn't considered that could benefit my company?
- Will the phone system support the number of employees we currently have and plan to have in the future?
- Is this software scalable to adapt to changes as my business evolves?
- Do I only need basic features like caller ID and [voicemail](#), or is it time to add some new features like [ring groups](#), automated attendants, or hold music?
- Does this software come with AI-powered features that can help me save time and get better insights, like [call summaries](#) and sentiment analytics?
- How easily can the system integrate with our CRM or other software we already use?
- Is now the time to consider a unified communication system? How will adding features like chat, video, and text enhance efficiency and improve our sales and customer support workflows?



Caption: When choosing a cloud phone solution, do your research to ensure it integrates with the most essential tools in your existing tech stack, like your CRM and helpdesk

software.

Alt text: Image of the Aircall interface showing integration options and caller insights.

[H2] Cloud-Based Phones for Sales Teams

Cloud phones systems can give sales teams a leg up in terms of productivity and professionalism. For example, [call whispering](#) can help overcome issues with [training](#) needs, and automated responses and voicemail features may prevent lost sales due to missed calls.

These are some of the features that can set agents ahead of the competition:

- **[Power dialer](#):** Lets salespeople dial calls in rapid succession from a list on the computer.
- **[Click to dial](#):** Allows agents to dial calls quickly by clicking on an icon on the computer.
- **[Call recording](#):** Preserves conversations to confirm details, monitor call quality, and assist with training salespeople.
- **[CRM integrations](#):** Links phone system with CRM software to make customer sales data more accessible.
- **[Skill-based routing](#):** Routes calls to salespeople with certain areas of expertise.
- **[Call tagging](#):** Lets you assign customized labels to calls for improved workflows.
- **[Call whispering](#):** Allows a teammate to listen in on a call and share advice in real time.
- **[International numbers](#):** Allows you to claim local and international phone numbers to build trust with customers in global markets.
- **[Call logging](#):** Logs calls automatically and eliminates manual note-taking.

[H3] Uses of cloud-based phone systems for sales teams

Here's how sales teams can use cloud-based phone systems to boost sales and revenue:

- **Lead follow-up:** Sales reps can quickly follow up on leads by accessing call logs and customer data from anywhere, ensuring timely communication.
- **Cold-calling campaigns:** The software automatically dials prospects from a list, tracks responses, and logs interactions for more efficient cold-calling.
- **Client onboarding:** Use call routing to direct new clients to the right team member for personalized onboarding support.
- **Upselling and cross-selling:** Sales reps can use integrations with CRMs to identify opportunities for upselling or cross-selling during customer calls.
- **Call coaching:** Managers can listen in on live calls to provide real-time coaching and support for sales reps.
- **Tracking sales cycles:** Monitor customer interactions over the phone to track progression through the sales funnel and adjust strategies as needed.

[H2] Cloud-Based Phones for Support Teams

The right cloud phone systems offer all the features and [software integrations](#) that are necessary for setting up a successful customer support center. And getting the right features for your customer support staff, like call routing and powerful integrations, allows them to [provide a better customer experience](#).

Here's are some cloud phone features that can enhance your customer support services:

- **[IVR directory](#)**: Automatically guides callers to the correct agent to address their needs.
- **[Conversation center](#)**: Lets you manage all integrations from the cloud phone dashboard.
- **[Business hours](#)**: Automatically opens phone lines during your scheduled business hours.
- **[Integrations with CRM and helpdesk software](#)**: Provides a single source of data for calls.
- **[Warm transfer](#)**: Lets teammates have a quick conversation before transferring calls.
- **[Call routing](#)**: Lets you set rules for call routing and ring distribution.
- **[Mobile accessibility](#)**: Lets users respond via a mobile phone wherever they are.
- **[Shared contacts](#)**: Allows you to create and share contacts with team members to keep everyone in the loop.
- **[Call transcription](#)**: Automatically transcribes conversations so you can review and provide agents with feedback and support for improving their performance.

[H3] Uses of cloud-based phone systems for support teams

Here's how customer support teams can use cloud-based phone systems to improve their customer support interactions:

- **Efficient call routing**: The system automatically directs customers to the right support agent based on their needs or issue type, reducing mean time to resolve (MTTR).
- **Remote support**: Cloud-based systems enable support agents to handle customer inquiries from anywhere while maintaining consistent service levels.
- **Call queue management**: These tools help you manage high call volumes with features like call queuing and wait time notifications.
- **Customer interaction tracking**: You can automatically log customer interactions and call details into CRM systems for seamless follow-up, support continuity, and a more [personalized customer experience](#).
- **Real-time call monitoring**: Supervisors can monitor live calls to provide instant feedback and improve support quality.
- **Multi-channel support integration**: Combine phone, chat, and email support to offer a unified and efficient customer experience.

[H2] Top 8 Cloud Phone Systems Compared

Cloud-based phone system	Top features	Price (annual billing)	G2 rating
Aircall	Real-time analytics and reporting, live activity feeds, power dialer, click-to-dial, AI-powered call summaries and transcripts, sentiment analysis, CRM integrations	From \$30/month/user	4.3 stars
RingCentral	Document sharing, voicemail-to-text, team messaging, business phone or toll-free numbers	From \$20/month/user	4 stars
3CX	Video conferencing, business hours routing, call whispering, ring group and welcome message, hot desking	From \$195/year	4.4 stars
Dialpad	Web and chat support; unlimited video meetings; call and voicemail transcription; unlimited calling, SMS, and MMS	From \$15/month/user	4.4 stars
8x8	Basic auto-attendant; unified mobile, desktop, and web app; team messaging; voicemail; unlimited calling in the U.S. and Canada	Not available	4 stars
Vonage	Mobile and desktop apps, unlimited calls, and unlimited team messaging	From \$13.99/month/user (plus taxes and fees)	4.3 stars
Nextiva	Unlimited voice and video calling, voicemail, toll-free	From \$20/month/user	4.5 stars

	numbers, unlimited internet fax		
GoTo	Free calls to 50 countries; unlimited auto attendants, dial plans, call routing and queues; teams chat, SMS and MMS; multi-site admin and device management	From \$26/month/user	4.4 stars

[H2] Why Choose Aircall for Your Cloud Phone System?



Caption: Aircall's advanced cloud phone solution helps businesses drive up revenue and improve the customer support experience.

Alt text: Image of the Aircall interface showing stats and an active call.

Aircall's cloud-based customer communication and intelligence platform comes with advanced features like call whispering, smart routing, and powerful analytics. Businesses

can easily set up toll-free and international numbers, making it simple to connect with customers globally. Call conferencing ensures seamless collaboration, while voicemail and call routing allow for efficient management of inbound and outbound calls.

Aircall's interactive voice response (IVR) feature helps streamline customer interactions by guiding them to the right department without delay. The ability to blocklist numbers provides added security, while the virtual call center empowers remote teams to work together efficiently, no matter where agents are located. Additionally, Aircall supports SMS and MMS messaging, enabling businesses to communicate with customers via text to enhance overall flexibility and responsiveness.

Finally, Aircall integrates with 100+ popular tools, from ActiveCampaign to Zendesk, so you can incorporate it into your existing workflows seamlessly. Designed for growing businesses, Aircall is a top choice for companies that prioritize scalability and need a solution that adapts to their unique needs.

All the features your sales and support teams need to have better conversations, boost sales, and increase productivity. [Try Aircall for free.](#)