Why we're excited about 2019
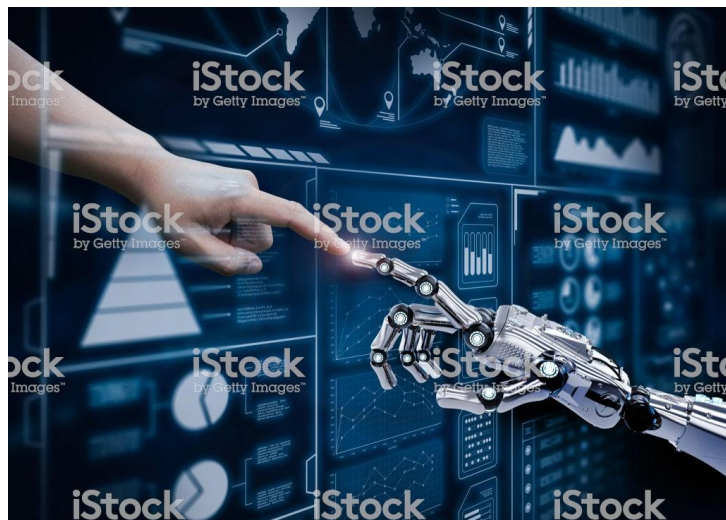

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It's all said to have started May 24, 1844. Samuel F.B. Morse tapped out a fury of code in Washington D.C, transmitting the words, "What hath God wrought?" to his lab miles away in Baltimore.

While far from the first electronically telegraphed message, Mr. Morse sparked the widespread use of his code that day, and the dawn of a new humanity. With in the next 20 years Americans in New York could reach out and touch their friends and family in San Francisco.

Today, everything from artificial intelligence (A.I.) to VoIP calling are expanding the definition, and reach, of communication technology — even our machines are talking back to us. It's amazing to think that it all started with something as simple as tapping on metal.

Where 2019 will take us

The communication revolution continues to unfold as fast as a ray of photons — surely exceeding Morse's most inventive speculations. Here's what the world of communication promises 175 years into an astounding cultural transformation.

1. **Robotic process automation.** Back office operations involve a powerful current of daily transactions, processing this data is ripe for human error. Robotic Process Automation (RPA) — an A.I. based technology — can execute rule-based and repetitive functions, streamlining many of the more complicated, and time-consuming, operations, while virtually eliminating mistakes.

2. **Business optimization.** Customer experience is a crucial element in nurturing loyalty. A.I. programs are able to access and process the huge amounts of customer data collected by businesses — e.g. customer surveys, shopping cart behaviors, buying patterns, etc.. The insight garnered by these programs is quick and useful towards improving everything from service, to products and operations.

3. **Communicative A.I..** Virtual assistants are marching determinedly towards being indistinguishable from their human predecessors. These conversational A.I. platforms — or "chatbots" — are becoming so efficient that they're projected to trim business costs by billions of dollars within the next three years. Today's chatbots have evolved beyond merely connecting people with the best customer service rep for their concerns — they're able to solve more and more problems *on their own*. This cuts down on labor costs, as well as customer wait times.

4. **Speedy wireless.** The 5th generation of cellular communication is scheduled to launch into the consumer Universe in April of 2019. While the implications of a faster, low latency network are vast, it promises to invite a new wave of businesses into the benefits of cloud based communication via wireless interfaces. Wireless methods eliminates the need for a trunk, making stepping up to the cloud easier than ever.

5. **Predictive A.I..** Artificial intelligence excels at processing information. Through the use of algorithms and machine learning techniques that process business data, A.I. programs can predict equipment failures, and even — in some cases — provide a fix *before problems occur*. This helps keep businesses up and running, without increasing labor demands.

6. **5G infrastructure support.** A speedy wireless network presents an increased demand for bandwidth. In an effort to to fully exploit all that the upcoming 5G network has to offer, the new year is likely to introduce an increase in antenna and fiber optic installations.

7. **Hybrid clouds.** Storing sensitive materials in the cloud can be unsettling. While businesses have been able to acquire private, thus more secure, onsite cloud environments, they're not nearly as expandable, or affordable, as their public counterparts. *Hybrid* clouds offer the security of private clouds, paired with the scalability of traditional cloud storage.

Are you fully exploiting the cloud?

It's easy to see why cloud based operations are the way of the future — less onsite hardware, improved remote accessibility, and they're cost effective. Nevertheless, it's always smart to acquaint yourself with the details behind the trends.

To learn more about what the cloud has to offer, visit our blog, "Cloud Communication Services Makes Sense for Small Business".

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Page title: 2019 Communications Trends

Meta description: Artificial intelligence and a speedy 5G network, 2019 is certain to be an exciting year for telecom companies and their customers. Of course, there's more to it than that, here's a list of the most influential communication trends for 2019.