Executive Overview

- Founded in 2005

- US Headquarters: Atlanta, GA

- 4 offices in France, US, Spain, and UK

- 330+ Employees

- 15+ Data Centers worldwide (6 in US)

- Over 14,000 customers

- FCC Registered Carrier

- Mid-Market to Enterprise clients.

- One of the largest/established UCaaS/CCaaS providers in Europe.

- Single-proprietary platform: **ONE combined dashboard for UCaaS, CCaaS, and mobile app** inbound/outbound calls. (Built ground-up w/AI, not a "bolt-on," legacy multi-platforms.)

- 100+ Native-integrations with business applications.

- More value for the $, i.e., 100+ standard features included.

- Offer UCaaS-only within a CCaaS client.

- Clean, intuitive end-user portal.

- Exceptional End-user-client training/onboarding (Ex: 30-day post turn-up "check-up" call to review analytics & AI reports.)

Ringover Best Fit:

- Integrations

- Global dialing plans; 90+ free destinations

- UCaaS & CCaaS requirement: **ONE combined dashboard for UCaaS, CCaaS, and mobile app** inbound/outbound calls. (Built ground-up w/AI, not a "bolt-on," legacy multi-platforms.)

Philosophy:

- There is no UCaaS or CCaaS, only communication options including voice services with AI.

Product & Service Offerings

- CCaaS with 100+ native integrations, & UCaaS available when coupled w/CCaaS

- AI-based conversation platform

- 100% Cloud-based solutions

- UCaaS & CCaaS requirement: **ONE combined dashboard for UCaaS, CCaaS, and mobile app** inbound/outbound calls. (Built ground-up w/AI, not a "bolt-on," legacy multi-platforms.)

- FCC Registered carrier

- Multichannel communications

- Sales Engagement Platform (SaaS

- Built-in automotive, integrated work-flow for sales prospecting, daily guidance, and follow-up across multi-channel media.

Sales Engineer Take On Best Fit

Ringover is a UCaaS/CCaaS solution started in 2005 boasting US-based support, affordable seat licensing, and tight integrations to applications like Bullhorn, HubSpot, and Freshdesk.

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

Key Features & Differentiators

- One of the largest/established CCaaS providers in Europe.

- 100% cloud, AI based, affordable Enterprise-level CaaS solution.

- AI purpose-built-proprietary platform from the ground-up; not a "bolt-on" application.

- UCaaS & CCaaS requirement: **ONE combined dashboard for UCaaS, CCaaS, and mobile app** inbound/outbound calls. (Built ground-up w/AI, not a "bolt-on," legacy multi-platforms.)

- With over 100+ *native-integrations*. Ex: Awarded "Preferred Marketplace" integration vendor with Salesforce, Microsoft, Google & others

- With 100+ standard features = More value to your client.

- Simple pricing.

- Global dialing plans; 90+ free destinations

- Exceptional End-user-client training/onboarding (Ex: 30-day post turn-up "check-up" call to review analytics & AI reports.)

Benefits :

- Budget Control: Monitor allocation of resources more efficiently.

- Enhanced Productivity: Ensure employees work smarter with high volume calls.

- Actionable analytics: Deep visibility into all facets of your employees' communication.

- Personalized Interactions: Foster meaningful connections with your clients.

- Customer Request Processing: Swiftly handle/respond to your customers' inquiries.

- Communication Choices: Call, SMS text, video-meet, or Omnichannel.

Top Industries Served

- Information Technology
- Sales
- Professional Services / Offices
- Other

Ideal Customer Profile

- Mid-Market to Enterprise clients

- Integrations

- Global offices

- UCaaS & CCaaS requirement

- Sales & customer support teams with large calling volume that need robust analytics, AI, and reporting tools to track performance and call data.

- Companies with growing sales and support teams looking for a solution that will scale with them.

- Organizations transitioning from traditional phone systems to a VoIP solution, seeking an all-in-one platform that includes a conversational AI, business software integrations, with advanced analytics.

Qualifying & Technical Questions

- How do you currently manage customer interactions across different channels like phone, SMS, and video?

- How do you currently manage and route incoming customer calls?

- Are you looking to reduce communication costs or improve call quality?

- How important is integrating your phone system with other business tools like CRM software?

- How important is scalability in your communication solution as your business grows?

- Do you require international calling capabilities? If so, to which countries?

Elevator Pitch

Ringover is a 100% cloud-based phone system, powered by AI and advanced CCaaS analytics. Our comprehensive,

proprietary purpose-built contact center solution integrates voice, video, chat, and SMS with over 100 business tool integrations, including Omni Channel, designed to boost team productivity and streamline customer interactions. With 20 years of telecom & software expertise, we offer affordable enterprise-level contact center features, through a scalable, user-friendly platform that adapts to a customers growing needs.

Objections & Rebuttals

How can we be sure that the call quality and reliability of your CCaaS system will meet our business needs?

Ringover has been in the telephony business since 2005 - 20 years - and is one of the leading (CCaaS) providers in Europe and the UK. Globally, we have over 330 employees, over 14,000 customers, along with 15+ Datacenters (Our own, not in "colo hotels" or with hyperscalers) - including 6 in the United States. Also, we have direct interconnections with major global operators to ensure high-quality calls.

As an international CCaaS provider, we have calling plans in over 60 countries.

Our CCaaS Platform is proprietary, built CCaaS from the ground-up, and we are not reselling a third-party solution. This enables Ringover to control the source software, and ensures flexibility to meet any clients needs.

As a registered carrier with the FCC, Ringover requires clients to use our VoIP service with our CCaaS; our CCaaS is not an overlay, or add-on for another carriers VoIP solution.

US Headquartered in Atlanta, Georgia, our 100% cloud-based-CCaaS-proprietary platform offers clients affordable enterprise level contact center features, robust analytics, conversational AI, and over 100 SaaS integrations. In fact, Ringover has earned "Preferred Vendor" status with Microsoft, Salesforce, Google, Hubspot, and others, and is listed in their respective marketplace.

And, from our "white-glove" on-boarding, to our post-sale customer care, our 100% U.S. based support is second to none.

Finally, Ringover is exclusive with AVANT in the US Technology Solutions Distributor (TSD) space.

What measures do you have in place to ensure adequate customer support?

Our US-based support team is accessible via phone, email, and help desk, giving you flexibility in how you reach us. Each client is assigned a dedicated account manager for personalized support and direct assistance with urgent issues.

Regarding customer service, inbound calls fall into four categories:

Low: *T*ypically resolved immediately; Ex: Password Resets, Email Changes, Number Deletion, Setting Assistance, User Setup, and IVR Setup.

Medium: Typically resolved within the week submitted, or up-to-5 business days. Ex: Integrations settings, Call Quality Issues, User Connection Issues, IOS/Android App Bugs, Webapp HTML breaks, etc.

High: Typically resolved within 2 to 4 days. Ex: Call Quality, SMS, Integration Settings Issues, Contact Syncs from both Bulk Uploads and the Integration, Public API Keys, Webhooks, and API errors, and other cases that affect ongoing business operations.

Urgent: Cases are priority-status and have an up-to-24-hour resolution SLA.

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Ex: Outages

- We exceed 80% in first contact resolution, a best-in-class metric for excellence in a support organization

- Calls answered in 30 seconds or less

Also, the client is enabled through their client-portal to "self-serve" many items such as move-adds-changes, if they prefer.

How difficult will it be for our team to change to and manage the new CCaaS system, and what support will you provide during this transition?

Ringover makes the switch to AI-based CCaaS with a simple 3-min setup and its user-friendly interface. In addition, we provide comprehensive training via onboarding sessions and online resources. We also have technical teams available for complex setups. Our goal is to ensure the client is not only comfortable with the solution, but overall is satisfied with user-experience.