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Solutions

New WebRTC and Desktop Softphone

Telinta recently enhanced two of our solutions: WebRTC and Desktop Softphone.

These brandable solutions enable Telinta customers and their resellers to offer both inbound and outbound VoIP calling, both prepaid and postpaid.

Features include both attended and unattended call transfers, placing calls on hold, BLF, SMS, incoming MMS, and free on-net messaging, phonebook, call history, and more. You can also offer optional features to your users such as voicemail, call forwarding, multiple DIDs, and other capabilities.

"Mobyx Desktop" is a software application for Window, Mac, and Linux computers. Its WebRTC counterpart is a web-based softphone available via a convenient multi-language self-serve portal, without the user needing to install software.

These solutions are the perfect complement to our brandable TeliGlobe Mobile Softphone solution. Together, Telinta's three softphone solutions enable your users to make and receive VoIP calls from any compatible device: laptop and desktop computers, Windows, Mac, Linux, Android, iOS, mobile phones, tablets, and WebRTC-capable browsers.

Brandable versions include a customizable menu of additional capabilities to help grow your business.

Please contact info@telinta.com for more information about adding any of our Brandable softphones and ask for a free "Try Me" demo.

Useful links:
https://www.telinta.com/solutions/webrtc/
https://www.telinta.com/solutions/desktop-softphone/
https://www.telinta.com/solutions/mobile-softphone/

Solutions

Virtual Office DID Filter

Telinta's unique Virtual Office solution enables you to offer Hosted PBX to small and home-based businesses. This award-winning solution enables your users to customize their own VoIP service via a series of brandable self-serve portals where they sign up online, select their own DID and Toll-Free numbers, configure extensions, call routing, greetings, and more.

Virtual Office shows your users the DID inventory presented by your DID providers via API and/or your own inventory. Telinta recently added a new search filter enabling users to search for DIDs by NPA-NXX or by area code.

The NPA-NXX filter enables users to more easily and quickly find the phone number they need for their service.

Virtual Office is available as a standard part of your Telinta service at no additional cost.

Please contact support@telinta.com to learn more about using Virtual Office.

Useful links:
https://www.telinta.com/solutions/virtual-office/
https://www.telinta.com/kb/index.php?View=entry&EntryID=69

Best Practices

Implementing 988

In the US, a new regulatory requirement took effect this month, mandating telecom service providers (including VoIP providers) to implement 988 as a three-digit code to reach the Suicide Prevention Lifeline, as codified by *The National Suicide Hotline Designation Act of 2020.* (Your legal advisor can provide more details.)

According to the FCC, providers must route 988 calls to 1-800-273-8255 (TALK).

Telinta provides you with cloud-based solutions to help you make the configurations you need as part of your company's overall regulatory compliance process.

Steps for you to consider in implementing 988 for your US-based users:

1.   Add a new destination E911#988 from the 'Destinations' menu page using the 'Number Format': 'Custom'.

2.   Create a dialing rule so that TeliCore™ can translate 988 to the needed toll-free number

3.   Create a "zero rate" for your new 988 destination so that callers are not charged. This also allows calls to 988 even if the user has no funds in their account.

4.   Configure your routing so that 988 calls are routed to your VoIP Termination carrier which supports the needed toll-free number destination.

Useful links:
https://docs.fcc.gov/public/attachments/FCC-20-100A1.pdf
https://www.telinta.com/kb/index.php?View=entry&EntryID=125

News Flash

TextBetter® Messaging Integration

Telinta recently integrated TextBetter's patented business-texting capabilities into its hosted TeliCore softswitch and billing platform. TextBetter can text-enable any existing landline telephone number or toll-free number in minutes, regardless of underlying carrier, without having to port or purchase DIDs.

The white label solution enables Telinta customers to easily provide messaging services in the US and Canada. TextBetter's solution also includes reporting and other capabilities.

According to TextBetter, the company enables Telinta customers to easily offer messaging services via any landline or toll-free number in the US and Canada.

Telinta provides a complete ecosystem of third-party partners to help our customers offer the services they need. Please contact partners@telinta.com for an introduction to TextBetter.

Useful links:
http://www.textbetter.com/

Your opinion counts.

Help us improve this newsletter.

Please continue to give us your feedback: what you like, what you don't. Contact info@telinta.com to let us know what we can do to make our website and our newsletter even more valuable and relevant to you.