Sangoma apps

Enhance Operational Efficiency & Customer Engagement with Sangoma Apps

Overview Brochure

Sangoma Apps

Powered by Sangoma CPaaS APIs, Sangoma Apps contribute to a full customer experience, ensuring contact with your customers at any time of the day. The most popular Sangoma Apps are:

Curbside

Streamlined, convenient, and safe Customer Service Experiences. Allow your customers to send you their location for curbside pickup services.

Urgent Notify

Enhance communications with Instant Alerts. Get notified instantly if someone on your network dials 911 or any other defined phone number.

Send

Reach your customers with SMS and Email Broadcasting. Launch marketing campaigns and drive customer brand engagement.

Phone Monitor

Keep track of the status of the physical phones and softphone clients in your phone network, configure real-time alerts and notifications, and export daily reports and summary snapshots.

Call Flow

Communicate easily with your customers through Interactive Voice Response. Customize your IVR, automating caller verification, customer service automation, engagement hotline and more.

Appointments

Allow your customers to conveniently set up Appointments online, using your own customized form. Fill up your calendar and keep them informed through instant notifications.

What can Sangoma Apps do for you?

Sangoma Apps leverage SMS, email, voice, and other channels to solve common business challenges, driving productivity:

- Appointment reminders & account notification services for effective internal and external communication
- Marketing campaign management
- Delivery and check-in progress trackers
- Mass notifications
- Emergency alerts
- Customer contact center

Sangoma Apps Use Cases

Just a few of the use cases covered by Sangoma Apps:

Restaurants

Allowing customers to curbside pick up their food orders through SMS & Smartphones

Education

Send out email blasts to parents, teachers, or students in seconds
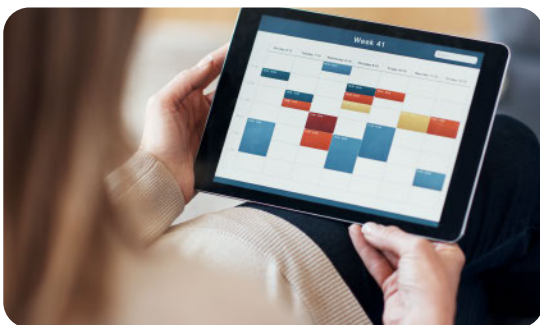
Hotels & Hospitality

Getting SMS and email alerts when critical events are notified over the Phone System, and building an IVR to triage requests for room service and bookings
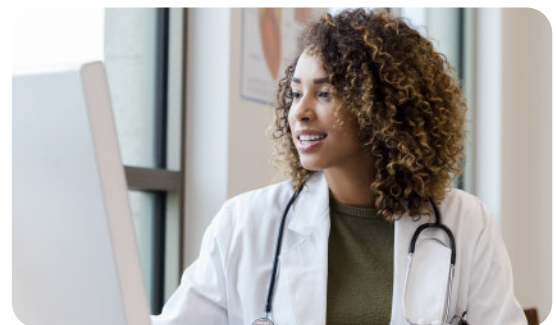
Retail shops

Send mass SMS and email promotions about sales easily while staying in step with regulatory compliance
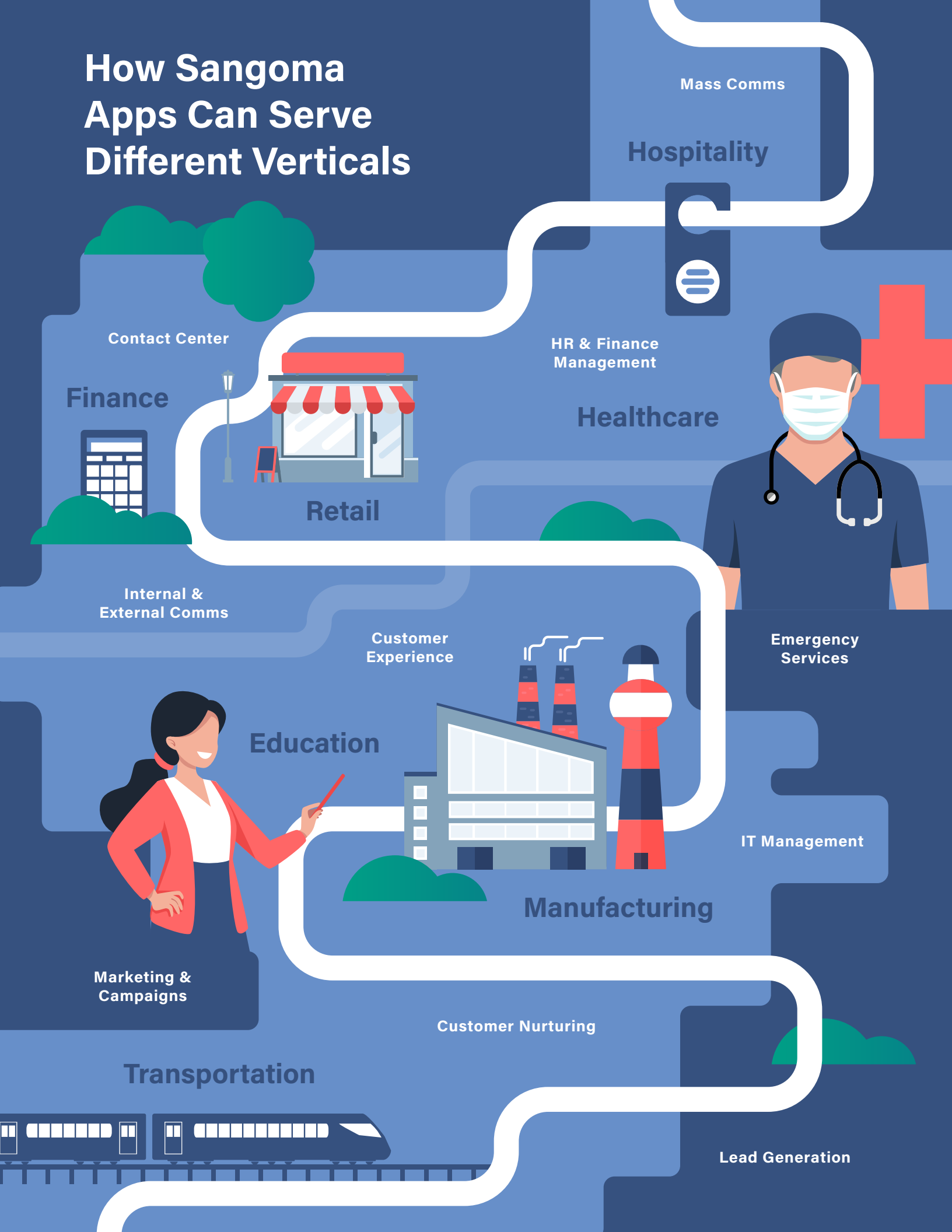
Service Industries

Allow customers to schedule appointments online, and confirm and get reminders via SMS about their reservation

Healthcare

Allow patients to check-in from their cars and enter the office waiting room when you are ready for their appointments

How Sangoma Apps Can Serve Different Verticals

Mass Comms

Hospitality

Contact Center

HR & Finance Management

Finance

Healthcare

Retail

Internal & External Comms

Customer Experience

Emergency Services

Education

IT Management
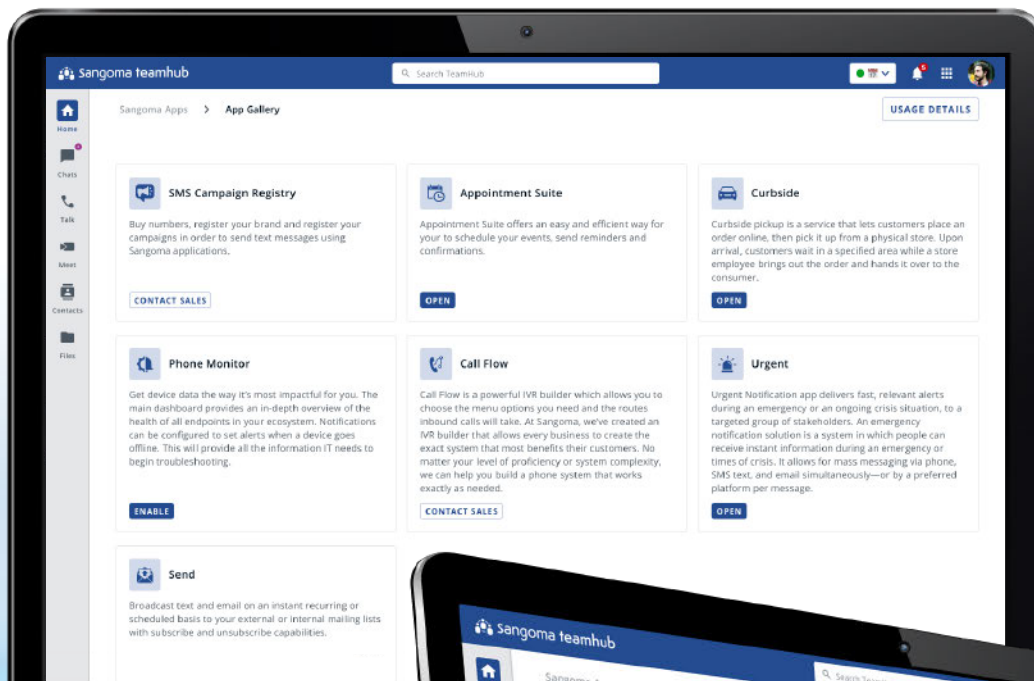
Manufacturing
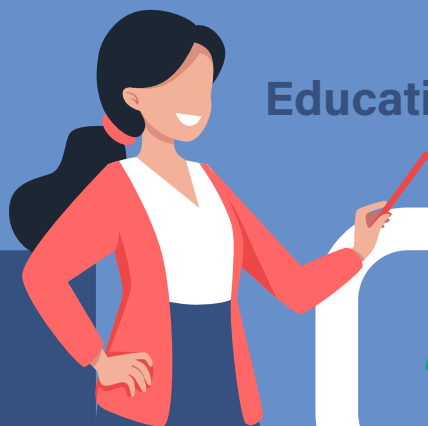
Marketing & Campaigns

Customer Nurturing

Transportation

Lead Generation

Integrated with TeamHub or Access via Web

Sangoma Apps are directly accessible from TeamHub, Sangoma's soft-client available as a desktop app and from the browser. Track your SMS, email and voice minute usage right from your TeamHub's dashboard.

Sangoma Apps are included in Sangoma Suite bundles!

Extra charges may apply to cover overage charges,
DID numbers, and SMS campaign registrations, if applicable

Sangoma Send

The Sangoma Send email and SMS broadcasting app gets your message out fast! With Sangoma Send you can blast mass notifications via text and/or email, track receipt acknowledgement, and see reports on sent history. Stay compliant with regulations and best practices via built in opt-in and opt-out features.

Use Cases:

Business Closures

Quickly inform staff of any improptu closure due to unanticipated events like strikes or extreme weather.

Weather Delays

When operations are disrupted because of unforeseen weather conditions, stay ahead of the game and keep everyone in the loop.

Bill Reminders

Make sure your users send their payments through in time by reminding them of their due dates.

Marketing

Drive customer engagement through personalized marketing campaigns.

Event Updates & Reminders

Your attendees will be kept informed of all the unavoidable changes that occur in event planning.

Key Features & Benefits:

- ⦿ Send SMS and email easily and correctly with opt-out mechanisms

- ⦿ Confirmation features let you request receipt and create simple surveys

- ⦿ Import mailing list of properly opted-in contacts via CSV

SEVERE WEATHER ALERT

A severe thunderstorm warning has been issued at 12:45 p.m. Eastern Daylight Time Saturday, November 3rd. Take cover immediately if threatening weather approaches!
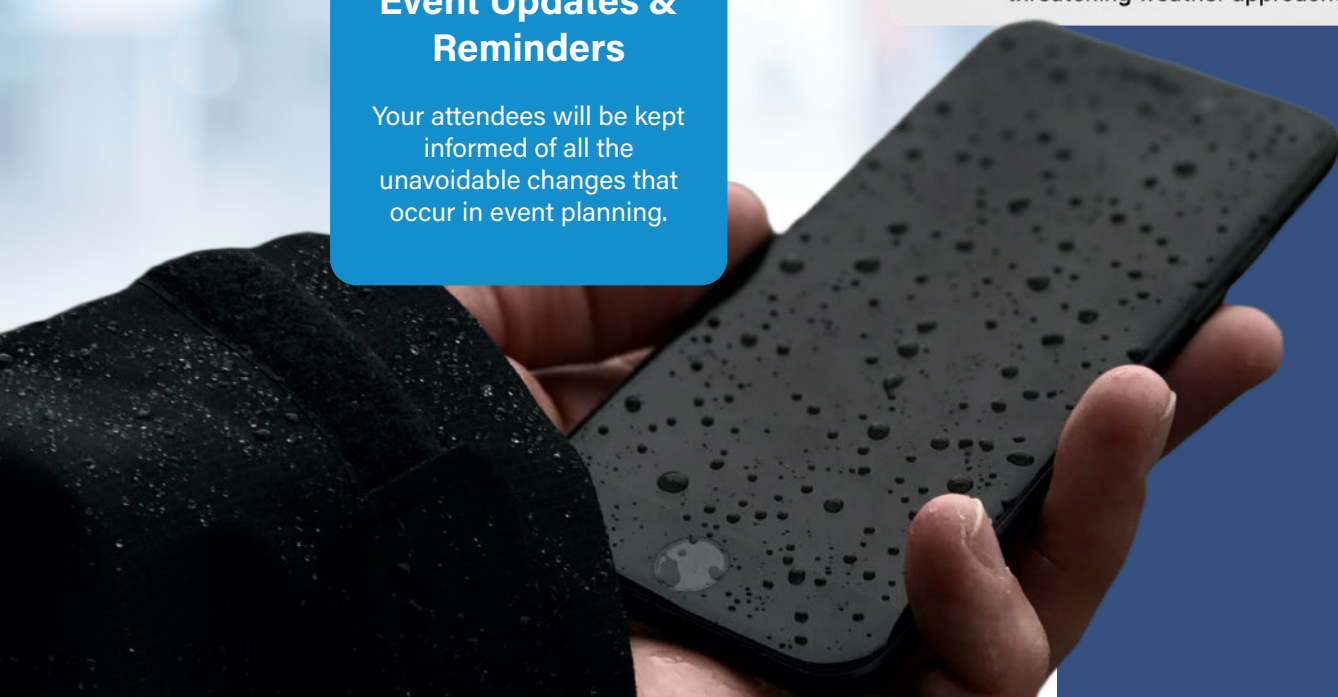
Sangoma Curbside

Sangoma Curbside allows businesses to offer streamlined, convenient, and safe customer service experiences. Make your business more mobile friendly, with SMS text/web-based communications to facilitate online ordering and curbside pickup services.

Use Cases:

Customers can check in via SMS when they arrive at any retail location:

|	
Take Out Food & Restaurants	**Hair Salons**
Dentist Offices	**Schools & Day Care**

Key Features & Benefits:

◉ **No Custom Apps Required:** Fully web-based interface ensures compatibility with any smartphone and allows enable/disable service on demand

◉ **Ready To Use "Out Of The Box":** Easy setup and deployment with customized branding and logos

◉ **Easy SMS & Web Interactions:** Choose the specific information you want to collect

◉ **Robust Tracking & Reporting:** Detailed reporting includes check-in time, vehicle details, team response times and more
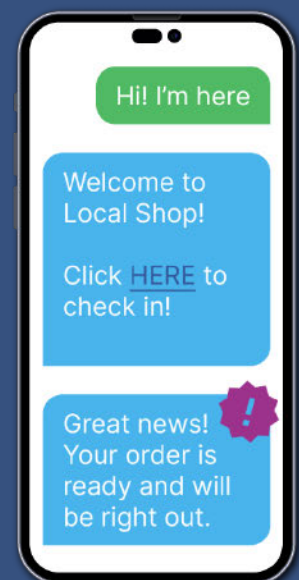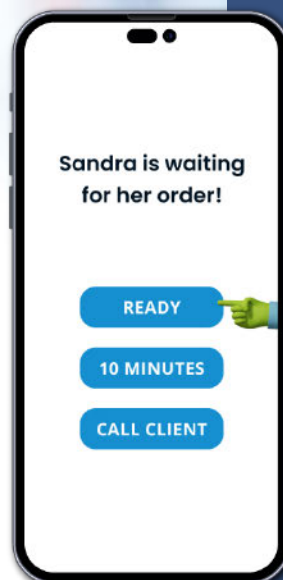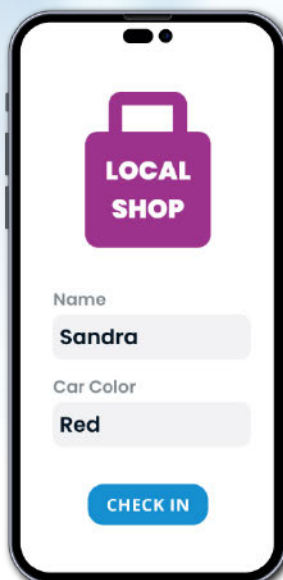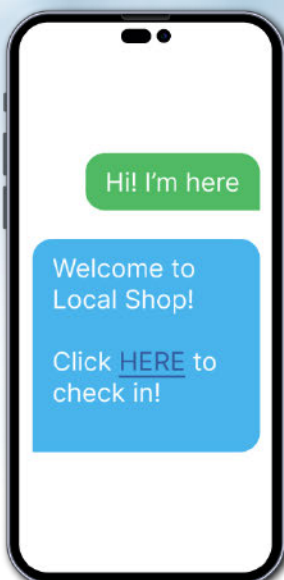
Sangoma Connector

The CRM integration extension integrates Sangoma Solutions with CRM platforms to support click-to-call, inbound screen pops, and call detail tracking features.

Use Cases:

Increase Productivity for Workers by Integrating Your UCaaS & CRM

Key Features & Benefits:

◉ **Streamlined Experience:** Eliminate and/or minimize manual data entry and improve visibility

◉ **Click-to-call:** Allows users to click-to-call contacts directly from their CRM

◉ **Real-time Screen Pops:** Enable real-time screen pops via CRM for incoming and outgoing calls

◉ **Automatic Call Logging:** Automatic call logging via CRM eliminates the need for manual call activity tracking

◉ **Supports Over 80 CRMs:** Redtail, Hubspot, Zoho, Salesforce, Pipedrive, and many more
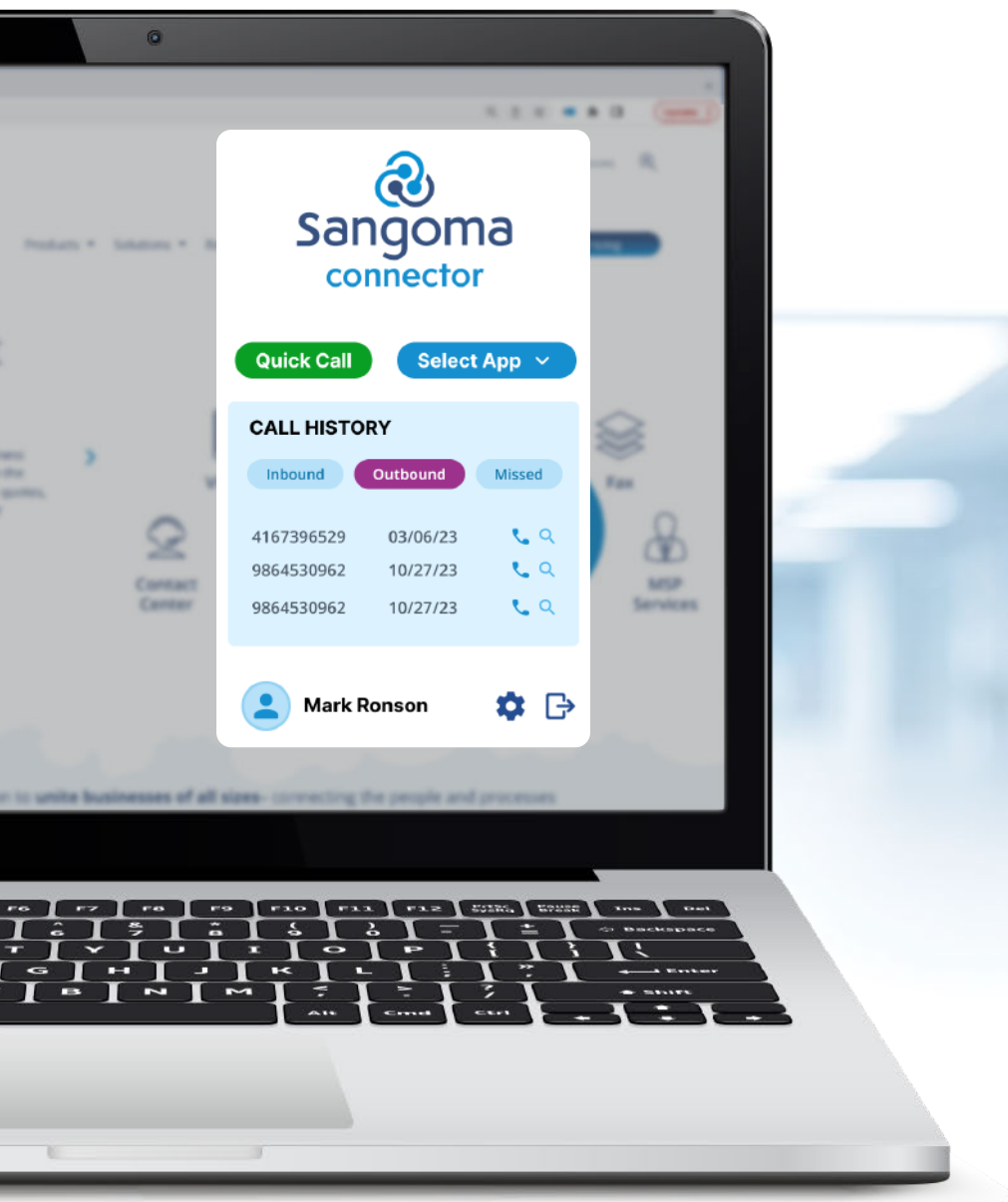
Sangoma Connector is included in the Sangoma Premium Bundle, discounted with the Advanced Bundle, and available at regular price for Standard UCaaS Bundles.

Sangoma Urgent Notify

The Sangoma Urgent Notify app sends notifications regarding urgent calls to designated text and email endpoints when triggered by an alert action such as calling 911 from a Sangoma service connected phone.
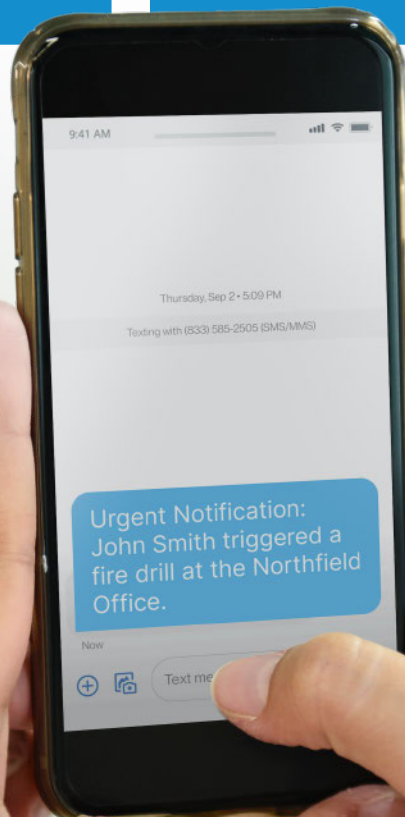
Use Cases:

Security Threats, Lockdowns

Emergency Response

Activating Severe Weather Response Teams

Activating Emergency Response Plans

Reporting Criminal or Suspicious Activity

Fires & Evacuations

Key Features & Benefits:

- Sends SMS & emails to notify a predefined list of recipients of events

- Can be configured to trigger an outbound call or initiate a conference call

- Can be integrated with external databases to provide more information to those notified

9:41 AM

Thursday, Sep 2 • 5:09 PM

Texting with (533) 585-2505 (SMS/MMS)

Urgent Notification: John Smith triggered a fire drill at the Northfield Office.

Now

Text me

This app is currently available for use with Business Voice, and Business Voice Plus. Coming soon for CommUnity.

Sangoma Call Flow

(Coming Soon)

Call Flow allows you to easily configure an IVR and enable integrations with external systems via APIs. You can use Call Flow in a myriad ways, for inbound information lines with easy to update prompts.
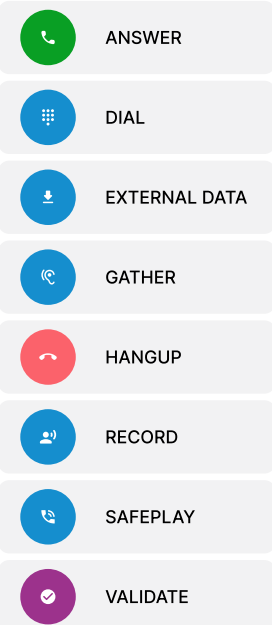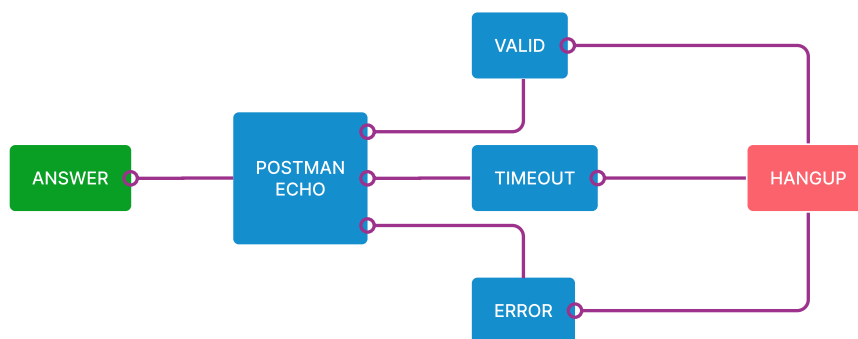
Use Cases:

Create Inbound Information Paths That You Can Configure & Update Via A Simple No-code / Low-code Drag & Drop Interface

Key Features & Benefits:

◉ Text-to-Speech enabled, so whatever you type into the prompts is read out loud to your callers

◉ Upload your own recorded files

◉ Obtain a telephone number for the IVR in the area code of your choice

◉ Enable transcription of audio

◉ Integrate with external information sources via API

◉ Record calls and responses

DRAG & DROP VISUAL CALL FLOW BUILDER

ANSWER

POSTMAN ECHO

VALID

TIMEOUT

ERROR

HANGUP

ANSWER

DIAL

EXTERNAL DATA

GATHER

HANGUP

RECORD

SAFEPLAY

VALIDATE

Sangoma Appointments

Have you ever struggled to manage appointment schedules?

Sangoma Appointments is the solution for you, providing a powerful scheduling tool that supports a web based multi-service menu of services. Offer customers a web-based calendar system to schedule appointments and integrate with your own employee /company calendar system (Google, Outlook, and Apple iCal are supported).

Allow customers to confirm their appointment based on your hours of operations and availability. Schedule reminders via SMS to reduce no-shows and increase business efficiency.

Use Cases:

Any kind of service that wishes to allow customers to book, confirm and be reminded of appointments.

- Barber Shops
- Home Services
- Health & Wellness Practices
- Salons
- Real Estate
- Professional Services

Key Features & Benefits:

- ⊙ Customize the service menu and available staff via the app
- ⊙ Set confirmation and reminder text messages
- ⊙ Use Sangoma default branding or customize to your own color and branding guidelines
- ⊙ Can be used in self-service mode or enter the appointments directly and schedule reminders

Mike, this is a reminder of your appointment with Dr. Lu on 09/02 at 9:15AM.

To cancel or modify, call (878) 876-7654 or visit https://drlusoffice.ca

We would love your feedback! Please let us know how we did today by visiting https://drlusoffice.ca

Mike, this is a reminder of your upcoming appointment with Dr. Lu on 09/02 at 9:15AM.

For more information, call (878) 876-7654

Sangoma Phone Monitor

Help your IT staff to quickly identify and prevent disruptions to your business operations caused by power outages, internet and network issues. Always know when phones are offline and when they come back online, maintaining easy visibility into your phone network with real-time alerts and automatic rule-based notifications. Keep your key stakeholders in the know with instant alerts, daily reports and snapshot summary reports.

Use Cases:

Field Services

Retail Stores

Schools

Health & Wellness

Real Estate

Key Features & Benefits:

- ◎ Get a real time alert when a deskphone or softphone goes offline via SMS and email

- ◎ Configure custom and recurring reports to get phones status via email or SMS

- ◎ Select all or specific extensions from your desk phone and softphone devices for reporting

- ◎ Take a snapshot of all extensions for individual or all locations and send via SMS and email

- ◎ Keep records of phone device statuses over time

- ◎ Export reports and alert logs
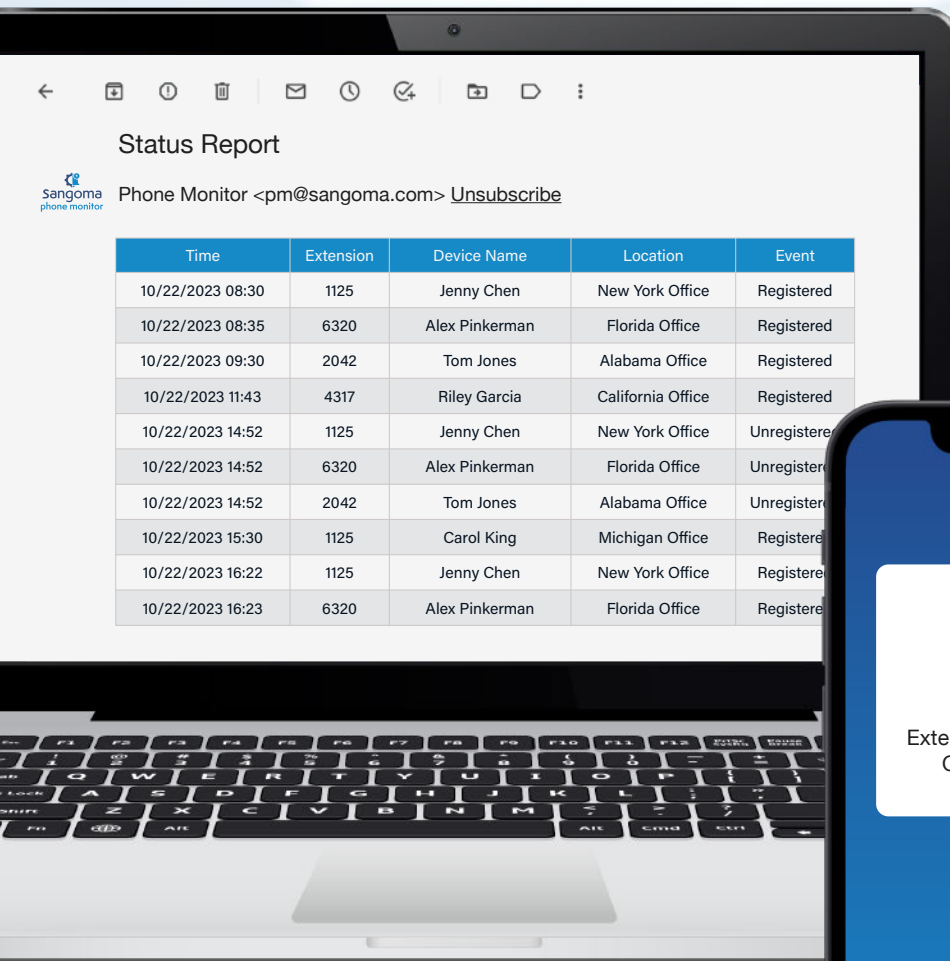
Status Report

Phone Monitor <pm@sangoma.com> Unsubscribe

Time	Extension	Device Name	Location	Event
10/22/2023 08:30	1125	Jenny Chen	New York Office	Registered
10/22/2023 08:35	6320	Alex Pinkerman	Florida Office	Registered
10/22/2023 09:30	2042	Tom Jones	Alabama Office	Registered
10/22/2023 11:43	4317	Riley Garcia	California Office	Registered
10/22/2023 14:52	1125	Jenny Chen	New York Office	Unregistere
10/22/2023 14:52	6320	Alex Pinkerman	Florida Office	Unregistere
10/22/2023 14:52	2042	Tom Jones	Alabama Office	Unregistere
10/22/2023 15:30	1125	Carol King	Michigan Office	Registere
10/22/2023 16:22	1125	Jenny Chen	New York Office	Registere
10/22/2023 16:23	6320	Alex Pinkerman	Florida Office	Registere

⚠

ALERT

Extension 6320 at Florida Office went offline

Apps Usage Model

How It Works & Subscription Options

Sangoma Apps are free, you just pay for the usage. Usage (including SMS, emails, and voice minutes) is tracked and totaled on a company level per month. Your company will be able to acquire usage credits two ways:

- ⊙ For each one of your UCaaS bundle users, you will get a number of credits which will be added to your company's monthly allotment – This allotment is then shared between all the members of your team

- ⊙ Monthly usage subscriptions can be purchased as an add-on for additional usage at lower rates

How Sangoma UCaaS Seats Contribute Usage Credits for Apps

Each UCaaS bundle user level comes with a number of credits for Sangoma apps.
This is what you get with your UCaaS services:

Standard Bundle User	10 SMS, 10 Emails, 10 Voice minutes / user / month
Advanced Bundle User	100 SMS, 250 Emails, 100 Voice minutes / user/ month
Premium Bundle User	200 SMS, 500 Emails, 200 Voice minutes / user / month

Usage Credits Example:

Let's say your company has 20 Standard Users, 10 Advanced Users, and 2 Premium Users. This means that your total monthly allotment will be 1,600 SMS and 3,700 Emails for your whole company to use with the Apps. Remember that you can always get more with Additional Packages.

Additional Sangoma Apps Usage Subscription Packages

Sangoma offers multiple subscriptions to match your company's needs:

Sangoma Apps – Subscription 1k	1k SMS, 1k Emails, 500 Voice minutes per month
Sangoma Apps – Subscription 5k	5k SMS, 5k Emails, 2.5k Voice minutes per month
Sangoma Apps – Subscription 10k	10k SMS, 10k Emails, 5k Voice minutes per month

For higher volume subscriptions please contact your Sangoma partner or sales representative.

If you go over the limit in a particular month, you can upgrade your company subscription or pay the overage fee for the additional SMS/Emails/Minutes.

Sangoma

www.sangoma.com

**Have a great App idea or feature request?
Email us at apps@sangoma.com.**