Ozonetel

Omnichannel CCaaS for Every Step of Your Customer Journey

Ozonetel offers businesses a robust, omnichannel CCaaS platform with deep CRM integrations to efficiently manage end-to-end customer communication flows.

Enabling **2500+** businesses

Supporting **200,000+** daily agent logins

Powering **2B+** interactions yearly

Traditional contact center systems operate in silos with little or no CRM integration. They are largely inflexible, and expensive to maintain. Ozonetel offers a highly adaptable plug & play contact center solution (CCaaS) that helps businesses to get on the cloud, automate processes, and reduce operating costs.

Fast Deployment
Deploy a cloud contact center within 24 hours. Migrate legacy systems in days, not months.

Easy to Scale
Ozonetel's proprietary, open API cloud-native platform is flexible, robust, and caters to businesses of all sizes.

Intuitive and Simple
Spend less time training staff. Our interface is easy-to-use, adaptive, and customizable.

Off-the-shelf AI Capabilities
Automate conversations, call quality audits, and CX insights with Conversational AI & Speech Analytics.

Feature List

- Inbound Multichannel ACD
- Drag & Drop IVR
- Auto Dialers (Power, Progressive, Predictive)
- Live Monitoring with 100+ Dashboards
- Omnichannel Features with Intelligent ACD
- AI-based Real-time Speech Analytics

PCI DSS Certified · ISO 27000 · ISO 27001 · HIPAA Compliant

Our Geographical Spread

66 countries: local numbers
150 countries: toll-free numbers

Readymade Integrations

salesforce · zendesk · HubSpot · freshdesk · ZOHO · sprinklr · Microsoft Dynamics 365 · pipedrive · servicenow

Trusted by Customers

we · Uber · dyson · Enterprise Capital · J.D. POWER · Unilever · COMCAST · Papa John's · LifeShield · SugarPlum

"I cannot say enough about how they have gone above and beyond in helping us out."
Nancy Kerr, Director of Call Center, J.D. Power

"Ozonetel products offer special workflows to automate processes. The technology is reliable and well-priced."
Josh Phelps, President & CEO, Enterprise Capital

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G2 Momentum Leader Winter 2023 · G2 High Performer Winter 2023 · G2 High Performer Enterprise Winter 2023 · G2 Best Support Mid-Market Winter 2023 · Frost & Sullivan 2022 Best Practices Award

* Read Our G2 Reviews | Ozonetel Recognized by Frost & Sullivan

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