

Everything That Connects to VOCPhone

A phone system is only as useful as the things it is joined to. Here is the complete list, devices, apps, software and the internet connection underneath, with a straight assessment of which of those connections change how a business.

Five categories of thing connect to VOCPhone, and they are not equally valuable. Apps come first. Windows, Mac, iOS and Android, free rather than a premium tier, because most staff will never touch a desk phone twice. **Handsets** second: certified IP desk and cordless phones with zero-touch provisioning for the desks that genuinely take call volume, plus headsets for the people who live on the line. **Vehicles** third, via CarPlay and Android Auto, which is how a business number stops disappearing into personal mobiles. **Software** fourth, and this is the one that changes the business: Salesforce, HubSpot, Zoho, Xero, Monday and **more than a thousand apps**, plus open APIs for anything that is not on the list.

■ The short version

Level	What it does	What it saves
Screen pop	The customer's record opens as the phone rings, before you answer.	Ten seconds a call, and the specific embarrassment of asking a regular customer who they are.
Click to dial	Dial from the record rather than reading a number across to a keypad.	Misdials, and the friction that stops people making the follow-up call at all.
Automatic call logging	Every call attaches itself to the right record with time, duration and direction.	The admin nobody was doing, and the arguments about whether anyone rang back.
AI notes and summaries	The call is transcribed and summarised into the record automatically.	Ten to fifteen minutes per person per day, and the institutional memory that normally leaves with staff.
Triggered workflow	A missed call creates a task. A booked job creates a calendar entry. A quote request opens a deal.	The dropped follow-up, which is the single most expensive recurring failure in most small businesses.

■ Also worth knowing

Situation	Split providers	One provider
Calls are breaking up at 4pm	Two vendors, each with a plausible explanation and no obligation to prove it	✓ One party who can see both halves and cannot pass it on
New site needs voice and data	Two orders, two lead times, two install dates that will not align	✓ One order, one date
Voice priority on the connection	Requires the internet provider to cooperate on something they do not sell	✓ Configured by the party who sold you both
Billing	Two invoices, two renewal dates, two price rises at different times	✓ One of each

The practical consequence people underestimate

If the apps are good and free, the correct number of desk phones for most businesses drops sharply. Every handset you do not buy is a one-off cost avoided and one less thing to move when the office changes. Providers rarely volunteer this, because handsets are revenue. Work out how many desks genuinely need one before you take anybody's quantity recommendation.

■ Questions the full guide answers

- ☐ What devices work with VOCPhone?
- ☐ What does VOCPhone integrate with?
- ☐ Do I need desk phones if the apps are free?
- ☐ Can VOCPhone supply my internet as well as my phone system?
- ☐ What are open APIs and why do they matter for a phone system?
- ☐ How do I stop customers calling staff mobiles instead of the business?
- ☐ In what order should I connect everything?

This is the summary. The guide has the detail.

Every point above is worked through in full on our site, with the Australian context, the numbers and the exceptions. If you would rather talk it through, call 1300 663 222 or visit vocphone.com/about/contact-us.