

# Is this the end of **Desk Phones** as we know them?



#### **Desk Phones Versus Smartphones In the Workplace**



Only one in two business users say they regularly use their desk phones to make voice calls while they are at their work desks/cubicles.



36%

One in three business users say they regularly use their smartphones to make voice calls even while they are at their work desks/cubicles and have access to a desk phone.

% of respondents saying Always or Frequently

#### **Top Reasons for Preferring Desk Phones**

43% Ease of use

42% Business phone features

36% Audio/voice quality

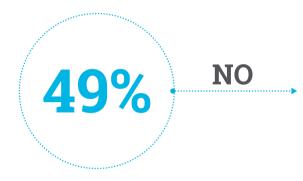
### **Top Reasons for Preferring Smartphones**

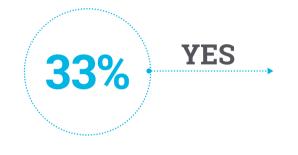
**54%** Ease of use

45% Not being tethered to the desk

Ease of looking up contacts 36% (non corporate directory)

### Willing to Give Up Desk Phones Completely?







#### **Email and Voice Calls Still Rule!**

Percentage of business users saying **Very Important** or **Somewhat Important** in their day-to-day work life:

97%







**EMAIL** 



84%

**VOICE** 





IM

53%



**TEXTING** 

45%



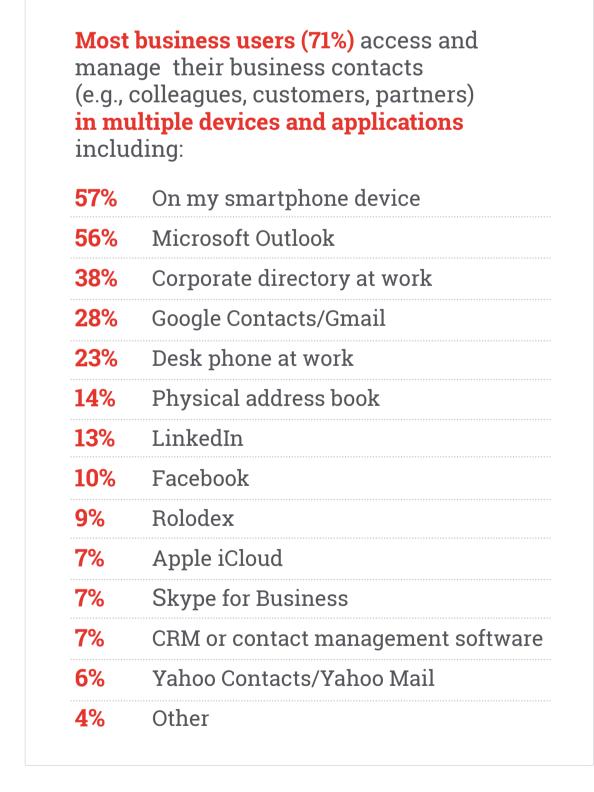
WEB CONFERENCING (non-video)



**VIDEO** 

CONFERENCING

### Managing Contacts Is Getting Harder, Not Easier



(e.g., family and friends), most business users (71%) also access and manage them in multiple devices and applications including: **57**% On my smartphone device **17%** Google Contacts/Gmail 6% Microsoft Outlook Apple iCloud **5**% Physical address book 4% 3% Facebook Yahoo Contacts/Yahoo Mail **2**% Skype (consumer) 1%

When it comes to **personal contacts** 

0% Corporate directory at work 0% CRM or contact management software Desk phone at work 0% 0% Rolodex 3% Other

LinkedIn

1%

## Conclusion

While voice calls remain critical to business users' day-to-day work life, smartphones are taking over desk phones for ease of use, mobility and access to contacts. One in three business users are turning to their smartphones as their primary work phones and giving up the business-grade phone features.

In today's modern workplace, you shouldn't have to choose between the convenience of your mobile devices and the business-grade features of your desk phone. Allworx® Verge™ is a new class of mobile-first business IP phones that give you the best of both worlds.