



3 Differentiators

Cloud call center in an instant - 100% Software based, Modern UI/UX, Essential Features and Rapid Deployment.

Focused on Small to Medium Sized Businesses - All of the critical features needed to run a thriving contact center neatly packaged it in an economical, simple-to-use solution. And Onboarding is included in the cost of the license.

Integrations - Over 120 integrations with CRM and Helpdesk platforms like HubSpot (83% win rate!), Salesforce, Zendesk, and many more!

2 Case Studies

Untuckit

Retail Industry

Goal: Give Untuckit Sales & CX teams true visibility into the companies' customer interactions in order to review trends and adapt training accordingly

Results:

- Personalized customer support. Integration with their key CRM, Kustomer, including contact records, recordings, and analytics
- Consolidated multiple applications into one integrated CCaaS solution
- Decreased dropped calls by 22% due to quick access to critical customer information

HONK

Roadside Assistance Platform

Goal: Retain enterprise call center functionality while integrating their phone system with Salesforce

Results:

- Personalized customer support with quick access to Salesforce contact records from the phone
- Decreased missed call rates by 24%
- Scaled phone operations alongside their sales expansion into additional US states

1 Takeaway

Aircall is a CCaaS cloud based solution built for Small to Medium-sized businesses that need the most desired CCaaS features and integrations. With rapid deployment and onboarding, you can gain tangible insight into your data & analytics and level up the performance of your customer-facing teams!