Executive Overview

net2phone is a leading National and International UCaaS provider. Backed by IDT's Global Network capability, net2phone has over 30 years of providing the most efficient and reliable quality voice and communications experience to business and enterprise customers worldwide. We're currently the fastest-growing UC provider in the industry.

Product & Service Offerings

net2phone's innovative and affordable cloud-based telephony solutions include Unified Communications, Hosted PBX, and SIP Trunking and are offered primarily through the channel and are available to both small and mid- sized businesses and large or multinational enterprises worldwide.

Sales Engineer Take On Best Fit

Net2Phone is a global UC/CCaaS vendor offering flexible pricing models for their services, including a concurrent call path model vs. the more common per-user model. Their proprietary *uContact* CCaaS solution is priced competitively for the CCaaS market and includes email/chat/SMS/WhatsApp communication channels and an OpenAI-powered chatbot and virtual assistant tool.

John Paullin, Field Sales Engineer

Key Features & Differentiators

Stable Proprietary Platform with 99.99% Uptime • 24x7x365 US Based Support

• Highly Competitive Pricing & Ability to Unbundle

• Single Seat License Includes all Features

• Unrivaled Calling Plan with 40+ Countries Included

• User-Friendly Portals and Applications

• Native integration with Microsoft Teams Partner specific:

• 100% Dedication to the Channel

• Ability to Mark Up Pricing and Earn Additional Pass-Through Revenue

• Industry Leading SPIFFs & Residuals

• Web-Based Quoting Tool and Electronic Sign Up

Top Industries Served

- • Other

Ideal Customer Profile

SMB (30+ users) to Enterprise (Fortune 50)

• Multi site and/or multi national businesses with needs for on site and remote or hybrid solutions

• Microsoft Teams Users

Top Industries:

• Real Estate

• Healthcare

• Associations/Non-Profits

• Banking & Finance

• Auto & Car Dealerships

• Schools & Educational Institutions

Qualifying & Technical Questions

1. Does the customer have an outdated, on-premise phone system?
2. Would the customer benefit from the increased need to text employees directly or into department queues for the fastest resolve?
3. Would the customer benefit from combining several communication methods under one platform?
4. Would the customer benefit from analytics such as communication metrics or call and chat engagement?
5. Does your opportunity have international calling needs, services, or employee/customer connectivity needs?
6. Would your opportunity benefit from a Hosted Voice line seat unbalanced pricing model or have a separate line and seat only needs?
7. Do they have remote employees and offices they wish to connect?
8. Do they want to offer customers more efficient ways to reach them?
9. Do they want the ability to receive calls even when not at their desks or in the office?
10. Do they wish to understand the volumes of calls received, staffing per demand, what employees are saying to customers, and the number of calls that go unanswered?
11. Do they have phone system(s) that are difficult to manage and expensive to support?
12. Are they being invoiced with heavy toll-free, international, and long-distance charges?