

Three products for every customer conversation.

Features, strengths and prices for TelVox Dial, Connect and Desk, in plain English. Everything in here is live today.

telvox **dial**

A predictive dialer and cloud contact centre for teams that call people.

[Live](#)

telvox **connect**

A voice API that puts phone calls inside your own software.

[Live](#)

telvox **desk**

A helpdesk that turns email, WhatsApp and calls into tickets with deadlines.

[Live](#)

Three products, one guide

Each product has its own section. Every section ends with pricing. Dial's section also has a full feature table, so you can check exactly what each plan includes.

ABOUT TELVOX

Six things we do well 03

A real customer, real numbers 04

TELVOX DIAL

How the dialer works 05

Four ways to dial, and the safety limit 06

Lists, numbers and second chances 07

Calls coming in, and the agent's screen 08

Managers, reports and intelligence 09

Security and compliance 10

Plans and prices 11

Full feature table 12

TELVOX CONNECT

Calls inside your software 14

What it does, and what you pay for 15

TELVOX DESK

Every message becomes a ticket 16

Deadlines, routing and reports 17

Plans 18

Full feature table 19

NEXT STEP

Book a demo 21

telvox dial

Live

For teams that make and take a lot of calls.

Sales, collections, insurance, healthcare BPOs, surveys. The dialer calls ahead of your agents and keeps itself inside the rules.

From \$29 /seat/month · yearly billing

telvox connect

Live

For developers who want calling in their product.

One request starts a call. Your code decides what happens next. Bring your own phone lines or use ours.

On request priced on your call volume

telvox desk

Live

For support teams that answer customers.

Email, WhatsApp and phone calls in one inbox. Every ticket has an owner and a countdown.

On request priced on team size and channels

How to read this guide. Where we say a feature is included, it is built and in use today. Where something is not built yet, we say so on the page. We would rather you find that out here than after you sign.

Six things we do well

You asked what sets TelVox apart. These are the six answers we can stand behind, and each one is something you can check for yourself.

01

Prices in writing

Dial prices are printed in this guide and on the website, in four currencies. Connect and Desk are quoted for your team, and the quote arrives in writing, usually the same day. No "starting at".

02

Only what is built

Every feature in this guide is live and in use by customers. We do not sell roadmap. If a feature is missing, we tell you it is missing.

03

Rules the system enforces

The dialer slows itself before it breaks the abandoned-call limit. Do-not-call numbers are checked at the moment of dialing. Calling hours follow the customer's clock. None of this depends on someone reading a report.

04

Nothing to install

Agents work from a browser tab. No desk phones, no downloads, no IT visit. A new agent can be on calls within the hour.

05

Safety in every plan

On Dial, encryption, the change log, two-step sign-in and do-not-call checks are in the cheapest plan too. Security is never an upsell.

06

One team builds all three

The same people build Dial, Connect and Desk. When you have a question, you talk to someone who has worked on the product, not a script.

Built for calling floors that have to answer to a regulator, an auditor, or a customer who asked you to stop.

Healthcare BPOs, collections, insurance and financial services are where Dial is used most. The same discipline is in every plan.

Six agents. Seventeen thousand calls. Four hundred sales.

Agrobhumi Agritech sells to farmers across India. Before TelVox, six agents dialed by hand from their own mobile phones. Here is what changed, in their own numbers from the last 30 days.

400+

sales in the last 30 days, from the same six agents

17,000+

calls in the last 30 days, placed by the dialer

6

agents on the floor. No new hires, no new phones

BEFORE TELVOX

- Every number typed by hand, about 100 a day per agent.
- Most of the shift spent dialing, not talking.
- Around 3 sales a day across the whole team.
- No recordings. Nobody could listen back or check what was promised.
- A lead who did not answer was simply gone.

WITH TELVOX DIAL

- Predictive mode places the calls. Agents only talk.
- 13+ sales a day, on average, from the same team.
- Every call recorded. The admin reviews calls and agent performance.
- Leads that did not answer come back on their own, with limits.
- Their favourite feature: lead recycling.

"We used to dial every number by hand from our own phones, so most of the day went into dialing instead of selling. Now the dialer does that work, every call is recorded for us to review, and the leads that did not answer come back on their own. Rechurn is the feature I would not give up."



Jay Vaghasiya

Agrobhumi Agritech

Verified customer

Numbers are as Agrobhumi reports them for the latest 30-day period. The full story is at telvox.dev/customers.

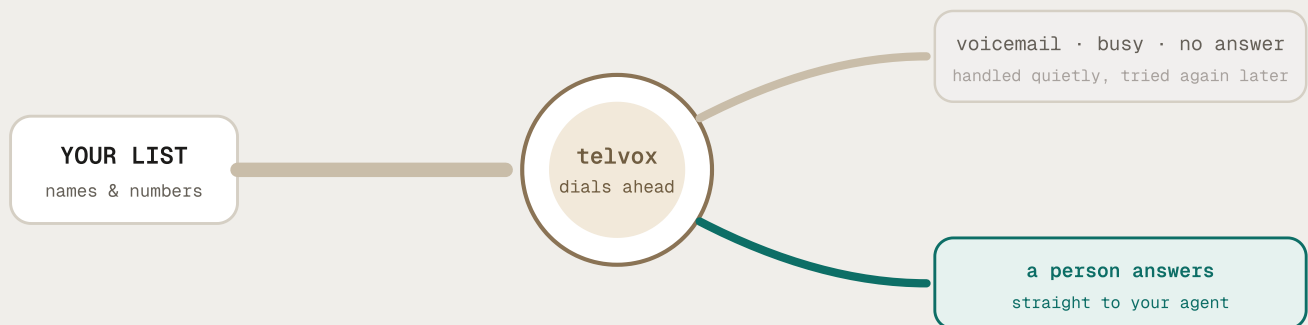


AGENTS WORK FROM A BROWSER TAB

The dialer that keeps your team talking

Your agents are paid to talk to people, not to listen to ringing. Dial calls ahead of your team, deals with voicemails and dead numbers on its own, and has the next person on the line the moment the last call ends.

HOW IT WORKS



No wasted minutes

Voicemails and dead numbers never reach an agent, so paid hours go into real conversations.

No waiting around

The next call is already ringing as the last one ends. Nobody types a phone number all day.

No rule-breaking

The dialer keeps its own speed inside the legal limit for dropped calls and blocks do-not-call numbers. Nobody has to watch it.

Four ways to dial, and a safety limit that runs itself

Pick the mode per campaign. Change the mode or the speed while a campaign is running, without stopping it.

Predictive

FASTEST

Calls several numbers ahead of your team and learns how fast to go. Best for big lists and six or more agents.

Progressive

STEADY

One call per free agent, placed automatically the moment they are ready. No dropped calls by design.

Preview

PREPARED

The agent reads the customer's record first, then the call goes out. For calls that need context.

Manual

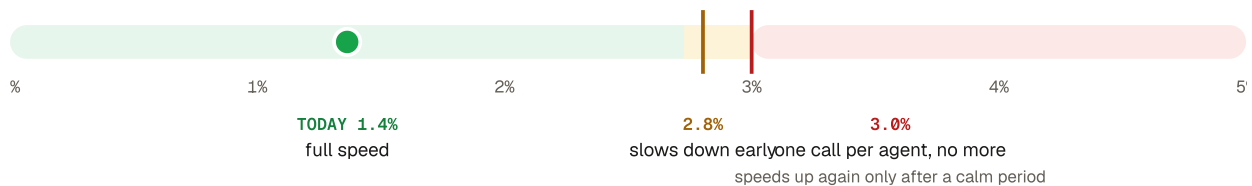
BY HAND

The agent clicks to dial each call themselves. For sensitive or high-value conversations.

The 3% limit, kept automatically

ABANDON GOVERNOR

DROPPED CALLS, AS A SHARE OF ANSWERED CALLS



In the US, the FTC allows at most 3% of answered calls to be dropped. Dial treats that as a wall it never hits, not a report someone reads on Friday.

Voicemails never reach an agent

Answering machines are detected and hung up with their own outcome before an agent is occupied. When detection is unsure, the call goes to a person, so nobody real is hung up on.

Speed you control

Dial ratio from 1.0 to 5.0 per campaign, a ring timeout, and a warm-up ramp on cold starts. Change any of it live.

Caps and quotas

Daily call and sales quotas stop a campaign on its own. Line and calls-per-second caps protect your carrier. Org-wide ceilings on Enterprise.

Your lists, your numbers, and second chances with limits



Loading a list

- ✓ Upload CSV or Excel. Duplicates are caught by org, campaign or list.
- ✓ Rows that fail come back as a file, with the reason on each row.
- ✓ Ten kinds of custom field, including dropdowns that depend on each other.
- ✓ Eleven lead statuses with rules about which can follow which.
- ✓ Mix several lists by percentage. Dial oldest, newest, fewest attempts, or random.
- ✓ Give leads to agents, split them equally, or move them in bulk with guardrails.



Do-not-call, checked twice

- ✓ Blocked numbers are removed when a list is loaded.
- ✓ Every number is checked again at the moment of dialing.
- ✓ Three lists: for the whole company, for one campaign, or for one list.
- ✓ Add a number and it leaves the queue straight away, not at the next upload.
- ✓ Numbers typed by hand for a transfer are checked too.

Which number the customer sees

CALLER ID

+1 415 ... 0100

+1 415 ... 0104

+1 212 ... 0177

+1 305 ... 0142

YOUR NUMBER POOL

Round-robin

Spread calls across the pool so no single number gets a bad reputation with carriers.

Sticky to lead

The same customer always sees the same number, for 30 days. Three calls look like one business, not three str

Area-code match (local presence)

Show a number from the customer's own area. People answer local numbers more often.

Second chances, with limits

A busy signal, a ring-out and a dead line mean different things, so each gets its own retry rule: how long to wait, and how many tries. Agents' outcomes like "call back Tuesday" get rules too. Every number has a cap, checked again at dial time, and a lead with no matching rule stops rather than looping. One switch pauses all recycling.

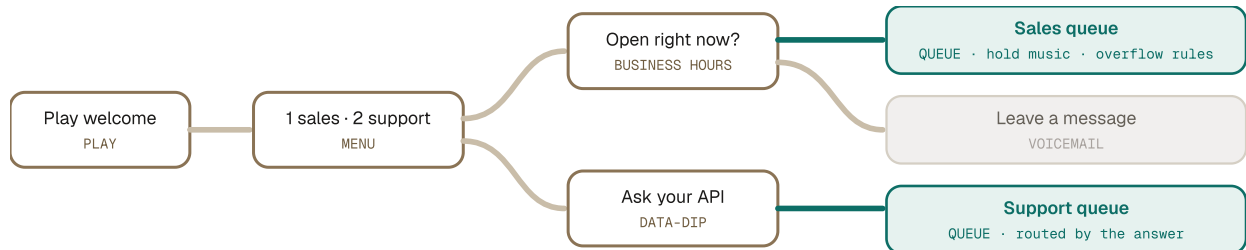
Callbacks and revival

A callback booked at wrap-up jumps the queue when it is due, and can be kept for the agent who booked it. Idle or retired leads can be brought back in bulk with "Re-Dial Now", after a dry run shows exactly which leads would return. Calls can roll to a second or third number after the outcomes you choose.

Calls coming in, and everything the agent needs in one tab

Build your phone menu by dragging boxes

VISUAL IVR · 13 NODE TYPES



Menus, key presses, conditions, business hours, language, a call-out to your own API mid-call, and routing endpoints. Save a draft, validate it, then publish.

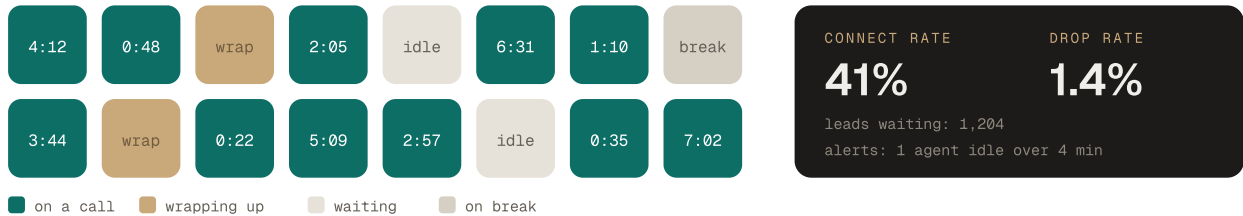
Queues that behave

- ✓ Hold music, and a caller who is not answered keeps their place in line.
- ✓ Overflow announcements and a cap on how full a queue can get.
- ✓ Each number routes to its campaign. The caller is matched to a lead and popped on screen.
- ✓ Voicemail boxes per agent and per queue, with alerts when a message lands.
- ✓ Per-queue numbers: service level, average speed to answer, handle time, abandon rate, longest wait.
- ✓ The same agents take inbound calls between their outbound ones.

The agent's screen

- ✓ A softphone in the browser. No hardware, nothing to install.
- ✓ Hold with music, mute one side, and a control bar the agent can move.
- ✓ Warm transfer (talk first, then hand over) or blind transfer, to an agent or an approved outside number.
- ✓ Conference in more people, with mute and remove per person.
- ✓ Every call ends with an outcome. The next call does not arrive until it is recorded.
- ✓ Break types with approval, so lunch and training are counted honestly.

See the whole floor, live. Then prove what happened.



The command centre: every agent, every call, queue depth, connect and drop rates, with alerts when something needs attention. Illustrative figures.

Coach in the moment

- ✓ Listen to a live call silently.
- ✓ Whisper to the agent. The customer cannot hear.
- ✓ Barge in and join the call.
- ✓ Force log-out or hang-up when needed.
- ✓ Chat with an agent, or broadcast to the floor.
- ✓ Leaderboards by the numbers you choose.

Reports you can hand over

- ✓ Calls and agents: volume, talk time, outcomes.
- ✓ Compliance: drop rate, do-not-call hits, calling hours.
- ✓ Agent analytics and lead and inbound reports.
- ✓ Every report exports to CSV.
- ✓ Fleet reports across many organisations, on Enterprise.

Every call, written down

Each call is transcribed in the language spoken. A Hindi call gives a Hindi transcript. Every call is scored positive, neutral or negative, so a manager can find the calls worth listening to.

Included on Scale and Enterprise. Add-on on Growth.

Talks to your other systems

Webhooks push call events to your CRM as they happen. A secured endpoint lets your website or CRM post new leads straight into a campaign. Data-dips pull your records into the IVR mid-call.

More than voice, if you need it

WhatsApp Business and email can be added to any plan as extra channels, so an agent can follow a call with a message from the same screen.

Built for floors that answer to auditors

Every item below is in every Dial plan, including the cheapest. Security is never an upsell.

Recordings encrypted

AES-256-GCM at rest. Every play and every download is logged before a single byte is served.

A log nobody can edit

Every change is written to an append-only audit trail with who, what and when. Not even an admin can rewrite it.

Two-step sign-in

2FA, lock-out after failed attempts, and one session per user so a shared password cannot spread.

Health data kept masked

PHI masking applied where the data lives, not just on screen. Seven built-in roles decide who sees what.

Card details never stored

Recording pauses while a customer reads out a card number, then resumes on its own.

Retention you set

Recordings expire automatically at the period you choose. Right-to-erasure requests are handled in the product.

Sign in from where you allow

Restrict logins by IP address, so agent accounts only work from the office or the VPN.

Rules at the moment of dialing

Do-not-call, calling hours and attempt caps are checked when the call is placed, not when the list was loaded.

Your own storage

Send recordings to your S3 bucket or SFTP server with automatic retention. Add-on on Growth and Scale, included on Enterprise.

Where we stand, honestly

We would rather tell you the real status than put a badge on a page early.

HIPAA

Built for it · BAA on Enterprise

SOC 2 Type II

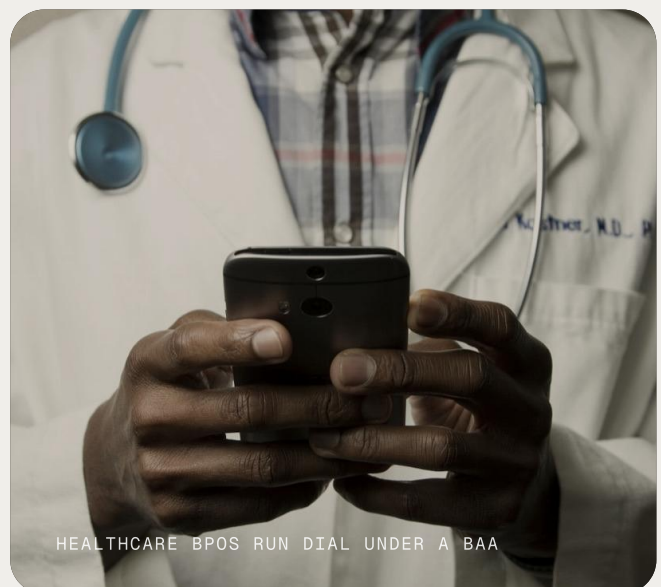
Engineered to · audit in progress

ISO 27001

Engineered to · audit in progress

Security overview, controls, subprocessors

Shared under NDA



HEALTHCARE BPOS RUN DIAL UNDER A BAA

Priced per seat. Printed, not hidden.

One price per seat per month. Every seat brings calling minutes that the whole team shares. Pay yearly and get two months free.

Growth

Teams getting a floor off the ground

\$29

 /seat/mo

yearly billing · \$35 monthly
1,000 min per seat, pooled

- ✓ All four dialing modes
- ✓ 3% abandon governor
- ✓ Browser softphone, no hardware
- ✓ List import with do-not-call checks
- ✓ Recording with card-safe pause
- ✓ Callbacks and the outcome gate

MOST TEAMS PICK THIS

Scale

Multi-campaign floors with supervisors

\$49

 /seat/mo

yearly billing · \$59 monthly
2,000 min per seat, pooled

- ✓ Everything in Growth
- ✓ Live command centre
- ✓ Listen, whisper and barge
- ✓ Queues and the visual IVR
- ✓ Lead recycling and Re-Dial Now
- ✓ Local presence caller ID
- ✓ Transcripts and sentiment
- ✓ Webhooks, integrations, lead API

Enterprise

Regulated and multi-tenant operations

Custom

volume pricing · yearly agreement

- ✓ Everything in Scale
- ✓ Signed BAA for health data
- ✓ Many client orgs under one roof, your branding
- ✓ Recordings in your own S3 or SFTP
- ✓ Fleet reports across all orgs
- ✓ Custom roles and capacity limits
- ✓ A named person to set you up

SAME PLANS, FOUR CURRENCIES

PER SEAT, PER MONTH	GROWTH	SCALE
US dollars, yearly · monthly	\$29 · \$35	\$49 · \$59
Indian rupees, yearly · monthly	₹1,499 · ₹1,799	₹2,499 · ₹2,999
British pounds, yearly · monthly	£24 · £29	£39 · £47
Euros, yearly · monthly	€27 · €33	€45 · €54

Rupee prices are set for the Indian market, not converted from dollars. Minutes beyond the pool are billed at a published rate.

ADD-ONS, IN US DOLLARS

ADD-ON	PRICE
WhatsApp Business channel	\$6 /seat/mo
Email channel	\$4 /seat/mo
Recording retention+ (S3 / SFTP)	\$49 /org/mo
Transcripts and sentiment on Growth	\$10 /seat/mo
Dedicated support	Custom

Retention+ and transcripts are included on Scale and Enterprise where the table on the next pages says so.

What each plan includes

FEATURE	GROWTH	SCALE	ENTERPRISE
DIALING ENGINE			
Predictive dialing with self-tuning pacing	✓	✓	✓
Progressive, preview and manual modes	✓	✓	✓
Blended inbound and outbound agents	✓	✓	✓
3% FTC abandon governor	✓	✓	✓
Answering machine detection	✓	✓	✓
Configurable dial ratio and ring timeout	✓	✓	✓
Daily call and sales quotas	–	✓	✓
Trunk line and calls-per-second caps	–	✓	✓
Org-wide concurrency and CPS governance	–	–	✓
CALLER ID AND NUMBERS			
Campaign DID pools	✓	✓	✓
Fixed and round-robin rotation	✓	✓	✓
Sticky-lead rotation	–	✓	✓
Local presence (area-code match)	–	✓	✓
DID inventory and bulk import	✓	✓	✓
LEADS			
CSV / Excel import with dedup	✓	✓	✓
DNC screening at import and dial time	✓	✓	✓
Custom lead fields (10 types)	✓	✓	✓
Lead statuses and lists	✓	✓	✓
Lead mix and ordering	–	✓	✓
Lead allocation and reallocation	–	✓	✓
Lead recycling policies	–	✓	✓
Re-Dial Now and re-dial list	–	✓	✓
Alternate number failover	–	✓	✓
CALLBACKS			
Scheduled callbacks with priority	✓	✓	✓
Agent-specific routing and policies	✓	✓	✓
Reminders and admin reassignment	✓	✓	✓
INBOUND			
DID-to-campaign routing and screen pop	✓	✓	✓
Voicemail boxes and inbox	✓	✓	✓
ACD queues	–	✓	✓
Visual IVR builder (13 node types)	–	✓	✓
IVR API data-dip	–	✓	✓
Queue performance KPIs	–	✓	✓
IN-CALL AND TRANSFERS			
Hold, mute and in-call controls	✓	✓	✓
Warm and blind transfers	–	✓	✓
Multi-party conference	–	✓	✓
Transfer destinations catalog	–	✓	✓

✓ included add-on = available for a fee – not in this plan

continues on page 13

What each plan includes, continued

FEATURE	GROWTH	SCALE	ENTERPRISE
RECORDING			
Policy recording with PCI pause	✓	✓	✓
Encryption and audited access	✓	✓	✓
mp3 transcode and bulk download	✓	✓	✓
S3 / SFTP backends and retention windows	add-on	add-on	✓
Revocable share links	–	✓	✓
SUPERVISION			
Live command center	–	✓	✓
Listen, whisper and barge	–	✓	✓
Force logout and force hang-up	–	✓	✓
Supervisor chat and floor broadcast	–	✓	✓
Break types and approvals	✓	✓	✓
Leaderboards	–	✓	✓
REPORTS			
Core call and agent reports	✓	✓	✓
Compliance reports	✓	✓	✓
Advanced agent analytics	–	✓	✓
Lead and inbound reports	–	✓	✓
CSV export on every report	✓	✓	✓
Fleet reports	–	–	✓
INTEGRATIONS AND API			
Campaign webhooks	–	✓	✓
Integrations catalog	–	✓	✓
Inbound lead injection API	–	✓	✓
WhatsApp Business API	add-on	add-on	add-on
Email channel	add-on	add-on	add-on
Conversation intelligence	add-on	✓	✓
SECURITY AND COMPLIANCE, IDENTICAL IN EVERY PLAN			
2FA, lockout and single session	✓	✓	✓
Roles and permissions	✓	✓	✓
Append-only audit trail	✓	✓	✓
PHI masking	✓	✓	✓
Login IP restriction	✓	✓	✓
Data retention and right to erasure	✓	✓	✓
Custom roles	–	–	✓
PLATFORM AND TENANCY			
Feature modules and per-report toggles	✓	✓	✓
Seat licensing	✓	✓	✓
Reseller multi-tenancy and white-label	–	–	✓
BAA for HIPAA workloads	–	–	✓
Dedicated onboarding and support	–	–	✓

✓ included add-on = available for a fee – not in this plan

every row is a shipped feature



Put phone calls inside your own software

Your app sends one request and a phone starts ringing. When someone answers, your code decides what happens next: play a message, take key presses, connect two people. Connect handles the phone side so your developers never have to.

POST /v1/calls

● LIVE

```
curl https://api.telvox.dev/v1/calls \
  -H "Authorization: Bearer $TELVOX_API_KEY" \
  -d from="+14155550100" \
  -d to="+14155550199" \
  -d answer_url="https://your.app/voice/answer" \
  -d status_callback="https://your.app/voice/status"
```



Everything a phone can do, from code

Make and take calls

Start a call with one request. Answer incoming calls on your numbers. Get a call ID you can control for as long as the call lasts.

Control the live call

Play a message, collect key presses, build a phone menu, connect two people, hang up. Your server replies with simple markup and Connect does the rest.

Bring your own phone lines

Point the carrier and contracts you already have at TelVox, or use our lines. You set up SIP trunks yourself from the dashboard. This is live today.

Calls in the browser

Your web or mobile app can make and take calls with nothing to install, over WebRTC, and you can watch call quality live.

Your app always knows

Every step of every call is sent to your server as an event. If your server is busy, we retry, so nothing goes missing.

Recording and numbers

Record under rules you choose, stored with AES-256-GCM encryption, fetched through the same API. Local and toll-free numbers are assigned to your app.

What counts as usage

BILLED PER SECOND

MINUTES

Priced by direction (out or in), number type (local or toll-free) and path. SIP and browser legs cost less than the phone network.

NUMBERS

A monthly rental per number, by type.

RECORDING

Per minute while recording, plus storage per minute per month after a free window.

CONFERENCE

Per participant, per minute, while they are in the bridge. Webhooks are free.

Two things to know before you build. Connect is voice today; messaging is on the roadmap and we do not sell it yet. And the public API is versioned v0.x: request and response shapes may change before v1, and every change is listed in the changelog first.

Pricing on request

Tell us roughly how many calls your app will make each month, and where. You get a rate sheet for your usage, in writing, usually the same day. Volume brings the per-minute rate down automatically.



FOR SUPPORT TEAMS

Every customer message becomes a ticket

Email, WhatsApp and phone calls land in one shared inbox. Every ticket has an owner and a countdown, so nothing sits forgotten and nobody wonders whose job it was.

WA

WhatsApp · +91 94**84**

assigned · Priya · returning customer, sent to the agent who helped last time

first reply on time ✓

EMAIL

Re: server issue

Urgent · Support team · in progress · reminder sent 15 min before the deadline

1h 58m to resolve

CALL

Missed call · +91 97**70**

Private note: asked about pricing, call back after 4pm

assigned ✓

Email

- ✓ Replies rejoin the right ticket, every time
- ✓ Several mailboxes, one inbox
- ✓ Rich text, attachments, CC and BCC
- ✓ A rejected reply is flagged and can be resent

WhatsApp

- ✓ Delivery ticks on every message
- ✓ Approved templates with your variables
- ✓ The 24-hour reply window is tracked for you
- ✓ Rate-us and feedback buttons

Calls

- ✓ A call is logged as a ticket with an owner and a countdown
- ✓ Works with whatever phone system you have
- ✓ Notes and follow-ups on the same ticket

Three countdowns on every ticket, and a warning before any of them runs out

COUNTDOWN 1

First reply



How long until the customer hears from you at all. It counts down on the ticket where everyone can see it.

COUNTDOWN 2

Every reply after



Restarts each time the customer writes back, so a long conversation cannot quietly go silent.

COUNTDOWN 3

Fixing the problem



Runs until the ticket is closed. It pauses outside your working hours and on holidays.

Deadlines that fit your promises

- ✓ Different targets for urgent, high, normal and low tickets.
- ✓ A reminder to the agent minutes before a deadline slips.
- ✓ If it slips anyway, a manager is told, from a list you choose.
- ✓ Working hours and a holiday calendar, per department if you like.
- ✓ Pick the deadline policy by department or by channel.
- ✓ A report of every breach, so you know where promises break.

The right person, every time

- ✓ Departments with their own hours and reporting.
- ✓ Skills, so a billing question goes to someone who knows billing.
- ✓ Returning customers go back to the agent who helped last time.
- ✓ If an agent is unavailable, the ticket moves on, and the move is logged.
- ✓ Statuses you name: Open, In progress, Closing, Closed, Re-open.
- ✓ Tags, and a report on them.

Faster replies, fewer mistakes

- ✓ Ready-made replies and personal signatures.
- ✓ Private notes on a ticket that the customer never sees.
- ✓ Custom fields, nine types, grouped into sections.
- ✓ An automatic reply the moment a ticket is created.
- ✓ Eleven notification triggers, with a template per channel.
- ✓ Live updates on screen without pressing refresh.

Reports and control

- ✓ A live dashboard and six reports: Tickets, SLA, Tags, Change log, Notifications, Custom fields.
- ✓ Filter any report and export exactly what you filtered to CSV.
- ✓ A change log on every ticket: who did what, and when.
- ✓ 97 permissions across 21 modules, so you decide who can do what.
- ✓ Roles you build yourself, and many organisations under one account, on the higher plans.

A straight answer on phone calls: today Desk logs calls as tickets with an owner and a countdown, whatever phone system they came from. It does not yet connect to TelVox Dial automatically. The same team builds both, so if that link matters to you, tell us at the demo.

Three plans, priced for your team

Desk is priced on how many people answer tickets and which channels they use. Tell us both and the price arrives in writing, usually the same day. The plans below show what changes between them.

Growth

A small team running email and WhatsApp on one queue

On request

priced per agent

- ✓ Email and calls as tickets
- ✓ One queue with channel filters
- ✓ First-reply and resolution countdowns
- ✓ Custom statuses, priorities, departments
- ✓ Returning customers go to the same agent
- ✓ Private notes, ready-made replies, signatures
- ✓ WhatsApp available as an add-on

MOST TEAMS PICK THIS

Scale

Several departments with real deadline commitments

On request

priced per agent

- ✓ Everything in Growth
- ✓ WhatsApp included
- ✓ The next-reply countdown
- ✓ Targets per priority
- ✓ Reminders before a breach, escalation after
- ✓ WhatsApp templates and session tracking
- ✓ Skills routing and custom fields
- ✓ All six reports

Enterprise

Multi-organisation operations and resellers

On request

yearly agreement

- ✓ Everything in Scale
- ✓ Many organisations under one account
- ✓ Roles you build yourself
- ✓ Dedicated onboarding

ADD-ONS

ADD-ON	APPLIES TO
WhatsApp Business channel	Growth. Included on Scale and Enterprise
Additional mailboxes	Per mailbox, on any plan
Dedicated support	Custom

WHAT WE NEED FOR A QUOTE

- ✓ How many agents answer tickets
- ✓ Which channels: email, WhatsApp, calls
- ✓ How many mailboxes and WhatsApp numbers
- ✓ Whether you run several brands or organisations

Security and access control are the same in every Desk plan. The full feature table is on the next page.

What each plan includes

FEATURE	GROWTH	SCALE	ENTERPRISE
CHANNELS			
Email channel with full threading	✓	✓	✓
WhatsApp Business channel	add-on	✓	✓
Calls logged as tickets	✓	✓	✓
One queue with per-channel filters	✓	✓	✓
Contact record across channels	✓	✓	✓
Multiple email mailboxes	–	✓	✓
WORKING A CONVERSATION			
Rich-text replies with attachments	✓	✓	✓
CC and BCC	✓	✓	✓
Internal notes	✓	✓	✓
Canned responses	✓	✓	✓
Per-agent signatures	✓	✓	✓
Delivery state, and resend when a reply is rejected	✓	✓	✓
WhatsApp delivery ticks	add-on	✓	✓
WhatsApp templates with variable mapping	–	✓	✓
WhatsApp 24 hour session tracking	–	✓	✓
Split a thread into a new ticket	–	✓	✓
SLA			
First-response and resolution clocks	✓	✓	✓
Next-response clock	–	✓	✓
Business hours and holiday calendar	✓	✓	✓
Per-department business hours	–	✓	✓
Targets per priority	–	✓	✓
Reminders before a breach	–	✓	✓
Escalation after a breach	–	✓	✓
SLA policy chosen by department or channel	–	✓	✓
Breach reporting	✓	✓	✓

✓ included add-on = available for a fee – not in this plan

continues on page 20

What each plan includes, continued

FEATURE	GROWTH	SCALE	ENTERPRISE
ROUTING AND WORKFLOW			
Custom statuses and pipeline	✓	✓	✓
Priorities	✓	✓	✓
Departments with their own reporting	✓	✓	✓
Sticky agent for returning customers	✓	✓	✓
Reopen a closed ticket	✓	✓	✓
Tags with their own report	✓	✓	✓
Skills-based assignment	–	✓	✓
Custom fields, nine types	–	✓	✓
Custom field sections	–	✓	✓
AUTOMATION			
Auto-response on ticket creation	✓	✓	✓
Notification templates per channel	✓	✓	✓
Eleven notification triggers	–	✓	✓
REPORTING			
Live dashboard	✓	✓	✓
Tickets report	✓	✓	✓
SLA report	–	✓	✓
Tags, Change log, Notifications and Custom fields reports	–	✓	✓
Filters on every report	✓	✓	✓
CSV export that respects your filters	✓	✓	✓
ACCESS AND TENANCY			
97 permissions across 21 modules	✓	✓	✓
Change log on every ticket	✓	✓	✓
Live updates without a refresh	✓	✓	✓
Roles you build yourself	–	✓	✓
Multi-organisation tenancy	–	–	✓
Dedicated onboarding	–	–	✓

✓ included add-on = available for a fee – not in this plan

every row is a shipped feature

THE NEXT STEP

See it running, not slides

Thirty minutes on a video call. We show you the real product working on your use case, and you leave with a price in writing.



BOOK A DEMO

telvox.dev/demo

Scan the code or type the address. Pick a time that suits you.

ASK A QUESTION

telvox.dev/contact

Any question, answered by someone who works on the product.

FOLLOW ALONG

instagram.com/telvox.dev

telvox **dial**

Predictive dialer and cloud contact centre.
From \$29 per seat per month.

telvox **connect**

Voice API for developers. Priced on usage,
on request.

telvox **desk**

Helpdesk and omnichannel ticketing.
Priced per agent, on request.