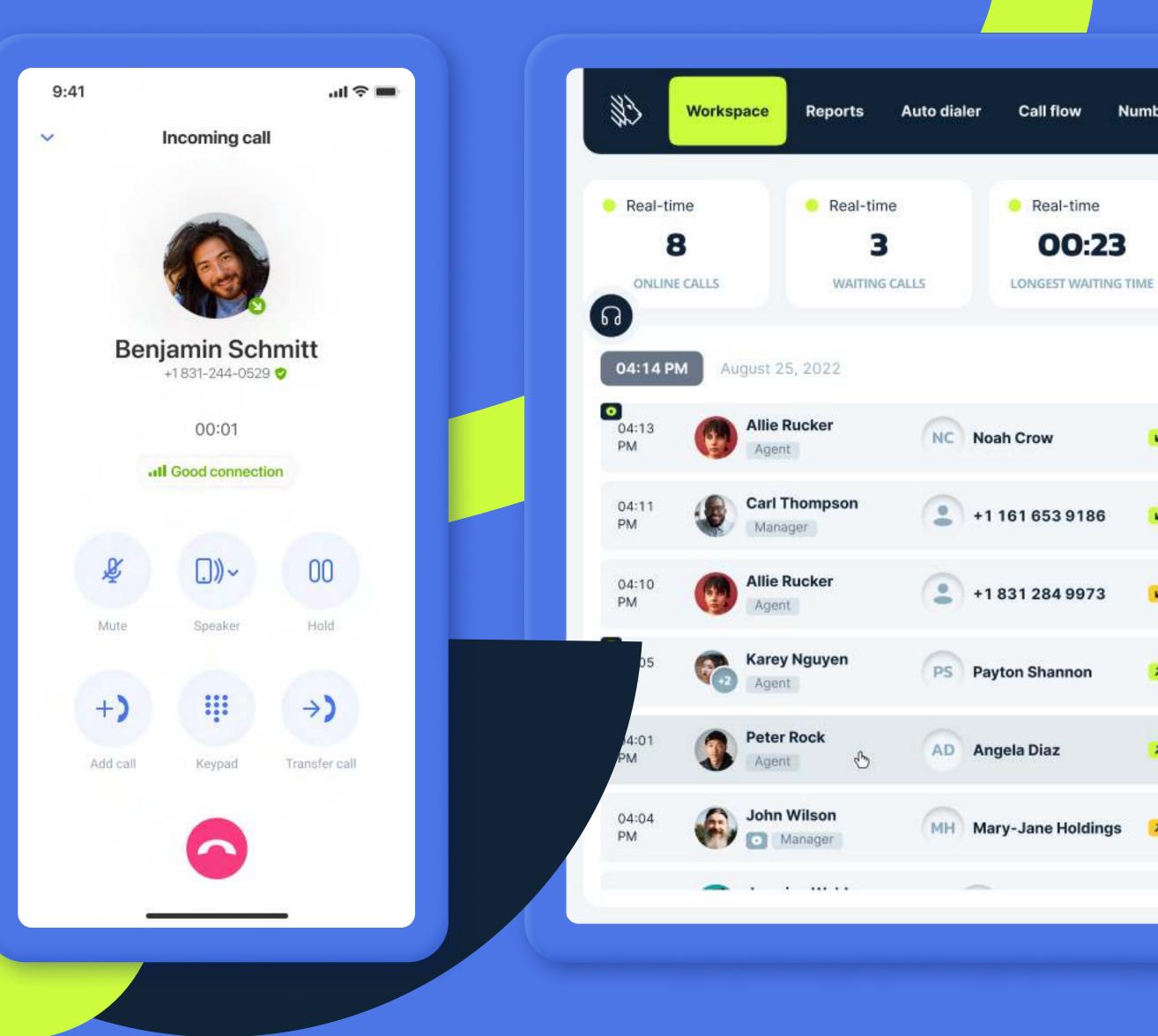# Why Choose MightyCall

MightyCall

Flexible & scalable cloud-based call center solution designed specifically for small & mid-sized businesses

Why choose MightyCall

1 **Safety first**

Get the highest industry-standard 99.99% service uptime with multiple safety mechanisms to protect your privacy:
- STIR/SHAKEN protocol;
- Payment protection;
- SSL certificates with 256-bit encryption;
- Secure AWS data centers to store your information & more.

2 **Intuitive interface**

Set up & get going within 5 minutes: MightyCall's clients love our user-friendly UI and simplified flowcharts.

3 **Built-in AI for best call quality & price**

Enjoy the built-in AI: it monitors the call quality and makes the necessary adjustments to maintain the highest possible standard of your connection, lowering the price compared to other solutions.

4 **Flexible settings**

Make it your own: our system is designed so you can set it up to suit your specific business needs and increase productivity.
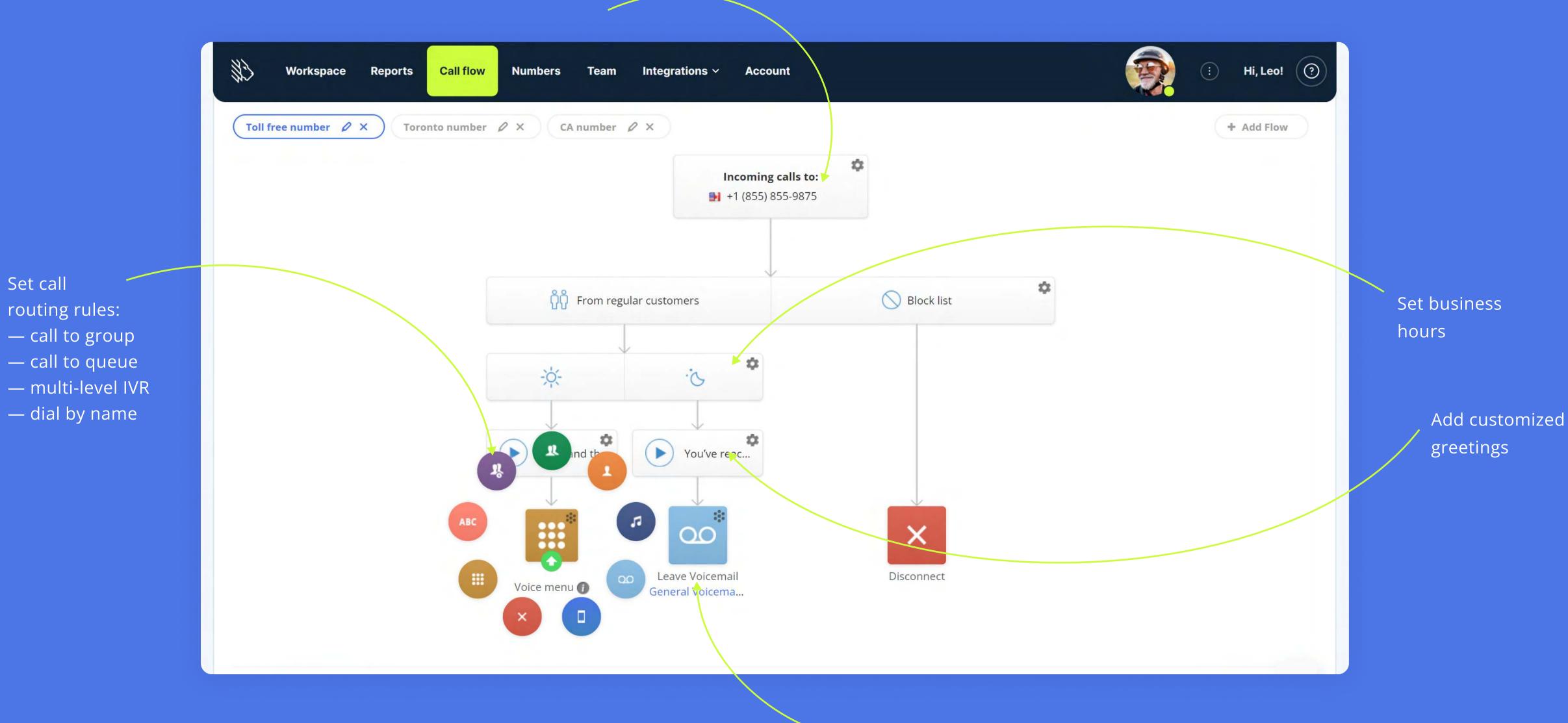
Setup

Setting up is easy with our intuitive flowchart.
If you would like professional assistance and advice
when setting up, you can book a free live onboarding
session with MightyCall

Get your business phone number: toll-free or local, and add call routing rules for each of them

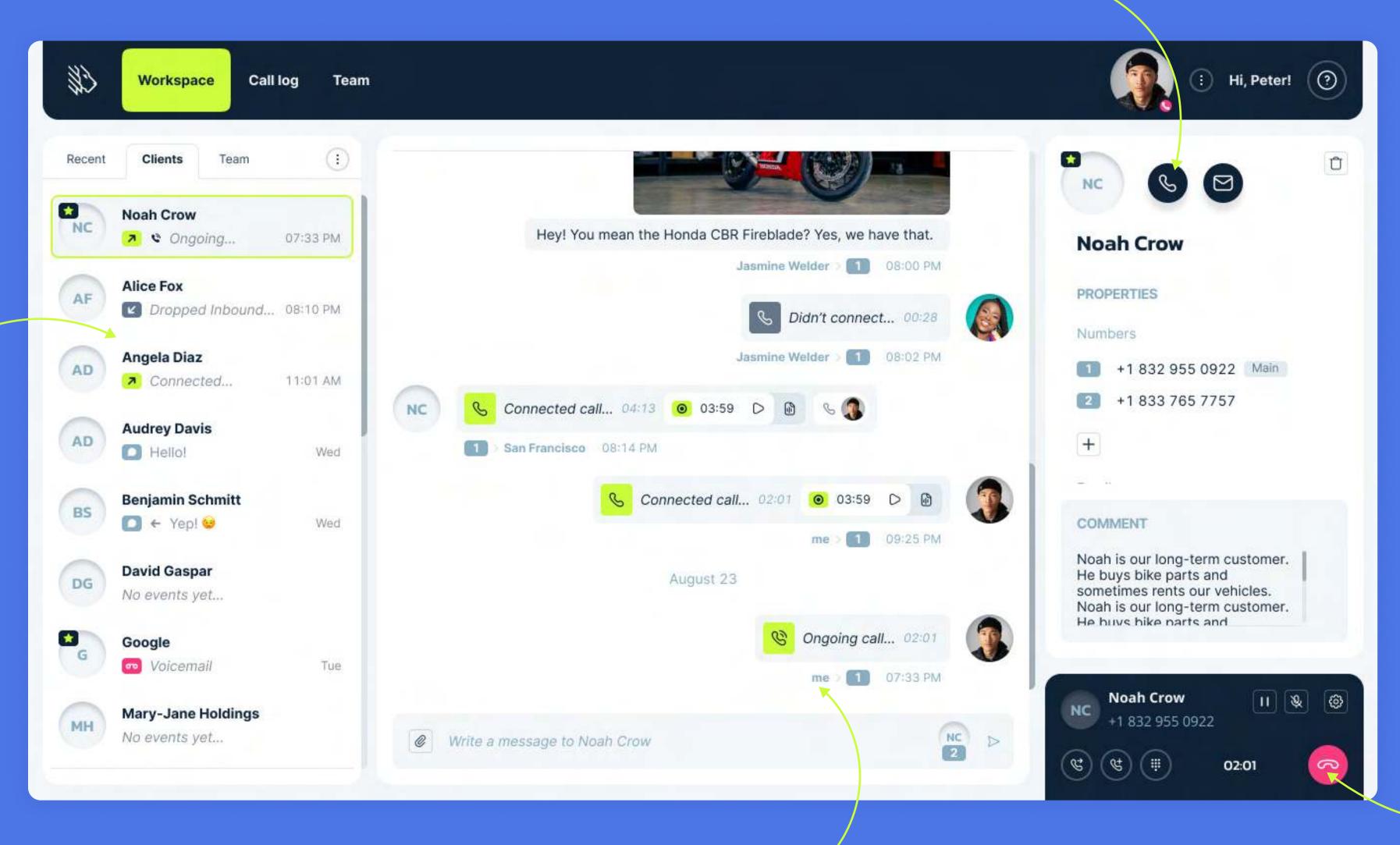Workspace Reports **Call flow** Numbers Team Integrations ⌄ Account

Hi, Leo!

Toll free number ✎ ✕   Toronto number ✎ ✕   CA number ✎ ✕   + Add Flow

Incoming calls to:
🇨🇦 +1 (855) 855-9875

👥 From regular customers   🚫 Block list

☀️   🌙

▶ 👥 ...nd th...   ▶ You've rea...

ABC   🎵   Leave Voicemail
General Voicema...

Voice menu ⓘ   Disconnect

Set call routing rules:
— call to group
— call to queue
— multi-level IVR
— dial by name

Set business hours

Add customized greetings

Send calls to voicemail when not available

Why Choose MightyCall 2024

Communicate

Manage the flow of both incoming and outbound calls and increase your team's efficiency

Contact information and useful details about the customer

Current inquiries grouped by contact: external (customers) and internal (colleagues)

A full-featured web phone for calling customers and team members

The complete communication history with the customer across all channels

Why Choose MightyCall 2024

Collaborate

Effectively track performance and route calls to your team members based on their role and knowledge
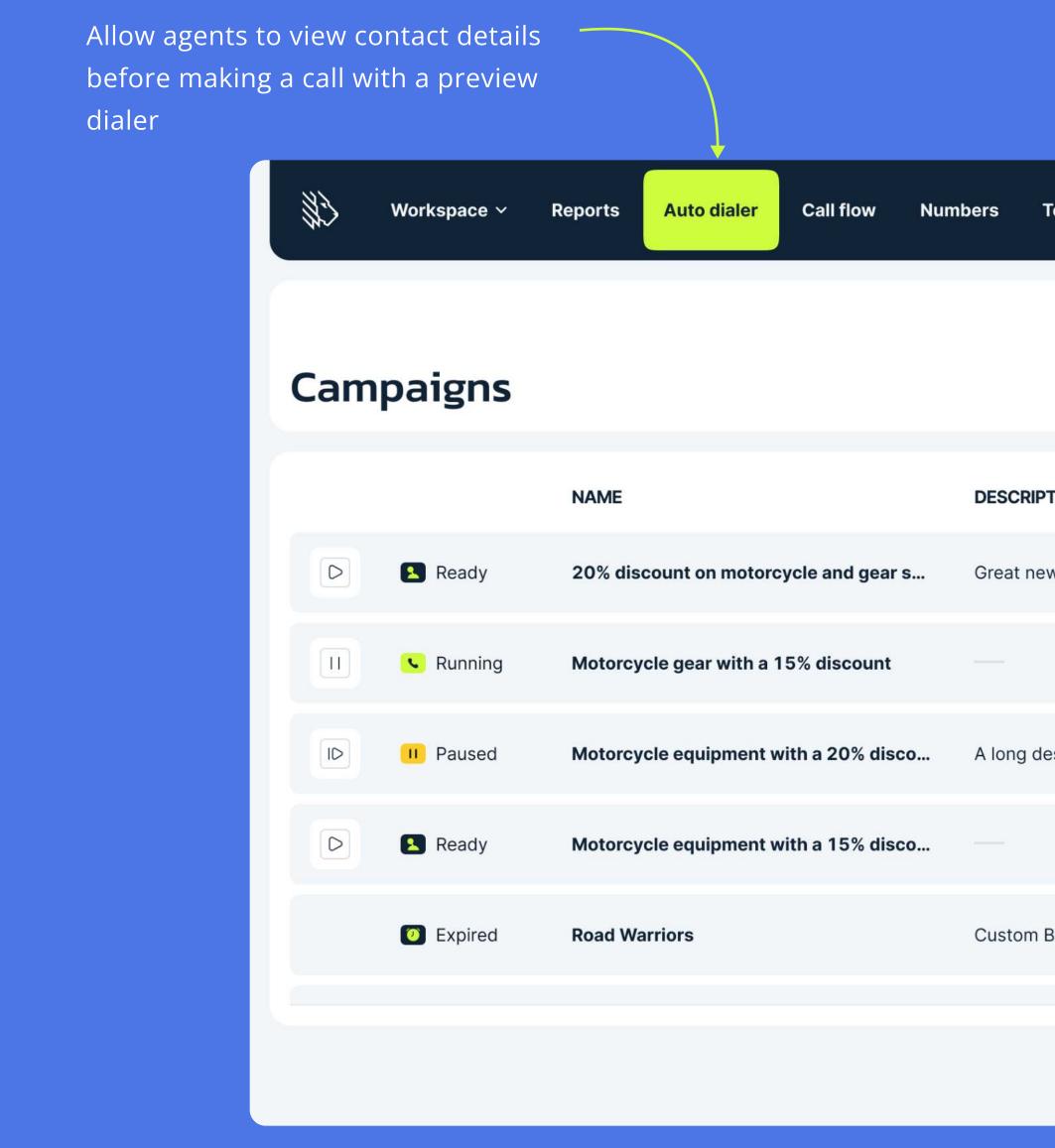
Invite your teammates and group them by department for efficient call routing

Assign one of the roles (agent, manager, or administrator) to your users, depending on the permissions you want them to have

Outreach

Reach more targeted contacts with auto dialer
and improve engagement rates

Allow agents to view contact details before making a call with a preview dialer

Automatically screen against DNC lists to ensure compliance with regulation and protect your business from potential fines
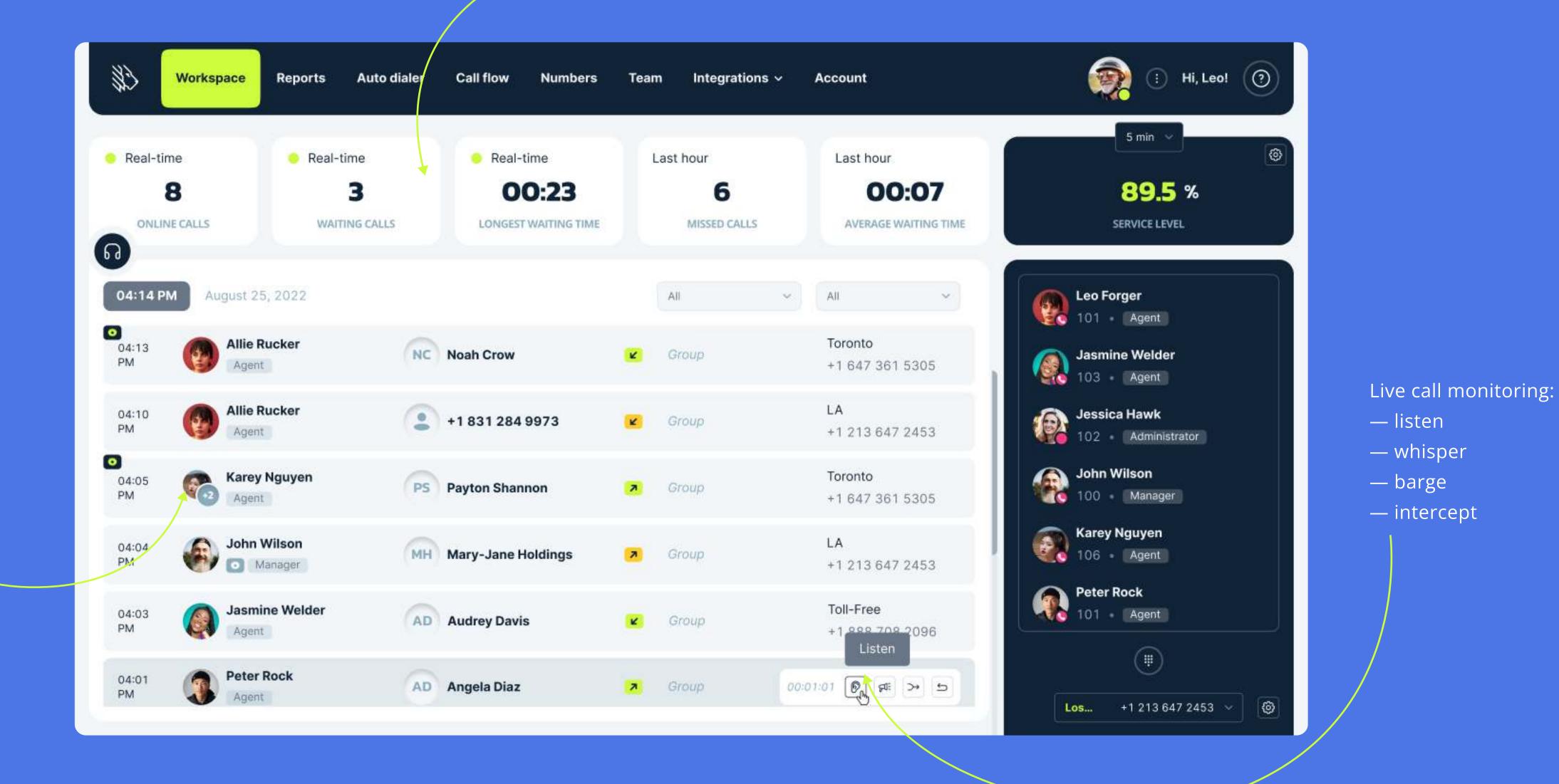

Import contact lists from your CRM or spreadsheets into the dialer system

Supervise

Train and supervise agents in real-time
and obtain comprehensive efficiency data

Real-time analytics

A list of real-time calls allows you to join any conversation in online mode

Live call monitoring:
— listen
— whisper
— barge
— intercept

Why Choose MightyCall 2024

Integrate

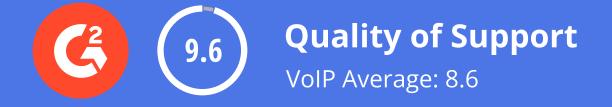Enhance your workflow and gain valuable business insights by adding MightyCall to your digital ecosystem

Connected to the tools you love

A+ live support

Our team is always happy to help

- Calls +1 (888) 256-8312 ext.1
- Chats
- Live onboarding

MightyCall's support team is ranked
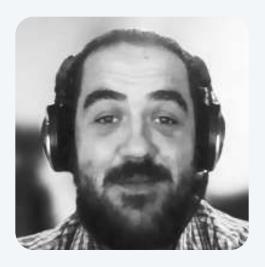
higher than other VoIP companies

Quality of Support
VoIP Average: 8.6

9.6

Reviews

"With me in the management position, I kept track of when clients were called, when appointments were adhered to, and the amount of time that was spent on the phone. So, having it automated is just a manager's dream."

Anthony Thorburn, Sales Manager

Solar X

Watch full story

2As we grew and scaled our business, especially when it came to a remote set-up for our staff, we needed to find something that was a lot more robust and flexible. That was MightyCall."

Allex Laurin, Director of Marketing

Cheelcare

Watch full story

"I have remote team members in Mexico and the Philippines, and they have no trouble using the system. My staff likes it."

Susan Goulding, Owner

Crown Key Realty

Watch full story

Pricing

Core

Advanced business phone system

$15

user/mo, billed annually
3-user minimum

All advanced telephony features, including:

Unlimited calling *

Unlimited messages *

2 business phone numbers

Business communications

Call management

Agent workspace

Roles & permissions

Integrations and API access

Live support

View all features >

Pro

Intelligent cloud call center

$23

user/mo, billed annually
3-user minimum

All features in Core, plus:

Supervisor workspace

Live call monitoring

Analytics and reporting

View all features >

Power

Call center solution powered
by auto dialer

$30

user/mo, billed annually
3-user minimum

All features in Pro, plus:

Auto dialers

Dedicated account manager

View all features >

Start free trial

Volume discounts available.

Contact Vishal at vk@mightycall.com

to get a quote

* Subject to Fair Use Policy

Want to see MightyCall in action?

Start a free trial or book a demo

Book demo **Start free trial**

Vishal

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vk@mightycall.com