telesign

Voice

Deliver the highest-quality call experiences through the one platform offering optimal pricing over the best network in the world

Build application-to-person, person-to-application and person-to-person voice calling into web and mobile applications.

Design the best possible call experiences with programmable voice capabilities including phone number masking, automated voice notifications, reminders, and one-time passcodes (OTPs). Easily lease phone numbers (CallerIDs), and even build IVR (Interactive Voice Response) flows that allow callers to enter dual-tone multi-frequency (DTMF) key prompts for easy call routing (no telephony skills required). With Telesign's Voice solution , send and receive calls directly on the best voice network (BICS) available at the highest quality (120+ optimized points of presence worldwide) with unmatched global pricing.

Make, receive and control calls

Programmatically control, make, receive, manage and route calls around the world – available in over 230 countries & territories.

Speech Recognition

Replace traditional manual inputs, simplify data entry with voice-filled forms, leverage voice commands, and effortlessly convert spoken language into text.

Deliver secure, voice-based one-time passcodes (OTPs)

Verify users and transactions in real-time, anywhere in the world using out-of-band voice messaging.

Lease phone numbers & set callerID

Easily buy and use phone numbers across many countries (120+) to receive inbound calls and to establish end-user recognizable CallerIDs for outbound calls.

Text-to-speech with broad language support

Convert text into a voice-based message using text-to-speech (TTS). Provide a localized customer experience with TTS available in 26 languages & dialects (more than any competitive offering).

Traffic monitoring

Telesign performs automated traffic monitoring to identify red flags and suspicious patterns, which helps protect businesses from International Revenue Share Fraud (IRSF) attacks.

Survey after call

Automatically send surveys after calls to collect feedback from customers.

Collect digits (DTMF tones)

The ability to collect a series of DTMF digits during a phone call, prompting user to take action and immediate request returns. When the gather finishes, an event with the results will be posted to the callback URL.

Connect two parties

Design person-to-person calling experiences directly from an application to provide a two-way voice communications channel.

Stream audio

Play your own audio files during an active phone call for voice greetings, call scripts, notifications, branding messages and more and utilize Amazon Polly for text-to-speech through lifelike voices in a variety of languages.

Advanced phone number cleansing

Properly formats phone number entered by end-user for more reliable and secure call delivery, which improves deliverability by more than 10% in most markets.

Call recording

Record voice calls with the ability to pause/resume as needed. Use this feature for call quality control, sentiment analysis, transcription, and more.

Anonymize phone calls

Utilize phone number masking to connect two parties without disclosing user identities to maintain privacy and keep transactions "on-platform."

Build interactive voice response (IVR) flows

Build easy-to-manage Interactive Voice Response (IVR) flows with DTMF key prompts to send callers through pre-selected call flows to reduce support costs, call transfers, and agent handling times (by approx. 60-80%).

Benefits

Reach & engage more users

Strengthen customer relationships and even reach landline phones and users who cannot or do not wish to receive SMS messages.

Save on voice costs

Direct access to BICS network allows us to offer the best pricing for our customers. We pass savings directly to you.
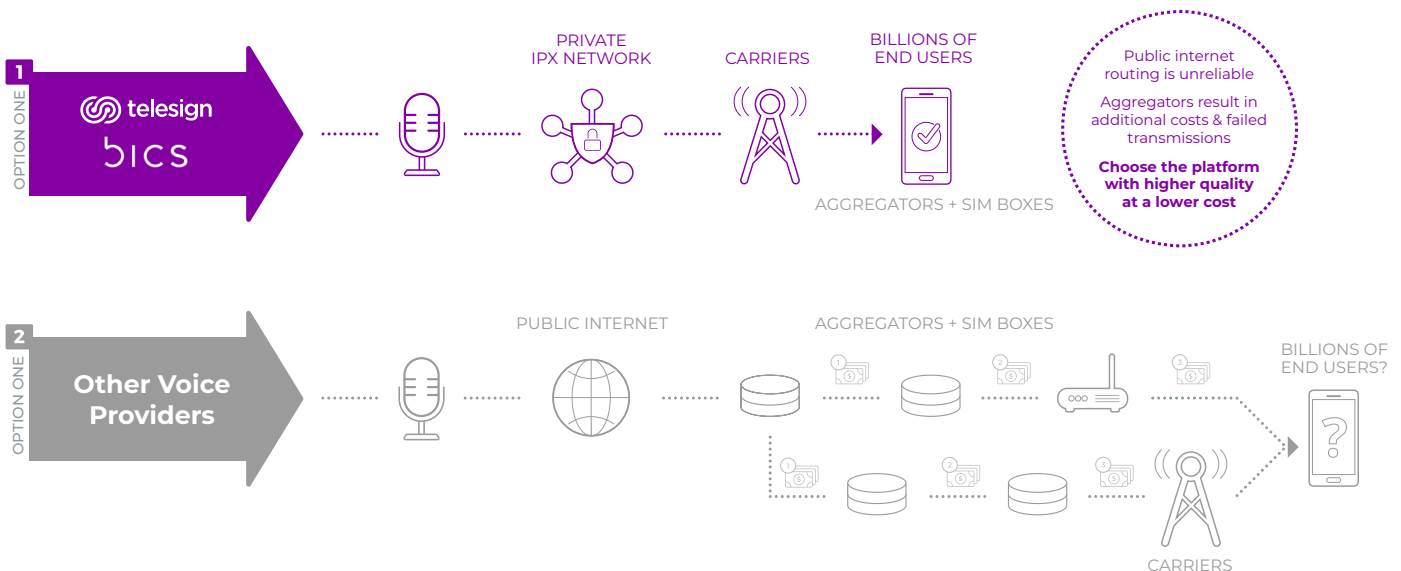
Create localized experiences

Utilize the best private voice network (120+ PoP across the globe) with over 700+ direct-to-carrier routes. Run on the best voice network directly, not through a third party and a lower performance voice network.

More data

Automated voice traffic monitoring helps protect your business from IRSF attacks.

The Telesign + BICS Difference: we cut out the middlemen

OPTION ONE

1

telesign
bics

PRIVATE IPX NETWORK

CARRIERS

BILLIONS OF END USERS

AGGREGATORS + SIM BOXES

Public internet routing is unreliable

Aggregators result in additional costs & failed transmissions

Choose the platform with higher quality at a lower cost

OPTION ONE

2

Other Voice Providers

PUBLIC INTERNET

AGGREGATORS + SIM BOXES

BILLIONS OF END USERS?

CARRIERS

"Using voice calls, we are now able to deliver critical messages to all members regardless of phone type or data connectivity issues, which has increased member satisfaction and online banking adoption."

Nilendu Saha
Director (AVP) - Software Engineering and Application Development, Patelco Credit Union

Patelco
CREDIT UNION