

What is SSP Communications?

SSP Communications is a communications service that makes traditional phone systems and service obsolete. It provides a professional phone presence by answering your calls, providing callers with automated access to common information, and routing calls to employees regardless of their physical location. It lets you replace your traditional phone carrier with Internet based voice service at a huge savings. It manages e-mail messages, fax and voice-mail, and provides relationship management capabilities typical of Fortune 500 call centers that any business can use.

Does SSP Communications replace my phone system?

Possibly. With [business VoIP](#) SSP Communications can replace your phone system. It can also work with your existing phones or phone system. You only need a basic phone, either regular or wireless to receive calls, and SSP Communications can provide you with inexpensive IP handsets to replace what you currently have. With only basic handsets you get the kind of features you'd get with complex and expensive in-house PBX systems. SSP Communications also replaces many other services your business might use such as answering services, integrated voice response systems, "find-me" service, voice mail and unified messaging, e-fax services, e-mail managers, and customer relationship management software packages.

Do I need to change my local or long distance carrier?

No. However, you may want to, as SSP Communications can save offer significant savings via [business voip](#) phone service.

Can I use my existing telephone number?

Absolutely. It only takes a few days to "port" your number from your existing service provider, and SSP Communications can provide you an interim number to forward to so you're up and running right away.

Is there a contract ?

No. SSP Communications customers stay customers because they want to, not because of an onerous contract.

How much time does it take to set up SSP Communications?

It usually takes less than a half an hour; the time it takes depends on how comprehensive you want to make your call tree.

What do I need to use SSP Communications?

An internet connected computer running any web browser. If you want to use [business VoIP](#), you also need a broadband connection along with a "telephony adapter" or IP phones that SSP Communications.

Can I have my greetings professionally recorded?

Absolutely. We provide this service for no added cost at service startup if you like. If not, you can record your own.

How reliable is SSP Communications?

As or more reliable than your regular phone service. Our systems are fault tolerant and redundant, and we have multiple network and carrier partners with bulletproof infrastructure and impressive reliability records.

Is SSP Communications appropriate for my business?

SSP Communications is useful to virtually any business. It's particularly valuable for smaller businesses that don't have the tens or hundreds of thousands of dollars to invest in information systems and telecommunications, or large dedicated technology staffs. SSP Communications provides businesses of any size the productivity, image, mobility and customer service benefits of advanced call routing, message management, and customer relationship management systems that up until now only very large businesses could afford.

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