SIPPIO

Voice Panel – Where Partners Drive Customer Value

SIPPIO Voice Panel is designed for partners and carriers seeking to increase focus on building and strengthening relationships as the customers' trusted advisor to deliver superior value by simplifying operations to be extremely responsive.

The automated aspect of activation is a key reason why Voice Panel © has captured the interest of so many customers and partners - from large enterprises to small businesses - across any vertical and for education or public sector.

SIPPIO enables voice in Microsoft Teams by automating rote and repetitive tasks as well as reducing support overhead. Voice Panel is the foundation to deliver exceptional customer experience and eliminate the complexity of standard direct routing implementations.

Built for Partners

Designed as an application in Microsoft Teams, Voice Panel was built with the oversight of the Microsoft AppSource team. Voice Panel adheres to all Microsoft design specifications for a seamless and secure experience for fully automated activations.

Voice Panel is intuitive and simple to use which empowers business partners to manage voice deployments quickly and easily.

- Fully automated
- Superior useability
- Provides control
- Complete transparency
- Seamless experience
- Low overhead
- Increase satisfaction
- Reduce support

Delight Customers

Instill confidence with customers by easily activating voice services to extend the value of any Microsoft Teams investment. Lead and maintain competitive advantage with quick, automated deployments to deliver quality engagements.

Advance trusted advisor status with high levels of customer satisfaction to increase revenue, upsell and achieve long-term customer retention.

- Easily navigate
- Quickly onboard
- Instantly update
- Assign policies
- Prioritize routes
- Buy numbers
- Assign services
- Manage users

Reduce Support Costs

Simplify the process of managing and maintaining voice environments with graphical tools. Automation allows business partners to be responsive with minimal overhead. Bundle with managed services for moves, adds, changes, and deletes.

The panel quickly activates and manages users. Support change management instantly with a window into the entire portfolio of users with browse, search, select, add, and update functions.

Be Future Ready

Partners and carriers can guide customers with in-app training, superior useability, and new capabilities. Focusing on the user experience will increase customer retention with essential features for automation and regular updates.

Upcoming features include: Porting automation, advanced E911, choose 'your own carrier', MOS scoring, fax management, multi-platform support, pre-stage activations, and more.

SIPPIO Voice Panel Features

Voice Panel offers a robust set of features exceeding typical script automation. Highlights include ability to set policies, prioritize routes and manage assets to provide migration choices for customers. Leverage training, offer E-911 strategy services or utilize SIPPIO APIs as part of a complete voice practice to offer predictability and agility for customers.

Routing Priorities

Optimize the user experience with global and local routing policies and priorities to reduce latency and extra hops. Voice Panel connectivity is safe and secure in a controlled Azure environment to ensure failover and redundancy. Direct pipes to Microsoft preclude internet issues and need to maintain direct connections unnecessary hardware.

Number Procurement

Request new numbers by country, consecutive ranges, specific quantities, and more. Order new subscriptions, maintain service and select fax numbers. Upcoming features will further automate porting requests and global number picking. Partners will also be able to pre-set all policies and routing for activations to save time and resources.

Numbers Inventory

Provides capacity to maintain a complete number inventory across all carriers and phone systems. Track key data elements including user name, department, carrier, number type, reserved status, notes, and more. Automatically begin number porting, allocate inventory to a service address, or apply to an instance.

Migration Ease

SIPPIO is the optimal platform to facilitate ease of migration. Deploy or migrate users one by one or onboard an entire country, department, or user community concurrently. This provides choice and flexibility to set or adjust schedules and ensure projects are delivered on-time to meet with business objectives with automation.

Training

Easily train end users or system admins with short videos to learn new features and increase satisfaction of the user experience. Stay abreast of new features and leverage compelling touchpoints with customers.

- User activation
- Policy and routing
- Auto attendant
- Call queues
- Transfer calls
- Extension dialing
- Firmware updates
- and more….