

# Telecommunication view point essay

[Business](#), [Company](#)



## **Viewpoints that upper management can have toward the telecommunications**

Upper management in any company develops different divergent views with regard to telecommunications department. However, by virtue that the management established the same department gives no doubt that the same is important in the realization of the organizations objectives.

With the establishment of such department in place, the management does it with some objectives in mind. Some of these include reduction of operational cost, improvement of internal operating and maximization of performance by staff and finally increase in sales.

Many upper managements view this department as an avenue through which services that ensure faster and efficient forms of communication the company is realized. It is viewed as a tactical asset through which internal operations of other departments and companies at large can be improved and made more effective. Service delivery is bound to improve if effective channels of communications are there in any set up. Telecommunication facilities offer these channels of communication. Poor channels of communication are realized in place where no proper communicational procedure exists. Telecommunication allows faster transfer of information. The traditional message sending by use of a human messenger is reduced or totally eliminated. In this case loss of information or wrong delivery of information is bound to reduce if not eliminated wholly. If the department provides this function of easier, faster and efficient communication, it will be viewed therefore as improving the company's operations.

Assets based in the telecommunication structure offered a better platform

for customer service which in turn translates to customer satisfaction. A satisfied customer is in no doubt good for business. The upper management therefore could have a view that the telecommunication department or sector enhances the achievement of this. If the telecommunication department ensure that their platform are used in reaching customers, informing customers and update of the same or management of customer related information that are likely to increase sales or the view of the company by its clients, then it will in no doubt be viewed by the top management as an instrumental department in the realization of sale increase.

## **Bibliography**

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