

Voice Solutions

Flexible platform for a whole array of on-demand voice services

Route Mobile's Voice platform provides access to a fully customizable suite of high quality and affordable voice services. It allows flexible and reliable engagement with on demand scalability. Our voice capabilities range from customer centric user engagement solutions, voice based voice traffic delivery to business process outsourcing.

Key Highlights



Connectivity & Interface options makes it easy to integrate the voice solutions with your business



Customization enables you to layer your business messages with voice, API calls, personalised IVR



Analytics provides you with actionable insights into responses and overall delivery



Regulatory Compliance adheres to best practices and country specific laws



Number Inventory occupies premium vanity numbers from over 60 countries

Enterprise Voice

- ▶ Send voice messages, capture interactive voice responses, and assemble creative voice campaigns for audiences across the globe.
- ▶ Our scalable and customizable solutions allow you to create intuitive voice campaigns to generate better user engagement.
- ▶ We use advance APIs to connect to our Global Voice network and provide instant reach, on the back end.



Interactive Voice Response (IVR)

Interactive Voice Response (IVR) is a system that captures customer inputs over the phone and generates the required response.



Click 2 Call

Our Click 2 Call service is a dynamically designed tool which simplifies instant calling with cloud-based backend support.

Wholesale Voice

- ▶ Our Wholesale Voice service allows enterprises and Telecom Operators, to make and receive phone calls globally, by incorporating advanced voice functionality such as text-to-speech, conferencing, recording and transcription.
- ▶ We offer a comprehensive portfolio of solutions inclusive of Wholesale VoIP Termination Services and market proven Wholesale Voice.

Call Center Solutions

- ▶ We offer world-class customer support solutions, back office & consultancy services through a network of over 1200 employees.
- ▶ Our leading Information Technology Enabled Services (ITES) and BPO Offerings let you resolve your customer queries in timely fashion & build brand credentials.

Offerings:

- ▶ Business Process Outsourcing (BPO)
- ▶ Call Centre - Voice & Non-Voice
- ▶ Consulting
- ▶ Soft skill training
- ▶ Collection management
- ▶ Telemarketing

