

Virtual Phone Numbers - What Are They & How Do They Work?

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By Vipin PG | Published May 28, 2022 | Updated May 28, 2022 | Format: Article | 4 min read

In brief

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Due to multiple reasons, many companies consider getting a DID (direct inward dialing) number. Some were forced to work in a remote regime and faced the problem of convenient communication between the employees. Some search for ways to drive a scalable business and close deals internationally.

And others need flexible and safe office phone systems; businesses usually consider secure providers to buy virtual numbers for all the official proposes. It happens to be a versatile solution to all situations above and many more.

Nevertheless, those have taken place on the market for a while now, far from everyone is acquainted with such offers. This article will change it. Below we give key takeaways about virtual numbers. What are they? How do they work? How do they differ from regular ones? What are the advantages of using them?

Whether you are a total beginner in the topic or an experienced expert, you will find new points for yourself here. Therefore, keep on reading!

What is a virtual phone number?

A virtual number, or as it is also called an access number, does not oppose a regular telephone one in functionality. The primary thing remains to make calls and receive messages. However, user experience, privacy, and convenience have been greatly enhanced.

The main quality of such a number is that it is not bound to a specific location or device. It is cloud-based, and calls are done by forwarding them to the place you prefer: a mobile phone, landline, Skype, voice mail, etc. Internet connection and proper service providers are the only conditions that must be satisfied.

These were characteristics that nudged business communities worldwide to apply for the virtual number system, which they gladly do. On the other hand, it does not make sense to solely have one for personal needs. The prices may vary from company to company. First, you pay a setup fee, and further, there go monthly payments that come in a range between \$20 and \$250.

How does a virtual number work?

DID numbers require neither a physical address nor a SIM card of any kind for their work. As we already said, calls and SMS happen through an internet connection here. Consequently, a qualitative internet is a must regardless of whether it is a Wi-fi or LTE network; otherwise, there exists a risk of efficiency of calls.

If we get into more details, the technology used to enable the system is VoIP, which stands for Voice Over Internet Protocol. The similar one is used for WhatsApp and iMessage. It adds trustworthiness and a feeling of reliability since it has proven itself through time.

When getting an access number, there are multiple service options in the industry:

- Virtual office assistant service.
- Call forwarding service.
- Or you can simply buy virtual number receive SMS service.

Usually, companies that supply you with a virtual number provide all those services and maybe even more.

Differences between virtual and regular phone numbers

Despite functioning similarly, regular and virtual phone numbers are based on opposite principles. This can be visible when comparing the two step-by-step, which we will do right now.

Regular number bounds its user to a fixed location, a separate device, and inevitably needs a SIM card. Also, it depends on the landline. At the same time, virtual numbers:

- Are not location-specific.
- Are not tied to a landline, since they apply internet connection.
- Do not require a SIM-card.
- May be used from several devices simultaneously.

Benefits of a virtual number

Now, let us list the advantages of utilizing a virtual number. They are numerous and pretty impressive, by the way.

Affordability. Communicating with your employees or colleagues through the traditional PBX system can be a very costly activity, mainly if you are located in different countries. And nevertheless, DID number also demands certain payments (the exact price depends on the firm-provider), and it still is a beneficial deal to get one in possession.

One phone number for a whole company. This factor may greatly simplify integration with your customers.

Get rid of voicemails. There were conducted pieces of research, with the outcome of which it was scientifically proven that clients who were redirected to voicemail won't ever return to the company. Furthermore, virtual numbers can save the situation since when you are not in the office, a call can be automatically redirected to your other devices.

Receive calls anywhere. Remote work gains momentum. You may be on the road, at the restaurant, traveling, and so on, yet still be satisfyingly connected with your team.

And finally, DID numbers help to improve caller experience in general. If you are not yet ready to completely move a business communication to a virtual level, you can buy a virtual number SMS package to get practically acquainted with it.

References

1. telnum.net - <https://telnum.net/>