

Case Study for Kalaam Telecom

Call via Toll-Free



Customer Story

Kalaam Telecom aims to deliver tailored B2B digital transformation solutions that disrupt the GCC technology sector. The leading Pan-Arab managed solutions provider for digital transformation with over three decades of accumulated experience, Kalaam is the preferred one-stop destination for agile and cutting-edge digital solutions, tailored for SMEs, large enterprises, wholesale business segments, and government bodies– with sector specialized consultancy and expertise, while also offering global enterprise solutions.

Challenge

Using the Kalaam dialer mobile application developed by Ecosmob, their customer wanted to make calls via toll-free as well as call via the dialer app. This Call via toll-free is also an available option in the dialer app to make calls via the toll-free number using their native dialer.



Call Quality

Users can initiate the calls via tollfree from the dialer and calls will be redirected to their native dialer



Performance

Super performance of the mobile application with native dialer experience



Billing System

Kalaam telecom has managed the billing system on their side and they are providing a real-time response for the available balance via APIs



Server Architecture

The framework of the server supports failover functionality and scalability to keep up with the growing volume of calls.



App adoption

The application gives the native dialer experience to their user

Solution

Kalaam telecom initially reached out to Ecosmob Technologies' Native App Development team to build a custom mobile application. However, after reviewing our Tragofone product in-depth assessment, Ecosmob Technologies provided the comprehensive WebRTC-based Dialer with multiple calling features.

Benefits

With an innovative mobile application, packed with utility tools and features Kalaam users now can make high-quality calls through a softphone dialer for app-to-app and app-to-PSTN (Public Switched Telephony Network) calls.



Capability

The mobile application utilizing Porta one Softswitch technology imparts high-quality one-to-one audio and video calling.



Access

Users can access the Kalaam telecom app effortlessly, Can make calls either through a toll-free service using their SIM card, or Application to Application



Advanced features

End-to-end encrypted calls and seamless contact sync and user provisioning from the Web portal



Balance Status

Tightly integrated with Kalaam Softswitch, Our app enables a quick and real-time view of updated balance in user accounts before and after making a call . Kalaam customers can directly purchase data bundles or a new plan even if their balance is exhausted using voucher codes on the application.

About Tragofone

Tragofone - a white-label VoIP softphone app and software backed by WebRTC and auto-provisioning is a perfect choice to maintain uninterrupted business communication anywhere, anytime. Whether you want to empower remote working or offer an efficient and productive alternative to your workforce in delivering outstanding customer services, Tragofone works. The app is all set to make communication a flawless process with a simple step to configure SIP extensions on users' smartphones, and communication on-the-go can take place.

The auto-provisioning of this app is quick and straightforward through setup, control. It is feasible to manage thousands of SIP accounts using SIP credentials without accessing the phones. Further, Tragofone offers exceptional communication experience by ensuring quality and security with WebRTC support.

The crystal-clear audio and video call through Tragofone offer an opportunity to make communication a smooth process. Plus, the business communication will be up with the access to unlimited one-to-one calls whenever, wherever, and however your team needs. One of our app's major advantages is to save a device battery as the app gets activated only in case of a call or message notifications.

Tragofone offers on-demand customization as per business requirements. Whether there's a requirement to add other features or promote branding on Tragofone accounts, there's a provision! This app is supported with Android and iOS platforms.

Tragofone smoothly integrates with IP-PBX, Call Center, Custom API, Class 5 SoftSwitch, and many more. Tragofone even works with legacy SIP servers that usually do not support WebRTC. Also, Tragofone does not require any extra configuration or integrations for the same to get started promptly. Besides, as it is designed to work perfectly with 3G, 4G, and WiFi, users can make or receive calls through Tragofone irrespective of the locations. Encrypted communication, excellent technical support, and cost-saving make Tragofone an ideal choice to level-up unified communication.