VoIP Dialing® Inc.

Company Profile

VOIP
DIALING
Connecting the world.

Your VoIP
Phone Company

COMPANY OVERVIEW

VoIP Dialing®, Inc., is a leading provider for Voice Over IP calling solutions, primarily supporting Call-Centers and small to large businesses/enterprises across the US and internationally. With our high volume carrier & wholesale white-label solution for multiple agency presence across the country, we assist other providers to maximize ROI and efficiency.

VoIP Dialing has formed from a combination of American persistence and high tech Israeli know-how advancements in science and technology, incorporation of two cultures into perfected innovation, secured and reliable solutions to various small to large applications.

VoIP Dialing® is a trademark of VoIP Dialing, Inc., with extensive research, development and innovations in the VoIP Industry.

VoIP Dialing is FCC, FUSF and TSS Registry compliant, including the Do Not Call Registry and TCPA.

Our extensive telecommunication experience and telephony services for more than 20 years enables our customers to reap the rewards of our knowledge, advancement and technology while saving money.

In addition to our carrier services we offer cloud based hosted solutions, and have many more add-on services and features available within the platform that you may choose to utilize, such as, Bulk SMS, Dialers, DID management with instant provision, and much more.

OUR MISSION STATEMENT

Our ultimate goal is to provide customers with simple, yet robust VoIP solutions for better integrations, quality of service, better pricing and ease of use.

While other providers maintain 80%-90% stability, we are succeeding to maintain 99.999% of stability, and accuracy with 100% customer satisfaction.

At VoIP Dialing we believe and invest in relationships that we develop with our clients. The reliability, support and assurance of our services is the main focus of our business.

INFRASTRUCTURE

VoIP Dialing® infrastructure is built on a fiber optic network providing reliable and secure telecom solutions, with High Availability (HA), redundancy, and Load Balancing for better efficiency.

VoIP Dialing data centers are review by third-party auditors to ensure conformity with standardized SOC2 principle criteria. SOC2 reports includes guidance specific to service organizations and provide auditor insight into security, availability, process integrity, privacy and confidentiality.

SOC2 replaces the previous SAS 70 standard. SOC2, Type II Reports not only confirm that data center security and operational procedures have been reviewed and tested by an independent certified auditor, but they also validate that our facilities' controls and processes are designed to safeguard equipment and data.

RELIABILITY

A brief overview of our redundancy to form
High Availability (HA) is:

• Multiple live action load balancing

• Auto failover to alternate termination gateway's

• Auto failover to alternate Session Border Controller (SBC)

• Active DNS routes to alternate data center, and for geographical redundancy

Our VoIP solutions are provided, supported and managed on VoIP Dialing network, servers and equipment with VoIP Dialing proprietary software and infrastructure with full Quality of Service and the highest level of security.

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A 4080 Paradise Rd. #15-246 Las Vegas, NV 89169

HOW CAN I USE THE SERVICES OF VOIP DIALING®:

- Hosted/Cloud PBX and Dialers

- SIP Trunk – Metered and Unlimited

- DID's – Local, Toll Free, and International

- Bulk SMS – Short Code, Local Numbers, and Toll Free Texting

- VoIP Equipment – IP Phones & Systems, Networking & more from top manufacturers

- Robust Reporting Online

- Customized Solution to fit your needs

REPORTING

We have full online extensive real time and historical reporting filters.

Our reports allow you to actively manage and gauge the productivity, budget, and diagnose the behavior of your calls for better optimization and ROI.

- Active live calls
- Calls by source
- Calls by DID
- Calls by End Point (EP) device
- Quick stats summary
- Complete CDR call reports with export capability
- Detailed call log information
- Exportable reports
- And many more

Our customers enjoy these improved reporting capabilities, which have enabled them to understand customers and agent behavior, which create critical improvements for their business.

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VoIP PBXs (Your Phone System on the Cloud)

We offer complete Hosted-VoIP telecommunications solutions to businesses, offering a wide range of features, such as:

- Full Class 5 Featured PBX
- Easily scalable as you grow
- Future proof and disaster proof with cloud backup
- No equipment overhead & lower operational costs
- Easy implementation for instant calling
- Free site to site calling within your organization
- Multi-locations
- Remote Agents
- Mobile access capabilities
- Optional cloud dialer available
- Nationwide geographic redundancy
- Voicemail to Email
- Built in conference calling
- Recordings
- No term commitment

Give your business all the advantages of a secure state-of-the-art communication system and simultaneously reduce the cost of your communications between your offices.

SIP TRUNKS (Your Phone Lines)

SIP-powered telephony is paving the way to the new world of Unified Communications. For traditional PBX systems as well as state-of-the-art all-IP telephony implementations, SIP Trunking connect today's enterprises to the cost-savings, streamlined operations and featured-rich communication that voice-over-IP offers.

Our SIP Trunks comes with:

• Virtually unlimited concurrent trunks/calls

• Dialer & Non Dialer Platforms

• Crystal Clear Call Quality

• Supports Wide Range of CODAC

• Advanced reporting on demand

• Domestic & International DID's

• DID management with Active Failover

• Caller ID management

• Start Dialing in less than 2 minutes

• Unbeatable rates – Metered Flat or Blended, or Unlimited Trunks

• Use our Cloud System or Bring Your Own Device (BYOD)

DIDs (Phone Numbers)

VoIP Dialing® customers benefit from instant online full access to:
• Full DID Management (You are virtually your own phone company)
• Acquire new DID's and control routes
• Nationwide Local & Toll Free DIDs
• International DIDs
• Instant, live configuration of multiple call routes and live failover
• Various options for Caller-ID customization
• Low Rates
• Metered & unlimited trunks or extensions
• Toll Free Vanity Numbers available on customized search basis

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BULK SMS (Mobile Messaging)

Bulk SMS, is the broadcasting of SMS text messaging to a large amount of recipients. For your customers who opt-in to receive your messages, this makes staying in touch easy through various messages such as notifications, reminders, calls for action, updates, and much more.

VoIP Dialing® powerful platform allow your business to launch 2-way SMS Campaign in seconds, right from a browser or API Connection to your Opt-In customers.

• Instantly reach your audience

• No contracts or hidden fees

• Send 100,000's SMS daily

• Keyword driven SMS

• 2-Way SMS capabilities

• Manage multiple SMS Campaigns concurrently

• Stay in compliance with Opt-in and Opt-out regulations

• Tier-based rates by volume

• Instant & prescheduled campaign sending

• Controlled pacing of SMS sending

• SMS enabled DIDs, short code, or Toll Free Texting (as needed)

Customers respond much faster to text messages than any other form of communication. Businesses are adopting more powerful technologies to communicate with their customer and with better conversions and customers' satisfaction.

EQUIPMENT

Prefer On-Premise complete equipment, any networking devices, or just IP-Phones? We have it all. Let your new phone system do the hard work for you. Improve your efficiency and time management goals using our IP PBX and IP Phones for crystal clear call quality and user friendly interface.

We have the largest selection of phone systems to choose from, so you get the one that works best for your business. Bundle it all together with our reliable Voice Over IP (VoIP) services, devices & software to ensure all communications are secured and managed correctly.

• IP PBX
• IP Phones
• Networking
• Headsets
• Complete Systems – Discount Bundles
• And many other IP Devices

Not sure what you need?
Need customized quantity prices?
Give us a call and we would love to help.

Drive your business forward with a
new business phone system.

Featured Brands:

JUST A FEW OF OUR HAPPY CUSTOMERS

ExploreTalent ☆
World's largest talent resource

Exploretalent.com has over 9 million customers with multiple locations (USA and Philippines), using our services successfully to drive their revenue and value added services to their customers.

AARGON
COLLECTION AGENCY

Aargon Collection Services, medical & utility collections service company with multiple locations (Nevada, Florida & Hawaii, and more)

OMNITECH
SUPPORT

OmniTech Support (for Microsoft Office products), with multiple call center locations (US, India, & Philippines)

SOUTHWEST GAS

Southwest Gas Corporation (Nevada, Arizona and Southern California)

The implementation for every customer was seamless and easier than the customer expected. Our customers' experienced immediate improvement over their prior services, and in most cases, customers reduced their digital Voice PRI T1's down to zero, relying more on VoIP Dialing systems VoIP Solutions, cheaper Connectivity cost, HD sound, new features, flexibilities, and huge savings.

And many more...