A Brief Study of an Evolution of PBX Phone Systems: From Manual Operators to VoIP Technology

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Abstract*: Private Branch Exchange (PBX) phone systems have come a long way from the days of manual operators, and today's Voice over Internet Protocol (VoIP) technology is a marvel of modern technology. The history of PBX systems is outlined in this article, starting with the introduction of Private Automatic Branch Exchanges (PABX) in the 1960s. It emphasizes the shift in the 1980s from large, operator-dependent systems to automated and portable electronic PBXs. With capabilities like data integration and remote accessibility, VoIP technology was integrated in the late 1990s, transforming commercial communication. The adaptability and affordability of VoIP in today's commercial communication systems are advantages.*

Keywords: PBX phone system, VoIP technology, telecommunication, innovation, telephone operators.

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