Executive Overview

Convoso is the leading AI-powered, cloud-based contact center platform built to help outbound call centers boost productivity, improve lead conversion, and ensure compliance through advanced dialer technology, powerful automation, real-time analytics, and the intelligence of Convoso AI. Leveraging cutting-edge artificial intelligence, Convoso AI delivers smarter lead targeting, predictive insights, and workflow optimization—empowering revenue teams to achieve better results, faster.

Product & Service Offerings

- CCaaS Outbound and blended outbound & inbound call center software

- Predictive and Manual dialers

- Conversational AI to automate repetitive tasks such as setting appointments, handling Q&A and pre-qualifying leads

- Omnichannel capabilities with voice, SMS and email

- Suite of compliance tools to support adherence to TCPA regulations

Sales Engineer Take On Best Fit

Convoso is an outbound-oriented contact center solution. Its platform is suited for high-volume calling and digital outreach campaigns, and includes a compliance suite to ensure outbound activities adhere to national, state, and other Do Not Call lists.

- John Paullin, Director of Sales Engineering, UC/CC/AI

Key Features & Differentiators

- Powerful multi-mode dialer

- Highly configurable workflow automation

- Best-in-class caller ID reputation management

- Suite of compliance tools to support adherence to TCPA regulations

Top Industries Served

- Marketing
- Financial Services
- Law

• Insurance

Ideal Customer Profile

• Company Size: 20-1000 agents

• Primary Target Prospect: Contact centers (outbound or blended inbound and outbound)

• Insurance, Solar, Home Services, Sales/Marketing, Financial, Legal

Ideal Customer Profile Example: Lead-Gen Entrepreneur

• Overview: Business is buying/generating leads, qualifying and converting them.

Industry: Lead-Gen (Inbound and Outbound); BPOs

Title: Owner, Founder, C-Suite

Motivators: Growing their business

Pain Points:

• Effective Lead Management

• Maintaining Contact Rate and Conversion Rates

• Need guidance and support to grow their business

Why Convoso?

• Best in the business at generating revenue quickly (Speed-to-Lead)

• Best in the business at scaling lead volume quickly

• Easy to manage caller ID reputation, campaigns and scripting

• Easy access to one-on-one support & training

Qualifying & Technical Questions

• Are you calling into the US or Canada?

• Are you struggling to convert leads and close deals?

• Are you wrestling with low agent retention and satisfaction?

• How concerned are you about TCPA compliance and state-level (mini-TCPA) regulations?

• Are you impacted by spam / scam flagging of your DIDs?

Elevator Pitch

Convoso is the leading AI-powered contact center platform purpose-built for revenue teams. Since 2006, Convoso has remained at the forefront of innovation, consistently developing solutions to foster customer growth while supporting adherence to regulatory standards. With a set of ever-adapting compliance tools, expert advisors, and decades of industry experience, Convoso has a proven track record of ensuring customers succeed.

Objections & Rebuttals

Convoso's pricing is higher than anticipated.

Convoso regularly 2X or 3X's contact and/or conversion rates. Instead of dialing leads up to 500 times, and then converting the sale, you're dialing leads 200 times and getting the sale. You're making significantly fewer dials, you're using less minutes, you're safer on the compliance side, and you can invest in better quality leads because your system's hitting it properly. The ROI with a platform like Convoso is significantly higher than competitors.

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