Executive Overview

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.

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 - Field Sales Engineer UCaaS, CCaaS

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?