

# ' Reinventing The Way Startups Communicate. '



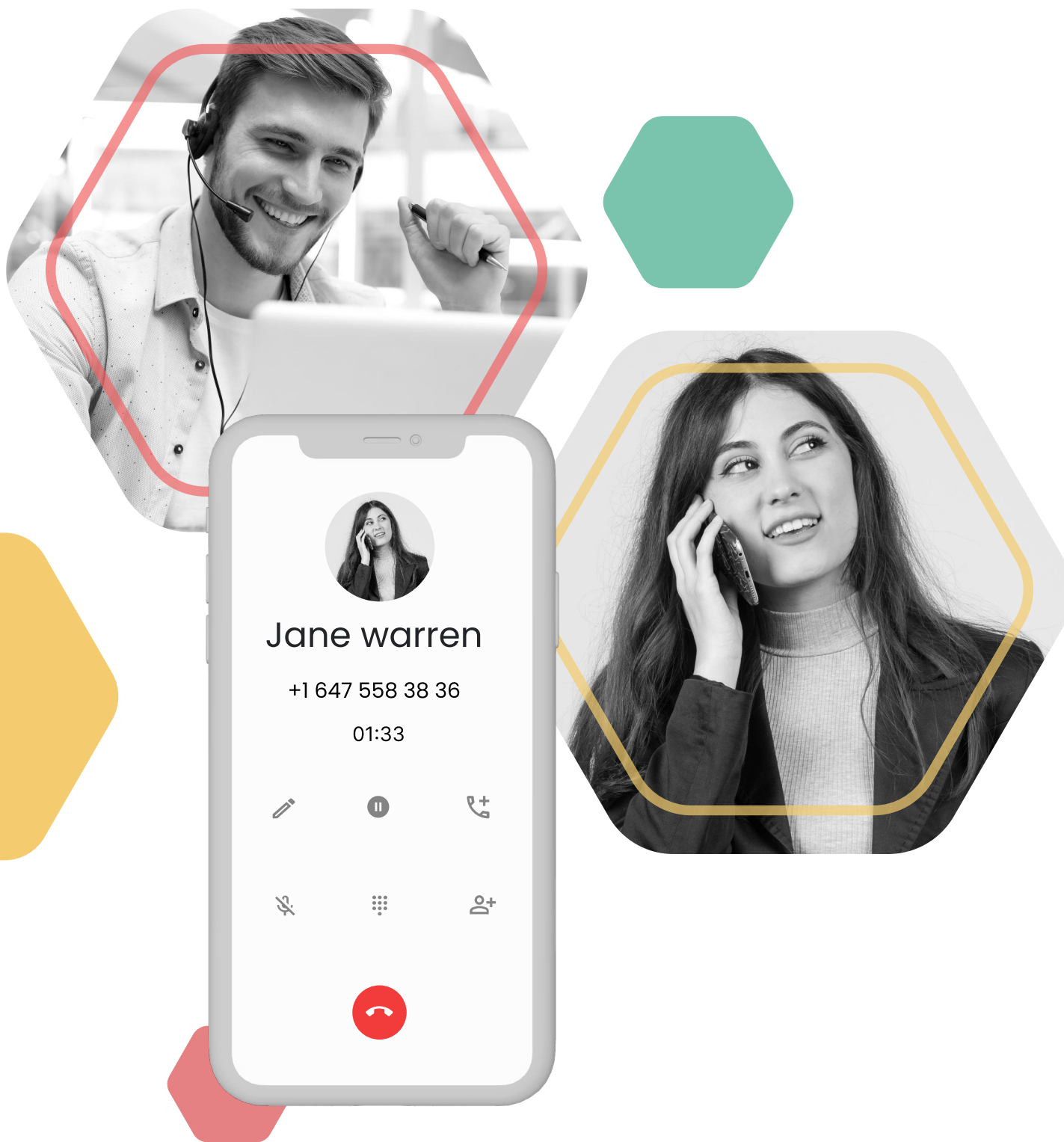
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Built for Startups

# CLOUD COMMUNICATION PLATFORM



Communicate smarter, grow faster  
with TeleCMI



# ABOUT TELECMI

**#1 PREFERRED CLOUD COMMUNICATION PLATFORM**

The most reliable cloud communication platform since 2016. Trusted by 1000+ smart and innovative brands worldwide. TeleCMI intelligent cloud phone system allows startups to communicate with teams and customers across the globe via VoIP calling, text, and video meetings.

# FREE STARTUP CREDITS

## Business communications in TeleCMI

With free credits for 1 year

₹ 36,000

Free credits

# Integrate TeleCMI Easily Into Your Business Tools



CRM Integrations



API & Webhooks



WebRTC SDK



Click2Call API

# Global Communications – Stay Connected From Anywhere



Connect Your Offices  
Across The Globe



Serving 70+ Countries



Interact With Abroad Teams  
& Customers



International Calling  
Packages



International Virtual  
Numbers



# Our Features

## Instant Setup



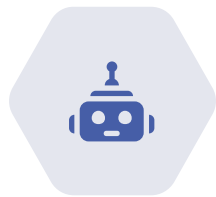
### Custom Music & Messages

Set an engaging on-hold music and voice message that makes the caller stay connected for a long time



### Multi-Level IVR

Create IVR menus for all your customer service scenarios and process queries quickly.



### Personalized Greeting

Welcome customers with personalized greeting messages using AI voice assistants.



### Call Masking

Hide original customer numbers to agents with a plain virtual phone number.



### Call Queuing

Place calls on queue and intelligently route them to the next available agent.



### Business Hours

Set a working hours when your agents are available to take calls and intimate unavailability to callers.



### Call Monitoring

Allows supervisors monitor live calls and assist agents for faster query resolution.



### Custom Caller ID

Improve call connection rate with professional and legitimate business Caller ID.





## Skill Based Routing

Assign incoming calls to the best-performing agent instead of random or next available agent.



## After Office Hour

Attend and route calls from the customer irrespective of working and non-working hours.



## Call Forwarding

Forward calls to any agent's phone numbers in a single click.



## Voicemail

Collect inputs from the caller during non-working hours and arrange a callback later.



## Shift Based Routing

Redirect inbound calls to the agents who are available on day or night shift to answer calls.



## Time Based Routing

Redirect incoming calls to agents based on their available shift timings.



## Multiple Device Ringing

Rings all connected user devices simultaneously when incoming call is received.



## User Intercom

Communicate internally or within organization using 3 digit user extension numbers.



## Customized Report

Detailed analytics of number of calls attended, missed, and active calls.



## Sticky Agent

Customers can connect with the same agent whom they had conversations with previously.





## Click To Call

Dial contacts by clicking the phone number present in the dashboard or CRM.



## Multiple Call Flow

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Nunc vulputate libero et velit interdum.



## Access Firewall

All your data and conversations are protected with our advanced and secure firewalls.



## Custom Caller ID Call Flow

Design custom call flow based on the caller ID and improve productivity.



## Text To speech

Conversational AI scans text and respond to customer queries with human-like conversations.



## Callback

Allows agents to easily callback customers in the missed call or voicemail list.



## Custom Reports

Customize your report agent and team performance, conversations, and voice calls data analytics.



## Voting System

Allows businesses to provide voting options for customers to get feedback and finding best performing agents

# Collabration



## Ring Groups

Configure ring groups for your departments & call rings to all users during incoming calls.



## Live Call Feeds

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



## Desktop App

Manage your phone system from anywhere using TeleCMI desktop app.



## Desk / IP Phone Support

TeleCMI business phone system is enabled to handle calls using desk and IP phones.

# Productivity



## Call Blocklist

List the numbers that you want to be disconnected when they try to call your business number



## Custom Call Filter

Reduce call center traffic by filtering out unwanted calls which saves you more time



## Call Recording

Record customer calls for reviewing agent and customer conversations and improving CX



## Call Transfer

Transfer calls to team members instantly to resolve customer queries quickly.



## Call Whispering

Speak to colleagues secretly while they are on the active call without disturbing the customer conversation.



## Call Barging

Managers can coach agents in live customer call to for faster query resolution.



## Tags

Tags are used to gather all the call details in a single view for better analysis.



## Auto Dialer

Dial contacts in the list automatically without manual calling.



## Call Conferencing

Merge other teammates in the same call and make hassle-free conference call.



## Performance Analysis

Analyse the KPIs of sales, support, and collection teams or individual agents



## Supervisor Login

Allows team managers add, delete, & monitor agents in a single dashboard.

# Integrations



Zoho

## Zoho

Integrate Zoho CRM and business tools suite to TeleCMI in a few clicks.



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## Pipedrive

Connect Pipedrive CRM to TeleCMI phone system seamlessly



## Click2Call API

Integrate our Click2Call API to your sales and marketing tools and drive more returns.



## Webhooks & API's

Implement TeleCMI phone system functionalities to your platforms using webhooks and API.



## Live Feed SDK

Install TeleCMI live feed SDK to your desired platforms without any hassle.



## WebRTC SDK

Implement TeleCMI call management features in your web application using our web SDK.



## HubSpot

Seamlessly integrate your HubSpot platform to TeleCMI business phone system.



## Salesforce

Connect TeleCMI into your Salesforce platform and dial contacts within the CRM.



## Custom Integration

Integrate TeleCMI phone system to your custom and inhouse business tools.

# Support



## Email Support

Reach us anytime using our sales and support email addresses.



## Chat Support

Chat with our support agents available 24/7 to process your queries.



## Phone Support

Contact us anytime via our toll-free numbers for all major countries.



## Dedicated Account Manager

Get assistance instantly for all product and billing related queries from your assigned account manager.



## Service Level Agreement (SLA)

Get the guaranteed services with our commitment to providing quality and reliable services.



# DREAM BIG STARTUP PLAN



## Dream Big Startup Plan

All prices mentioned are exclusive of 18% GST

**Unlimited**

Incoming call rates

**Rs. 1/min**

Outgoing call rates

**Unlimited**

Extension dialling rates

**6,000 minutes / per month**

outgoing calling credits

**Rs. 3,000 / per month**

Rental



Unlimited users



6 channels



1 Year Validity



3 years agreement



# THANK YOU!

Migrate to TeleCMI hosted phone system today to overcome all your communication challenges

Contact Us :



[info@telecmi.com](mailto:info@telecmi.com)



1800 890 3305