Telephone communication is generally considered one of the most important means of verbal communication; it is essential for organizations as it greatly facilitates the completion of tasks and the rapid transmission of information. It is a means of communication that enables users to speak, discuss, exchange views, and explain ideas in a way that is not available through written communication, It enables rapid communication between different departments within the organization, as well as between the organization and other entities, facilitating the acquisition of information and the completion of certain tasks in a way that often eliminates the need for extensive reviews and correspondence, thereby streamlining and accelerating work completion.

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