

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.

"Super Powers"

- Exclusive with AVANT
- 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.)

When to Include Ringover (Where we win?)

- Integrations
- Global dialing plans; 110+ 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.)

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 - Field Sales Engineer UCaaS, CCaaS

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.
- 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?