

‘Communicate  
Smarter Globally With  
TeleCMI’



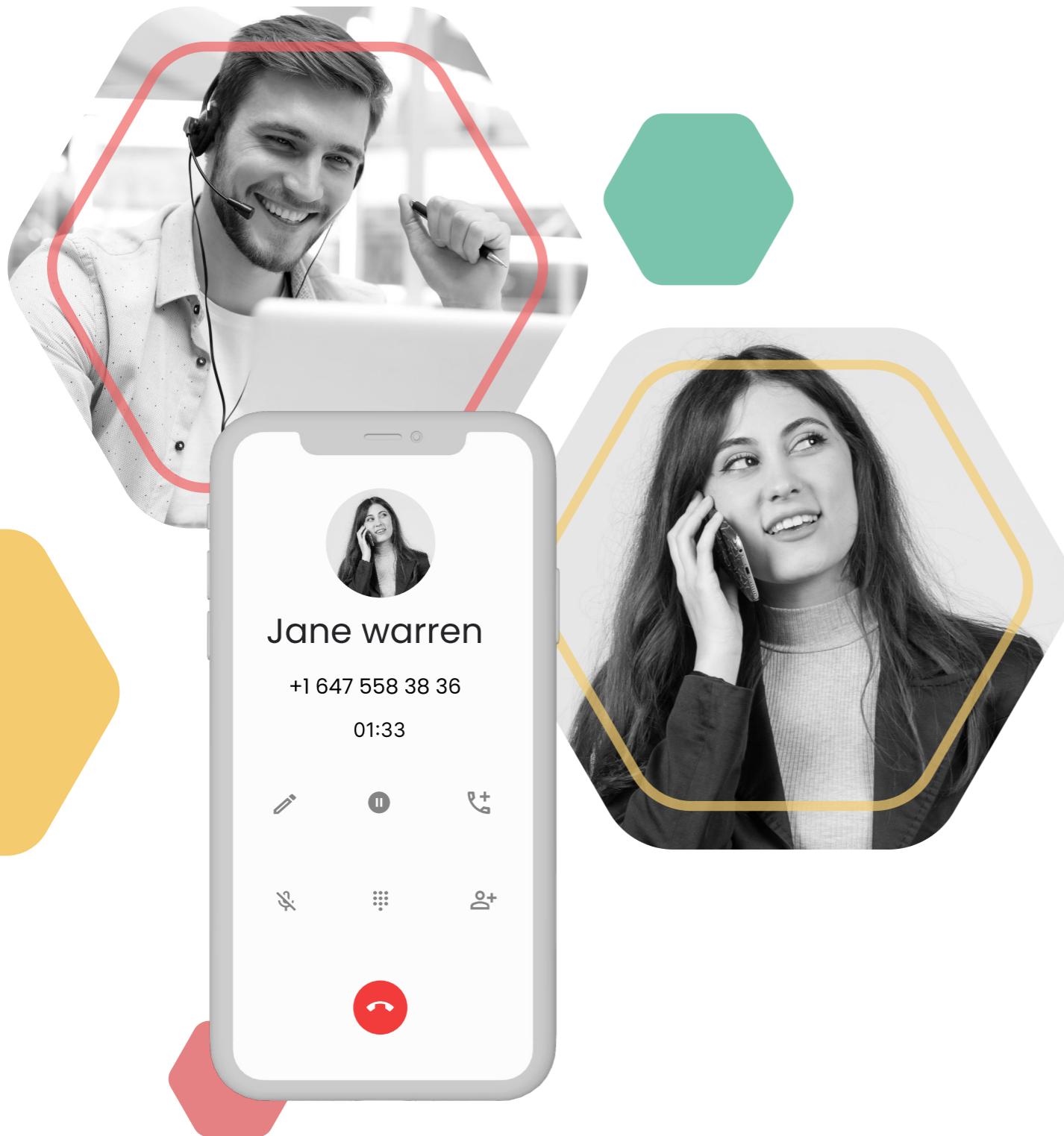
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Validity : One Month

AI & WebRTC-enabled

# BUSINESS PHONE SYSTEM



#1 Trusted Platform For Hybrid  
Business Communication



## WHAT IS BUSINESS PHONE SYSTEM ?

A hosted business phone system like TeleCMI allows businesses to manage internal and external calls over the cloud using softphone and VoIP technology. This helps businesses communicate from anywhere and avoid on-site PBX installation costs.

# 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



### Call Queuing

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



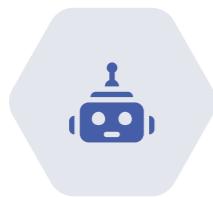
### Multi-Level IVR

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



### Business Hours

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



### Personalized Greeting

Welcome customers with personalized greeting messages using AI voice assistants.



### Call Monitoring

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



### Call Masking

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



### 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.



## Time Based Routing

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



## After Office Hour

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



## Multiple Device Ringing

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



## Call Forwarding

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



## User Intercom

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



## Voicemail

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



## Customized Report

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



## Shift Based Routing

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

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## 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

# Collaboration



## 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

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



## 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.

# FLEXIBLE & AFFORDABLE PRICING

## Pay as you Go

All prices mentioned are exclusive of 18% GST

₹ 0.50p / min    ₹ 1.00 / min    ₹ 0.10p / min

Incoming call rates    Outgoing call rates    Extension dialling rates

₹ 400 / DID / mo    ₹ 0

Additional DID cost    Rental

Unlimited users     Unlimited channels     Unlimited Validity

## Premium Plan

All prices mentioned are exclusive of 18% GST

Unlimited    ₹ 0.60p / min    Unlimited

Incoming call rates    Outgoing call rates    Extension dialling rates

₹ 400 / DID / mo    ₹ 5,000 / mo    ₹ 500 / per channel / mo

Additional DID cost    Rental    Additional Channel cost

Unlimited users     10 channels     10,000 free minutes

## Enterprises Plan

All prices mentioned are exclusive of 18% GST

Unlimited    ₹ 0.40p / min    Unlimited

Incoming call rates    Outgoing call rates    Extension dialling rates

₹ 400 / DID / mo    ₹ 10,000 / mo    ₹ 500 / per channel / mo

Additional DID cost    Rental    Additional Channel cost

Unlimited users     30 channels     30,000 free minutes

## Unlimited Plan

All prices mentioned are exclusive of 18% GST

Unlimited    Unlimited    Unlimited

Incoming call rates    Outgoing call rates    Extension dialling rates

₹ 400/DID/ mo    ₹ 20,000 / mo    ₹ 1000 / per channel / mo

Additional DID cost    Rental    Additional Channel cost

Unlimited users     20 channels

# SAVE UP TO 30%

## Offer for rental

For yearly rental

**20%**  
All plans

## Offer for channels

50 channels & above

**20%**

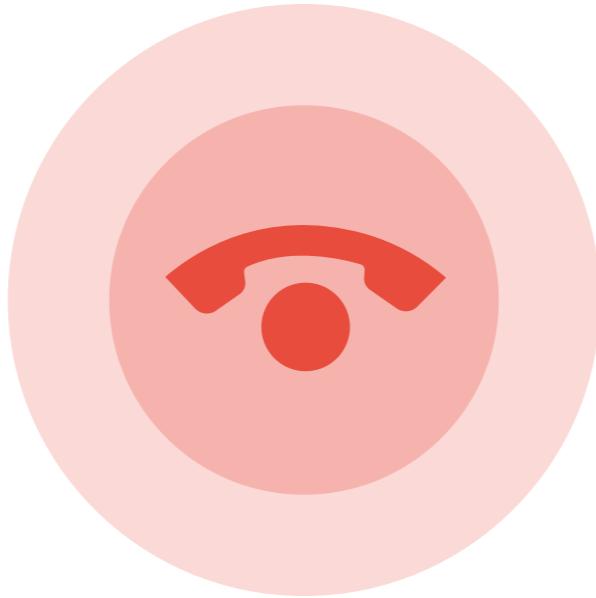
100 channels & above

**30%**

## Offer for commitment

For yearly commitment

**5%**  
On rental



# 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