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# Zing Respond

Features and Product Overview

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## Overview

Zing Respond is a powerful softphone that enables you to make and receive phone calls directly from your web browser.

Built on Twilio's cloud communications platform, Zing Respond enables your organisation to work seamlessly across both home and office environments, wherever your team are located.

## What's a Softphone?

Put simply, a softphone is a software application that enables you to make and receive phone calls over the internet.

Softphones make use of Voice over IP (VoIP) telecommunications, to enable you to connect calls much in the same way your traditional phone does.

The key difference between a softphone and your typical desk phone is the way in which calls are handled. With softphones, your traditional handset is no longer required. Instead, your users can begin making calls through any VoIP headset, which can be quickly sourced and easily setup.

## What's included?

There are two packages available for Zing Respond, Standard and Custom.

This document will outline what is available for a standard implementation, to find out more about our custom options, please visit our website at <https://zing.dev/respond>

Zing Respond setup includes access to the Zing platform, enabling you to manage users, setup account information and link your Twilio account. You will also be provided access to the Zing Respond Browser Extension, which enables you to begin handling your phone calls direct through Twilio.

This document outlines further details on what is involved with the implementation and outlines the features available with Zing Respond.

# Implementation

Standard setup is free and includes the following:

## IVR Menu Options

The interactive voice response (IVR) enables your customers to be routed through to the correct department through a series of menu options.

In the standard Zing Respond implementation package, you are provided with up to 5 menu-options in a single tiered IVR flow, to ensure your customer enquiries are managed correctly.

For more advanced IVR options, such as intelligent call routing and data capture within menu options, please see our Custom Plan.

## Voicemail & Office Hours

To ensure your customers are not left ringing out on an empty phone line when reaching out after hours, your Zing Respond package includes voicemail setup and office hour management.

For calls received outside of the regular working hours, a voicemail is recorded and both the sound file and transcript can be sent to a dedicated email inbox to review at the next available slot.

## Dialer Setup & Twilio Account Enablement

Zing Respond makes full use of the extremely powerful Twilio platform, and therefore requires a Twilio account to work.

As part of the implementation, Zing will get you started with your Twilio account, and introduce you to the team.

A dedicated Zing account will also be created, to enable your organisation to begin managing users, to begin accessing the Zing Respond Dialer.

# CRM Integration

The CRM integration consists of three key components:

## Inbound Caller ID

With each inbound call, the Zing Respond dialer will search through the existing CRM database to source contact information about the caller.

This is then shown to the user, along with related information such as associated company data.

## Automated CRM Record Opening

Upon accepting a call, the CRM will automatically open to the record of the caller identified. This will enable for quick note taking and information gathering on hand when needed most.

## Record Call Activity

Once the call is completed, the call log will be added to the CRM record activity list to show information on the time and duration of the connected call, as well as the participants.

# Feature List

	Standard	Custom
Pricing	£99 Per Month	POA
Setup	Free Set Up	POA
Access to Softphone	✓	✓
Inbound and Outbound UK Calling	✓	✓
IVR Options	Up to 5	5+
Call Transfers	✓	✓
Office Hours and Voicemail Setup	✓	✓
Number of Users	Up to 100	100+
Support	Email	Email/Phone
CRM Integration	✓	✓
Call Metrics	✓	✓
Custom Dashboard	x	✓
Call Recording	x	✓
SMS Notifications	x	✓
Proxy Calling	x	✓
PCI Compliant Payments	x	✓

# Next Steps

To get started with Zing Respond, reach out to us through the details below.

Zing Respond is rapid to implement, so as soon as you're ready we'll work with you to get your account setup so you can begin making calls from anywhere.



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