

Onvego's Smart Receptionist is a game-changer for Phone.com's small business customers

**“The Onvego Smart Receptionist will
enhance our customer acquisition strategy.”**

- Ari Raban, CEO, Phone.com

The Partnership

Phone.com and Onvego partnered to design and develop a groundbreaking AI virtual reception solution. Onvego's conversational voice AI technology was embedded into Phone.com's service offering with learning from Phone.com's experience serving over 50,000 small business customers.

The Challenge

Many of Phone.com's clients are small businesses with fewer than 10 people, also called SOHOs (small office/home office). Many of these clients would like to enjoy the brand amplification and responsiveness that come from receptionist services, but hiring an in-house human receptionist is not feasible.

In the past, Phone.com sought to implement AI receptionist services that don't require a human. However, all the solutions they tried to date had been unsuccessful: the services were inaccurate, the technology was immature, and the speech recognition capabilities weren't good enough for Phone.com to offer its customers.

**“The existing solutions in the
market were mostly enterprise
oriented, so they weren't tailored
to small business needs”.**

- Ari Raban, CEO, Phone.com

Phone.com required effective, innovative AI receptionist services for their SOHO clients at an affordable cost, without a lengthy onboarding process. Other AI receptionist solutions that Phone.com evaluated involved drawn-out, complicated setup processes, in some cases requesting access to two years' worth of training call data. This raised security and compliance issues and would have made for a long and costly implementation.

How Onvego Meets Phone.com's Needs

Onvego is a Smart Receptionist as a Service (SRaaS) provider offering conversational AI that integrates with any cloud telephony or business VOIP system. Small businesses leverage Onvego's Smart Receptionist solution to automatically answer phones, route calls, and stop spam, 24/7—so they can keep running (and growing) their companies.

“Finding Onvego was like finding gold.”

- Alon Cohen, CTO, Phone.com

Onvego’s Smart Receptionist is a fully responsive plug-and-play solution that requires no training and can be implemented by UCaaS platforms in just a few steps. A self-service approach is crucial, as it does not necessitate additional UCaaS resources and infrastructure.

Small businesses can set up their Smart Receptionist account in just a few minutes. They can use the system’s default settings or customize their company greeting and other messages.

Onvego is working closely with Phone.com to expand their customer base and offer added value to existing clients. The Smart Receptionist allows Phone.com to serve its clients in two ways:

1. Smart Receptionist as an integrated, **self-service solution** that offers a sophisticated call management for a very low cost.
2. Smart Receptionist as a **complimentary service** to a live receptionist service. Calls can be answered around the clock, if the live receptionist experiences an overload of calls, or if live receptionist callers wait on hold more than a minute.

The Onvego Edge

- Onvego offered Phone.com a **new income stream** without the need for a major cost investment or complicated onboarding process. Onvego’s plug-and-play setup means Phone.com’s clients can easily opt into the service via their administrative console, log into the application, and be up and running in minutes, with no training or technical expertise required.
- Onvego uses conversational AI technology that can accurately understand callers. **“Accuracy is the name of the game. We couldn’t find a more accurate system than Onvego’s Smart Receptionist,”** said Alon Cohen, EVP and CTO at Phone.com.
- Before Onvego, other solutions Phone.com tried were <85% accurate. Smart Receptionist combines a number of **cutting-edge speech recognition solutions**, enabling the system to be highly accurate, even in a noisy environment. As Ari Raban, CEO of Phone.com stated, **“In our business, 80% is not good enough.”**
- Smart Receptionist is a game-changer for customer **acquisition and retention**, enabling Phone.com to differentiate itself in a highly competitive market.

“Onvego’s voice technology achieves an incredible 99%+ accuracy in speech recognition. This level of precision finally makes voice AI a realistic option for core telephony applications.”

- Alon Cohen, CTO, Phone.com

A Revenue-Sharing Partnership

“Onvego’s generator can be customized to suit the needs of any small business. There is no one-size-fits-all solution, and that’s what makes the Smart Receptionist so successful.”

- Alon Cohen, CTO, Phone.com

The Onvego and Phone.com partnership includes a **revenue-sharing model** that minimizes Phone.com’s setup risk and investment cost. Onvego gives Phone.com the opportunity to substantially broaden its client base, as Smart Receptionist is an affordable solution in a market in which price is a decisive factor.

Smart Receptionist is a game-changing offering for Phone.com. It helps them stay competitive, offer a great user experience, and efficiently manage SOHOs’ phone communications—so that their customers can focus on achieving business success.

About Smart Receptionist as a Service

Onvego’s Smart Receptionist as a Service (SRaaS) is an AI-powered virtual receptionist for small office/home office (SOHO) businesses. It uses automated voice recognition technology to enable SOHOs to improve service and increase customer satisfaction at an affordable cost. Smart Receptionist integrates seamlessly with calendars, CRM software and other business systems, allowing businesses to respond to customer needs in real time. Smart Receptionist is a transformative offering for UCaaS providers, helping their SOHO customers achieve maximum business success.

“Our Phone.com partners have helped us to immeasurably improve our industry knowledge and our Smart Receptionist product. We’re excited about the potential for our mutual success.”

- Miki Segal, CEO, Onvego

Don't just take our word for it. Ready to hear for yourself?

Contact Sales at ucaas@onvego.com