THE ROLE OF TELECOMMUNICATIONS IN BUSINESS MANAGEMENT

AVTANDIL LOMINADZE

CEO at Telecom 1 LLC
E-mail: alominadze@telecom1.ge

The article deals with the role of telecommunications in Business Management. As you know, telecommunications is an important tool for businesses. It enables companies to communicate effectively with customers and deliver high standards of customer service. Telecommunications is a key element in allowing employees to collaborate easily from wherever they are located, remote or local. Mobile telecommunication gives companies the opportunity to introduce more flexible working by allowing employees to work efficiently from home or other, more remote locations. But telephones still remain an important part of customer service strategies. Call management techniques allow businesses to handle incoming calls efficiently, even when other lines are busy; calls can be routed to employees with the needed skills to handle each inquiry. Additionally, callers can be offered the ability to choose from a range of options, such as "Press 1 for… Press 2 for…"

Mobile telecommunications can help maintain communication capability for employees working in remote locations or at home. All employees use the same telecommunications device to access data, send and receive messages, work on documents, or participate in multimedia conferences.

Collaboration between the departments of a business is an important way to help a company work efficiently and smoothly in improving performance of product development, customer relationship management, and quality initiatives. Telecommunications allow momentum to be maintained and important decisions to be made.

Here, also I am going to discuss how telecommunications has reduced costs associated with transactions. Plus, we should know that it can also make shipping operations smoother by automating the basic processes that people once handled. Vast amounts of information are available to employees; telecommunications allows more employees to access and use the information and make decisions upon it. This helps to free up valuable time to allow for more productivity. This technology helps coordinate and dispatch roaming employees to sites as needed, eliminating the need for a central-based office.

The most essential and thought provoking is that, telecommunications also empowers firms to reach more customers with fewer resources and manpower. The power of telecommunications technology is driving businesses all over the world to get connected. The technology includes telephony and video conferencing, broadcast and interactive television, instant messaging, email, distributed electronic collaboration, and a range of web- and Internet-based communications and data transmissions.

It is the exchange of information over significant distances through the use of electronic channels. Communication is a crucial aspect of any business, and the availability of telecommunication assists a business in operating effectively.

Businesses spend a substantial amount of money and time in training, traveling, and communicating with customers. Through telecommunication methods such as teleconferencing, costs and limitations are reduced. Teleconferencing involves the use of an Internet connection and a phone line to communicate with people in other locations. Teleconferencing enables businesses to make decisions more quickly, especially if businesses have overseas partnerships, because customers and business partners involved have instant face-to-face communication to exchange information without having to travel far or wait too long for correspondence. Faster decision making means a business can progress and implement its operations on time.

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