Enhancing business communication system

TeleCMI Proposal

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TeleCMI is one of the leading cloud telephony company based on india. We deliver high quality communication products that suit to startups, SME's and Enterprises.

Virtual Number

Virtual number is a mobile number or landline number through which your customers can reach your business anytime. TeleCMI's virtual number comes up with features like receive and handle concurrent business calls, Connect your entire team in a single virtual number, Track call history and Review call recordings in the dashboard.

Toll Free Number

A toll-free number increases the branding of any business through which your customers can easily remember and reach your sales or support center anytime with ease of reaching your business with no-cost. Toll-free numbers gives your business a nationwide reach and recognition.

PIOPIY Developer Telephony (Phone Call API)

Integrate never imagined communication features through our SMS, voice and internet calling through PIOPIY API. It reduces the amount of time for scripting and coding. Suits best for enterprise grade business solutions. Start integrating PIOPIY API in your application in less than an hour with no infrastructure.

Missed Call Service

Missed call solution is the easiest way to generate new business leads. It is one of the cost-effective marketing techniques for business promotions. No-cost for customers for giving a missed call. After receiving a missed call from a customer, the customer will receive an acknowledgment SMS.

Auto Dialer

Integrate powerful outbound calling platform using TeleCMI's auto dialer. It saves time, increases business productivity and customer engagement. It will replace the traditional way of dialing calls one after one manually. It maintains the call history, call recording and statistics of all agents in the dashboard.

Intercom

Intercom systems are mandate for all inhouse business models. TeleCMI's intercom setup in cloud replaces the traditional wired intercom setup with hardware.No infrastructure required. Connect all your departments through extensions. Review call details in the dashboard.

Features

Virtual Call Center

Set up a call center virtually with all the features, without worrying about infrastructure.

Ring teams

Assign the right persons and group them as each team for better customer service.

Call monitoring

Listen to active user calls to improve user performance and to resolve customer queries.

Business hours

Configure business working hours to receive calls and to intimate the closing time.

Call routing

Select call routing methods that suit your business technique.

Call whispering

Speak to users secretly while they are on the active call without disturbing.

IVR

Greet all the customer calls through an IVR and direct the calls to the right person.

Comment on calls

Write down the feedback or comment for the particular customer call.

Call recording

Record customer calls to improve user and customer conversations.

Warm transfer

Transfer customer calls within your team members to give them a better solution for their queries instantly.

Concurrent calls

Monitor and receive more than 4 concurrent calls or any number of calls concurrently based on your requirement.

Instant modifications

Drag and drop users, arrange users based on their priority instantly anytime in the dashboard.

Call analytics

Track customer answered calls, missed calls and team's performance.

Blacklist numbers

Block unwanted spam callers and stop bot calls in the dashboard.

Desktop notifications

Get instant updates as notifications in the dashboard for each and every new report.

Extensions

Create 3-digit extensions for all the users and use the extension for transferring calls.

After Hours Call

Configure call routing to users based on business and non-business days.

Time-based routing

Route incoming customer calls to reach a particular user's number.

Live call feed

Check the live status of the ongoing calls in your live call feed section on the dashboard.

Call conferencing

Users can add and merge another user from your team to a conference call.

Webhooks and API

Use our webhooks and RestAPIs to design customized solution on the cloud.

Tags

Group call reports based on tags to view it as a total desired report.

Call Forwarding

Forward incoming customer calls to multiple user numbers on the same team.

CRM integrations

Integrate all the calling features of Telecmi in any of your existing or new CRM tools.

Skill based routing

Assign users to a team based on their skills for receiving customer calls

Intercom

Integrate cloud based intercom platform and connect your departments through extensions

Supervisor

Create a supervisor account to monitor and listen to active customer calls

SMS Template

Start creating customized SMS template for missed and answered calls to customers

Voice mail

Receive customer feedback and queries

after working hours through voice mail

Virtual Number - Minutes Plan

Pricing details	Rs.14,000	Rs.24,000	Rs.48,000	Custom Plan
Plan	Basic	Premium	Enterprises	Based on your requirement
Users	4	8	Unlimited	
No. of Channels	4	8	25	
Free Mines/Yearly	28,000	48,000	96,000	
Call Cost	0.49	0.45	0.39	
Rental Type	Yearly	Yearly	Yearly	Yearly
Web Interface	√	√	√	√
Mobile App	√	√	√	√
128 Bit Security	√	√	√	√
Call Analytics	√	√	√	√
Blacklisting	√	√	√	√
Multi-Level IVR	√	√	√	√
Warm Call Transfer	√	√	√	√
Extensions	√	√	√	√
Call Recording	√	√	√	√
SMS Notification	√	√	√	√
Office Hours	√	√	√	√
Comment On Calls	√	√	√	√
Time Based Routing	√	√	√	√

Live Notification	NA	√	√	√
User Login	NA	√	√	√
User Productivity Tools	NA	√	√	√
Supervisor Login	NA	√	√	√
Live Feeds	NA	√	√	√
Call Monitoring	NA	√	√	√
Call Barging	NA	√	√	√
Call Whispering	NA	√	√	√
Webhooks	NA	NA	√	√
Intercom	NA	NA	√	√
Click to call	NA	NA	√	√
Rest API	NA	NA	√	√
Studio Recorded Voice	NA	NA	√	√
Dialer	NA	NA	√	√
Sms Center id	NA	NA	√	√
Live events API	NA	NA	√	√
IP Authentication	NA	NA	√	√
Text to speech	NA	NA	√	√
CRM Integration	NA	NA	√	√
Dedicated Account Manager	NA	NA	√	√

- **Note:** All prices mentioned above are exclusive of GST(18%).

Virtual Number - Unlimited Plan

Pricing details	Rs.24,000	Rs.36,000	Rs.48,000	Custom Plan
Plan	Basic	Premium	Enterprises	
Pre Users	1,000	1,500	2,000	Based on your requirement
No. of User	4	4	4	
No. of Channels	4	4	4	
Call Cost	NA	NA	NA	
Rental Type	6 Months	6 Months	6 Months	6 Months
Web Interface	√	√	√	√
Mobile App	√	√	√	√
128 Bit Security	√	√	√	√
Call Analytics	√	√	√	√
Blacklisting	√	√	√	√
Multi-Level IVR	√	√	√	√
Warm Call Transfer	√	√	√	√
Extensions	√	√	√	√
Call Recording	√	√	√	√
SMS Notification	√	√	√	√
Office Hours	√	√	√	√
Comment On Calls	√	√	√	√

Time Based Routing	√	√	√	√
Live Notification	NA	√	√	√
User Login	NA	√	√	√
User Productivity Tools	NA	√	√	√
Supervisor Login	NA	√	√	√
Live Feeds	NA	√	√	√
Call Monitoring	NA	√	√	√
Call Barging	NA	√	√	√
Call Whispering	NA	√	√	√
Webhooks	NA	NA	√	√
Intercom	NA	NA	√	√
Click to call	NA	NA	√	√
Dialer	NA	NA	√	√
Rest API	NA	NA	√	√
Studio Recorded Voice	NA	NA	√	√
Sms Center id	NA	NA	√	√
Live events API	NA	NA	√	√
CRM Integration	NA	NA	√	√
IP Authentication	NA	NA	√	√
Dedicated Account Manager	NA	NA	√	√

- **Note:** All prices mentioned above are exclusive of GST(18%).

Thank you

Call us for appointments and demo

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