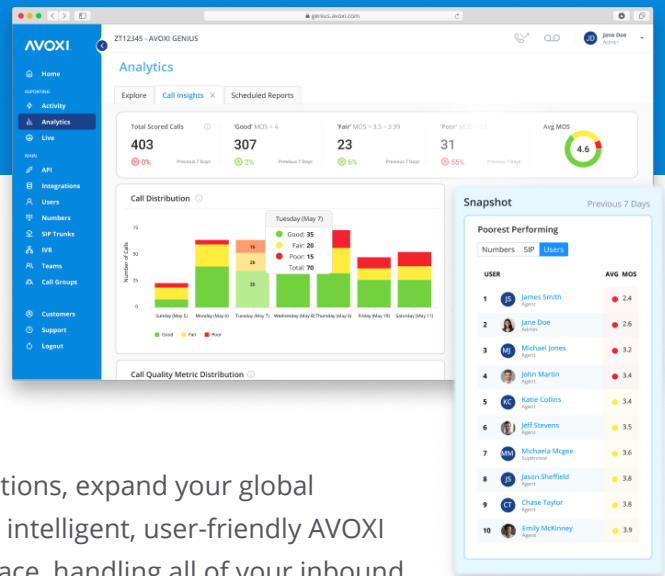




AVOXI Platform

Simplify and manage your global voice with our purpose-built platform.

Get everything you need to manage your voice communications, expand your global connections and enrich your customer experience with the intelligent, user-friendly AVOXI Platform. When you use our centralized and intuitive interface, handling all of your inbound and outbound calls, in-house and remote agents, routing rules, business phone numbers and carriers, has *never* been easier.



Simplify & Streamline Number and Call Management

- Add, port, and manage your global numbers in a single platform.
- Create fast implementations with user-friendly, self-service capabilities that make provisioning and configuration simple.
- Easily manage inbound and outbound calls, call routing, SIP Trunks and URIs, call forwarding and call recording.
- Ensure your numbers are up and running while quickly identifying call quality issues.

Take Control of Your Customer Experience

- Provide your customers with the ultimate experience using IVRs, skills-based routing and real-time call monitoring tools to ensure consistency and provide customer service support from the best-matched agent.
- Take advantage of simple, easy-to-use end-user applications to enhance customer experience – so you can improve customer satisfaction, build loyalty and drive revenue.

Measure the Metrics that Matter

- Get the strategic insights and establish benchmarks through transparent call reporting and data – from number and agent analytics through the entire caller journey.
- Increase agent productivity, improve transparency and make recommendations based on comprehensive analytics.
- Easily automate and send custom reports from your voice analytics dashboard, any time.

Create Efficiencies Across Applications

- Integrate across your preferred business tools to speed up team efficiency, reduce human error and power insights across voice applications.
- Set up programmable voice APIs to automate your operations.

Help Your Teams Succeed

- Connect your team with your customers from the convenience of their web browsers.
- Leverage APIs and webhooks to streamline sharing customer interaction details with other enterprise applications in your workflow.
- Set goals, then track and share the progress of your teams' performance against your business's service-level agreements with real-time and historic reports.
- Keep your field and remote teams connected while on the go with our mobile app.

We designed our platform with your needs in mind.

You get the features that matter most without paying for features you'll never use.

Expand your capabilities and access rich analytics with our powerful add-on features.

Call Insights

Instantly identify and quickly resolve quality of service (QoS) issues like jitter, packet loss, and poor Mean Opinion Score (MOS) before they interfere with your operations.

Call Recording

Proactively monitor call recordings to boost quality assurance, ensure regulatory compliance and manage complaints or legal issues.

Number Testing

Easily monitor the status of your numbers, identify and troubleshoot outages and proactively schedule or test numbers on demand.

SIP Trunks

Quickly create a connection and gain more reach for your legacy PBX, CCaaS, UCaaS and other tools with our affordable SIP Trunk and SIP URI options.

**Ready to learn how the intelligent, user-friendly
AVOXI Platform can help you save time and money?**

Contact us today