Telinta Newsletter

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Solutions

Callers Can Now Receive SMS from Auto-Attendant

Telinta offers a sophisticated Auto-Attendant that enables calls to be directed to designated extensions and other destinations, such as *"Press 1 for sales; press 2 for support."*

Telinta engineers recently added a unique capability that enables callers to receive an SMS message by selecting a choice on the Auto-Attendant menu. If the caller's Caller ID is provided, our TeliCore^{TM} platform can trigger the SMS to be sent.

Your end user business customers can use this feature to rapidly send an SMS with a link for online ordering, making restaurant and hotel reservations, online bill payment via the business's own website, or any other information your user wishes to provide callers.

For example, *"All our representatives are busy, but please press 1 to receive a text message with a link to our website to place your order online."*

This capability is available to Telinta customers at no additional cost, and you can decide whether to offer it to your users for free, or for a premium charge to generate additional revenue.

TeliCore is integrated with dozens of the world's leading SMS providers. Please contact support@telinta.com for more information.

Useful links:

https://www.telinta.com/kb/index.php?View=entry&EntryID=87

https://www.telinta.com/voip-auto-attendant-sms/

News

Webinar with VoIP Supply: Auto-Provisioning

Telinta has teamed up with VoIP Supply to provide a webinar for VoIP service providers. VoIP Supply will discuss its Provisioning Services, which work in concert with Telinta's Auto-Provisioning Profiles.

When: November 12, 2024, 1:00 PM Eastern Time

To register: https://www.telinta.com/voip-supply

When Telinta customers purchase IP phones and other devices from VoIP Supply, the devices can be pre-loaded with the provisioning address for your service. VoIP Supply can load the address for you, and ship the device to you or directly to your customer. Once plugged into an IP network at the user's premise, the phone will reach out to TeliCore and automatically download the provisioning instructions which you have configured.

For a special promotion from VoIP Supply, please contact partners@telinta.com for an introduction.

Useful links:

https://www.telinta.com/telinta-and-voip-supply-team-up-to-serve-itsp-customers-with-joint-promotion-webinar/

https://www.telinta.com/kb/index.php?View=entry&EntryID=3

Partners

Telinta adds API for RingBoost Vanity Numbers

Telinta strives to offer our customers a comprehensive ecosystem of industry leading partners. We recently added an API enabling our customers to select DIDs and Toll-Free numbers from a new partner, RingBoost. RingBoost specializes in hard-to-find numbers in the US and Canada, such as vanity numbers, repeating numbers, exhausted area codes, easy-dial numbers, and more.

Telinta and RingBoost recently teamed up for an educational webinar explaining how both companies work together to help VoIP service providers. Click here for a free replay of the webinar.

Please contact partners@telinta.com for a special promotion from RingBoost.

Useful links:

https://www.telinta.com/ringboost-webinar-voip-vanity-numbers/

https://www.telinta.com/how-can-vanity-numbers-can-help-your-voip-business/

Best Practices

Reminder about Ticket Email Addresses

Telinta uses a convenient ticketing system to handle sales inquiries, support requests, and other topics.

Please remember to only use one Telinta email address when opening a ticket. Do not CC other Telinta addresses or team members, as this only slows down our ability to help you.

support@telinta.com
This address is used for all technical support inquiries, questions about capabilities and configurations. Support cannot help you with inquiries about your bill, prices, or adding paid-for Optional Services which incur an additional fee. Support works 24x7x365.

billing@telinta.com
This address is the only address which can help you with information about your monthly invoices sent to you by Telinta. Most inquiries are handled during the business day, US Eastern Time.

info@telinta.com
This address provides pricing and terms for Optional Services listed in your Telinta Service Agreement such as Softphones, PayPal plug-in, Encrypted VoIP, and others. If your business changes ownership, has a new address, or forms a new Corporate entity, this address can help you with the needed steps. Use this address for general inquiries about Telinta.

sales@telinta.com
This address handles inquiries only from people who are not yet a Telinta customer and wish to sign up for our Service. Once you are a Telinta customer, our other email addresses can help you better.

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.