UCaaS that's a perfect fit for your business.

Ooma provides top quality Enterprise UCaaS with all the out-of-the-box unified communications features you need, plus easy customization tools that let you tailor your communications system to support specific business processes and user preferences.

Fast deployment, enhanced productivity and customizability– all while lowering costs.

Ooma Enterprise is easy to set up and customize with specific ring groups, call flows, call / call center capabilities. APIs enable you to seamlessly integrate into your unique business workflows to enhance accuracy, productivity, and customer service. All without long term, inflexible, costly contracts or expensive PBX hardware.

UCaaS and Call Center solutions that meet all of your needs.

Enterprise Feature Set

- Desktop & Mobile Apps
- Screen & document sharing
- Team Chat
- Audio & video conferencing
- Click to Call
- Advanced Call Analytics
- Voicemail Transcription

Integrations with key CRM and productivity solutions

- Google Gsuite
- Office365
- Salesforce
- MS Dynamics
- Zendesk
- Custom

Call Center features

- Intelligent call routing
- Unlimited queues and agents
- Call Center APIs
- Custom builds

Ooma integrates and partners with TalkDesk to deliver rich Contact Center capabilities.

> "We have about 600 employees and 450 lines. When we switched to Ooma Enterprise, the support was amazing...we were basically up overnight. One of the coolest aspects of Ooma Enterprise is API access. An in-house developer built our directory including call flows, specific time zones, different ring groups that made our lives immeasurably better."

–Brian J Anderson, Systems Administrator

Traction on Demand,
a Salesforce and Application Development Company

Best customer success team in the business.

Ooma Enterprise provides a team of Customer Success Heroes that adapts and tailors your communications systems to meet your specific business needs. It's like having your own UCaaS Concierge 24/7, and it's included in your affordable monthly rate.

All inclusive, predictable, simplistic pricing.

Eliminate the need to worry about paying extra for the things you really need. Our all-inclusive seat based pricing brings predictability and peace of mind to your budget. Select the seats you need and have all of your functionality, our service, support and upgrades included.

	Ooma Enterprise	Call Center
Monthly Price	**$27.99**	**$74.99**
Core Service: Phone Number, Extension, Unlimited Domestic Usage, HD & Secure Voice	•	•
Telephony Functions: Call Park, Call Waiting, Transfer, 3-Way Calling, Intercom, Call Forwarding, Caller ID, Hot Desking, Contacts From Corporate Directory, Custom Greetings, Mobile App, Call Logs, Audio and Video Conferencing, Screen Sharing, Voicemail, Unlimited Fax, Voicemail To Email, Auto-Attendant	•	•
Voicemail Transcription	•	•
Call Recording	Always On	Always On
Integrations / API access / Custom Applications (fee based)	•	•
Operator Switchboard	•	•
Call Monitoring (Whisper/Barge)	•	•
Call Center Functionality: Unlimited Queues, Unlimited Agents, Reporting, Callbacks, Intelligent Call Reporting, Visual IVR, Multiple Call Distributions, Call And Hold Time Announcements, Call Center APIs, Skills-Based Routing		•

Ooma Enterprise



About Ooma

Founded 2004

HQ: Sunnyvale, California

Multi-tenant cloud platform

~1M core users

Ooma serves diverse customers in a wide range of industries.

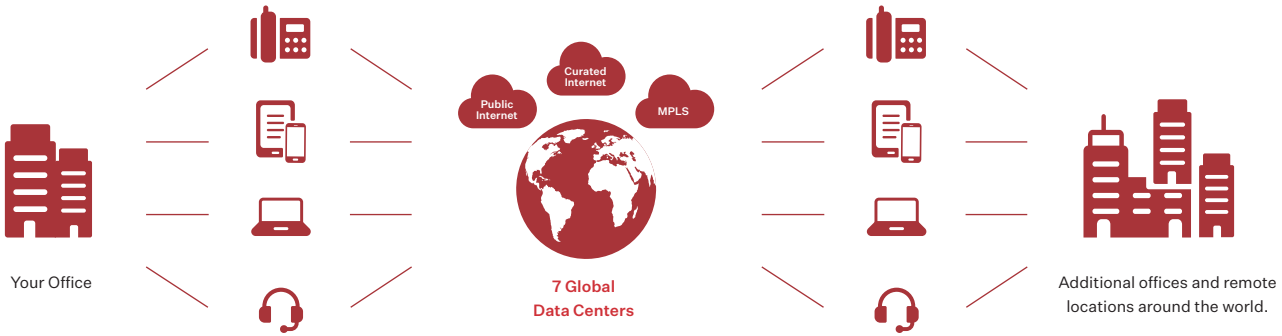
Questions? Call 877-412-9552.
Request a free consultation and personalized quote today.

Ooma Enterprise Network Difference

With most UCaaS providers, you are either limited to connecting via the public Internet or MPLS. Ooma Enterprise supports both methods in addition to a lower cost curated Internet connection that provides enhanced connectivity for superior voice quality.

Platform/Datacenter Architecture

- Our architecture is fully redundant, with data centers all over the world.
- Our infrastructure provides real time synchronized failover to points of presence around the globe.
- Your Ooma Enterprise service is always available, no matter where you or your employees are located.
- PCI compliant deployment environments available



Your Office

Place and receive business calls and meetings on your device of choice.

7 Global Data Centers

Calls and meetings connect through the closest data center, delivering the highest quality VoIP over the shortest distances.

Additional offices and remote locations around the world.

Use your business unified communications system on your device of choice.

Talk using your business phone number on your Android or iOS phone.

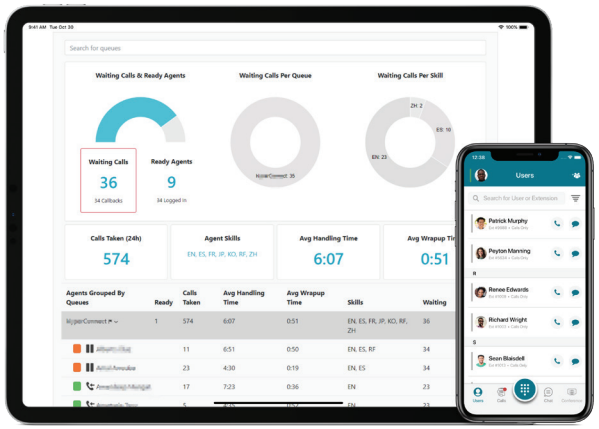
Ease Of Management

Our intuitive web-based interface makes configuration, on-going management and reporting easier. Fast and simple drag-and-drop call flow design enables you to custom-fit your system to support specific business needs.





Fully API integrated, our IP phones provide hot-desking functionality, simplified provisioning and on-phone applications that control conferencing, park, intercom, follow-me, directory, speed dial and call center agent management.



Download on the App Store

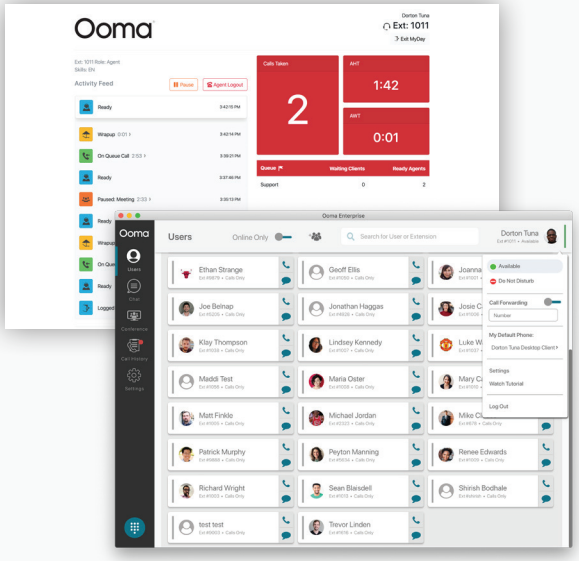
GET IT ON Google Play

Call Center

Features

- Dynamic Call Flows (based on webhooks and API pivots)
- Multiple Ringing Strategies
  - Skills Based
  - Round Robin
  - Longest Idle
- Unlimited Number Of Queues
- Advanced Time Of Day Routing
- On Phone Agent Applications
  - Managed Queue Memberships
  - Queue Favorites
- Multiple Agent States
- Reporting
- Callbacks
  - Standard Callbacks
  - Forced Queue Entry Callbacks
  - Forced Callbacks Based On Wait Time
- Skills Based Routing With Priority
- Support For Multiple Languages
- Support For Multiple Datacenter Locations
- Unlimited DIDs
- Graphical IVR And Call Flow Builder

MyDay agent and manager dashboards



Desktop Client