

New Features for IP Telephony

ISDN

Quotes - IP Telephony

- The study found that smaller enterprises have a very limited understanding, awareness or even interest in VoIP and IP telephony.

Quotes - IP Telephony

- "You're going to have to give this space some time to age before you see the mass adoption that people were forecasting even a couple of years ago,"

Quotes - IP Telephony

- "Their existing infrastructure does a good job," Arnold said. "If they are going to do something different they're really looking to save money. They're not looking to leverage the technology to do new things in new ways."

Quotes - IP Telephony

- The single voice and data network is simply not to be found. "No one is doing that yet," he said. " Basically people don't trust the technology enough yet to put everything onto the one network. But that should come with time."

Questions

- What features can VoIP provide that current TDM systems cannot?
 - Is VoIP just a cost reduction over TDM?
- Are these VoIP features worth the effort of developing and deploying them?
- Will these features change the way people work and if so how? (inter-working with wireless mobile apps etc.)

Questions

- How will VoIP features operate?
- Are there any unique feature interaction issues with VoIP or existing issues which are made worse or better with VoIP?
 - are there general rules or will these necessarily be domain specific
- What research issues are currently the most important to the successful implementation of VoIP

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VoIP

- "We need to shift away from the notion of technology managing information and toward the idea of technology as a medium of relationships."
- VoIP opens the possibility of creating features that are sensitive to the user's place in the structure of the business and in his/her current situation. VoIP features will be able to facilitate the 'informal' activities of an enterprise as well as the creating of ad-hoc collaborations. It is these informal and ad-hoc services which have been shown to be the most valuable in the operation of a business. VoIP opens of the possibility of having features that improve how a business operates by improving the inter-personal relationships such as trust that determine the effectiveness of work in the enterprise.

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