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### Artificial Intelligence and SMBs

“Artificial intelligence has been a hot tech topic for years. As it's implemented into more solutions, small business owners will begin to use and interact with AI in 2019 more than ever before. That could mean a wide range of implementation scenarios, from voice assistants to personalized customer experiences.”

Read more at [Business News Daily](#).

### Scams to watch out for in 2019

It is estimated that older adults lose billions of dollars to scammers each year. But there is good news—last year the Federal Trade Commission noted that older consumers are more likely to report they've been victimized by financial exploitation than their younger counterparts.

Learn more at the [National Council on Aging](#).

### Choosing a Business Phone System -

Choosing the right phone system for your business is a huge undertaking. If this is a task you plan on tackling in 2019, there are a few questions you need to answer first to get yourself on the right track.

1. Do you need a full phone system that includes physical desk telephones, or could your business get by with a virtual phone service that relies on mobile devices?
2. If you do need desk telephones, what kind of service do you want? You need to choose between a traditional landline telephone service, which is provided by a local or regional phone company, and a Voice over Internet Protocol (VoIP) system, which runs over the internet and is available from a multitude of providers.
3. If you choose VoIP, do you want to house the system at your business (on-premises) or have your service provider host it (cloud-based)?

*“No better way is there to learn to love Nature than to understand Art. It dignifies every flower of the field. And, the boy who sees the thing of beauty which a bird on the wing becomes when transferred to wood or canvas will probably not throw the customary stone.”*

Oscar Wilde

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