The Telecom Handbook: Understanding Telephone Systems and Services (Paperback)

By Jane Laino

Taylor Francis Ltd, United Kingdom, 2002. Paperback. Condition: New. 4th Revised edition. Language: English . Brand New Book ***** Print on Demand *****.Telephony encompasses all the varied and complex aspects of managing an organization s telecommunications resources, such as PBX (traditional phone), automatic call distributors, voice mail, automated attendant, interactive voice response, fax retrieval, call accounting and cost allocation, facilities management, cabling, local access, and long distance services. Telephony functions make possible applications that streamline many common business practices. Customer service is improved. Sales people are more productive. Employees are more efficient. A thorough understanding of telephone systems and services is essential for any business that wants to get the most effective communications capabilities for the least investment. The Telephony Book is being successfully used by over 20,000 people who need a quick, basic understanding of the telephone systems and services used by today s organizations. This book covers the basics of purchasing and managing telephone equipment and services, presented in easy-to-understand terms. The author focuses on the functional and practical side of telephony - how businesses can best use telephone systems to help their companies operate successfully. The book helps new telecom managers understand the basics of telecommunications. Among...

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Reviews

Simply no words and phrases to clarify. It really is full of knowledge and wisdom You wont feel monotony at at any moment of the time (that's what catalogs are for relating to when you question me).
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An extremely wonderful book with perfect and lucid explanations. This really is for those who statte that there had not been a worth reading. Your way of life span will be convert when you comprehensive reading this book.
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