TeleCMI

Reinventing The Way Startups Communicate.

Created By : Ajith Kumar
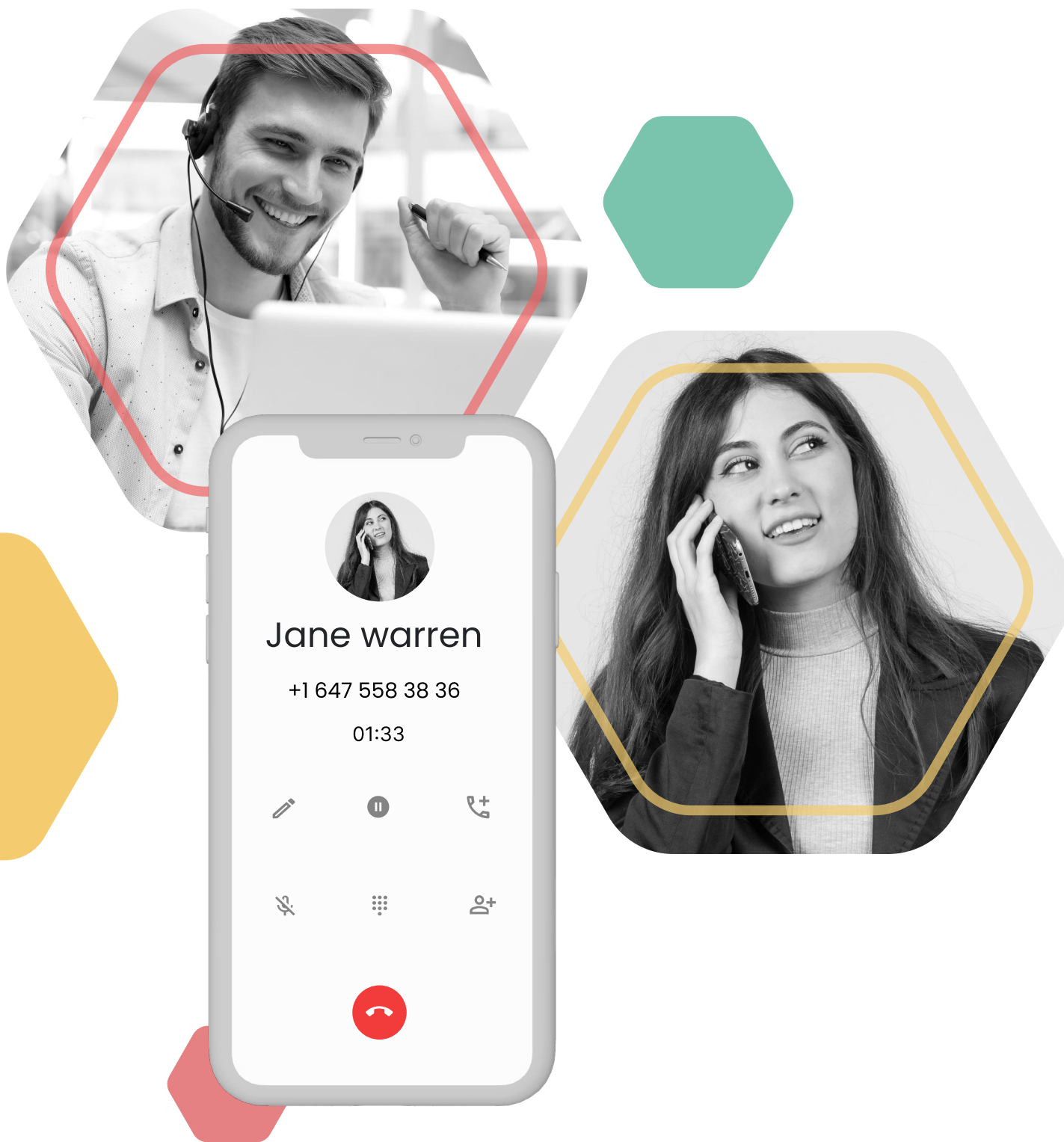
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Built for Startups

CLOUD COMMUNICATION PLATFORM

Communicate smarter, grow faster with TeleCMI

ABOUT TELECMI

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.

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+1 647 558 38 36

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FREE STARTUP CREDITS

Business communications in TeleCMI

With free credits for 1 year

₹ 36,000

Free credits
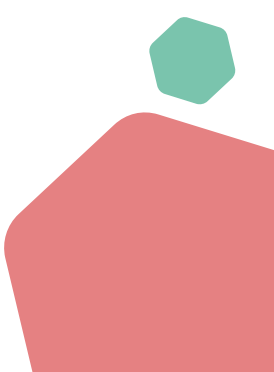
Integrate TeleCMI Easily Into Your Business Tools

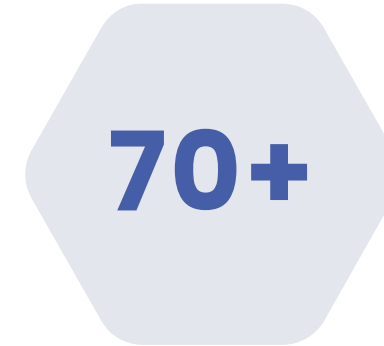**CRM**

CRM Integrations

API & Webhooks

WebRTC SDK

Click2Call API

Global Communications - Stay Connected From Anywhere

Connect Your Offices Across The Globe

70+

Serving 70+ Countries

Interact With Abroad Teams & Customers

International Calling Packages

International Virtual Numbers
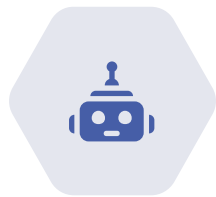
Our Features

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.

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

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 Conferencing

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

Call Barging

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

Performance Analysis

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

Tags

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

Supervisor Login

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

Auto Dialer

Dial contacts in the list automatically without manual calling.

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 yo 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   📞 1800 890 3305