

Unlock the Value of Cloud-Based Global Communications

Pick a bundle below and upgrade as you grow.

All Bundles Include:

- ✓ Native cloud platform with International reach and scale
- ✓ Instant voice services in 150+ countries
- ✓ 2-way messaging service in US and Canada
- ✓ User management and rules based access controls across all features
- ✓ Scale up pricing and packages in application, no long term contracts
- ✓ Peace of mind with global security and compliance protocols
- ✓ 24x7x365 Follow the Sun Support
- ✓ Knowledge base (KB) and online training program

Launch

Get started with one country and grow

Starting at
\$0
Per User*

Additional Features Include

- ✓ **Complete Number Catalog**
International, Domestic, Local Toll-free and Mobile
- ✓ **TrueLocal™**
2-way voice service for guaranteed local caller ID in-country
- ✓ **External Call Forwarding**
Service for flexible call routing to landline or mobile numbers
- ✓ **Automatic Virtual Attendant**
IVR to design call flow logic to your applications or enterprise platform
- ✓ **Call Recording & Storage Services**
to allow for coaching, quality management and compliance
- ✓ **Microsoft Teams Direct Routing**
Integration to expand number coverage and move in-country extensions to the cloud
- ✓ **Disaster Recovery & Fail Over Routing**
to build redundancy between contact centers, geographic locations and service teams
- ✓ **Call Insights**
Monitor call quality in real-time from a single dashboard

[See All Features](#)

BUY NOW

Contact

Add agents, workflow management and advanced analytics

Starting at
\$19.99
Per User*

Includes Everything in Launch, Plus

- ✓ **Salesforce Integration**
to enable customer data in a unified CRM
- ✓ **Agent Webphone**
and Dashboard for cloud based contact center team
- ✓ **(ACD) Routing**
to support and sales teams with flexible queuing options
- ✓ **Live Monitoring and Coaching**
to allow for monitor, whisper, barge and associated metrics
- ✓ **Call Tagging and Dispositioning**
to classify and search call types and outcomes
- ✓ **Real-Time Dashboards**
to run your contact center live from any screen
- ✓ **20+ Integrations**
Instantly setup for CRM, Helpdesk, Chat & more
- ✓ **Mobile App**
to make, receive, and manage calls from anywhere
- ✓ **Designated Onboarding Coach**
and Training Program

[See All Features](#)

TRY NOW

Engaged Enterprise

Full engagement management for your contact center

Starting at
\$39.99
Per User*

Includes Everything in Contact, Plus

- ✓ **Queue Callback**
for enhanced caller experience when waiting for an agent
- ✓ **Live Monitoring**
on outbound calls for high performing teams
- ✓ **Skills Based Routing**
for matching callers to most capable agents
- ✓ **Bring Your Own Carrier Solution**
to integrate existing hard to replace international numbers
- ✓ **Unlimited Storage**
for Call Recording and Platform Analytics
- ✓ **Designated Customer Project Manager**
for New Teams and Locations
- ✓ **Designated Global VIP Support Team**

[See All Features](#)

TRY NOW

* Future invoices will include additional taxes and fees

Platform Fee per customer account	\$9.99
Intfee Fee for Compliance	May apply based on subscription and usage.

Refer to AVOXI's Knowledge Base for detailed information regarding your invoice.

Onboarding Program Fee

The onboarding program fee is a professional services one-time charge for new customers adding contact center licenses or existing customers adding additional licenses (agent onboarding fee).

GET STARTED

TALK TO AN EXPERT

Initial Onboarding Fee for New Customers

\$149.99

for up to 6 licenses

One-Time Agent Onboarding Fee

\$24.99

per license

Complete Feature List Below:

Baseline Features	Launch	Contact	Engaged Enterprise
Minimum # of Users	1	3	3
Minimum Phone Number Per Plan	1	1	1
Number Starting Price Per Month	\$12.49	\$12.49	\$12.49
Concurrent Calls	Unlimited	Unlimited	Unlimited
Data Storage	1 Year	1 Year	Unlimited
Voice Recording Storage	30 Days	30 Days	60 Months
Call Insights	✓	✓	✓
US/Canada Unlimited Local Calling	-	✓	✓
Initial Set Up			
User Set Up and Controls	✓	✓	✓
Instant Number Activation	✓	✓	✓
Instant SMS to Email	✓	✓	✓
Calls from Any Number	✓	✓	✓
Number Porting (~75+ Countries)	✓	✓	✓
Number Porting Automation	✓	✓	✓
International Caller ID	TrueLocal™	TrueLocal™	TrueLocal™
Custom Music and Messaging	✓	✓	✓
Business Hours	✓	✓	✓
Virtual Attendant	✓	✓	✓
Voicemail	✓	✓	✓
Voicemail Transcription Delivered in Email	✓	✓	✓
Advanced Call Routing	✓	✓	✓
Disaster Recovery Routing	✓	✓	✓
Call Forwarding	✓	✓	✓
Order Status & Document Management	✓	✓	✓
Softphone	-	✓	✓
Call Queuing	-	✓	✓
Click to Call	-	✓	✓
Queue Callback	-	-	✓
Bring Your Own Carrier	-	-	✓
VIP Calling	-	-	✓
Skills Based Routing	-	-	✓
Collaboration			
External Forwarding for Calls	✓	✓	✓
Call Recording	✓	✓	✓
Ring Groups	✓	✓	✓
Flexible Call Distribution Rules	✓	✓	✓
Extensions	-	✓	✓
Email Reporting	-	✓	✓
Call Monitoring	-	✓	✓
Call Whisper	-	✓	✓
Call Barge	-	✓	✓
Call Disposition	-	✓	✓
Call Notes	-	✓	✓
Call Hold	-	✓	✓
Warm Transfer	-	✓	✓
Blind Transfer	-	✓	✓
Analytics			
Call Detail Records	✓	✓	✓
All Account Activity Tracking	✓	✓	✓
Data Export	✓	✓	✓
Inbound Call Metrics	✓	✓	✓
Outbound Call Metrics	✓	✓	✓
Number Trend Reporting	✓	✓	✓
IVR Reporting	✓	✓	✓
Call Insights	✓	✓	✓
Call Journey	-	✓	✓
Live Queue Analytics	-	✓	✓
Transfer Reporting	-	✓	✓
Agent Status Reporting	-	✓	✓
SLA Reporting	-	✓	✓
Outbound Agent Reporting	-	-	✓
Analytics Storage	6 Months	12 Months	Unlimited
Apps & Integrations			
Premise CC Integration	✓	✓	✓
UCaaS Integration	✓	✓	✓
CCaaS Integration	✓	✓	✓
Microsoft Teams / Direct Routing	✓	✓	✓
Twilio Integration	✓	✓	✓
Elastic SIP Trunks / Outbound Calling	\$19.99/trunk	\$19.99/trunk	\$19.99/trunk
API Access	✓	✓	✓
Call Quality User Application	-	✓	✓
Salesforce Integration	-	✓	✓
Zoho Integration	-	✓	✓
Zendesk Integration	-	✓	✓
-20+ Integrations Available	-	✓	✓
Mobile App	-	✓	✓
Data Dips / Custom Integrations	-	-	✓
Security and Compliance			
SSO - G Suite, Okta	✓	✓	✓
TLS / SRTP	✓	✓	✓
HIPAA (BAA)	✓	✓	✓
GDPR	✓	✓	✓
PCI	✓	✓	✓
10p Tier Physical Data Center Presence	✓	✓	✓
Inbound & Outbound Call Blocking	✓	✓	✓
WebRTC Call Encryption	-	✓	✓
Support and Monitoring			
24x7 Follow the Sun Global Support	✓	✓	✓
Online Knowledge Base	✓	✓	✓
Multi-Channel Support: Voice, Chat, Email, SMS	✓	✓	✓
Global Fraud Monitoring	✓	✓	✓
Call Quality Monitoring and Alerts	✓	✓	✓
Order Status & Document Management	✓	✓	✓
Dual Language Support (English/Spanish)	✓	✓	✓
Online Training Modules and User Certification	-	✓	✓
SLA Threshold Monitoring and Alerts	-	✓	✓
CUSTOM Onboarding and Training	-	✓	✓
ProServices for Configuration	-	-	✓
VIP / Priority Support Team	-	-	✓
Designated Environment Monitoring	-	-	✓