Why Choose MightyCall
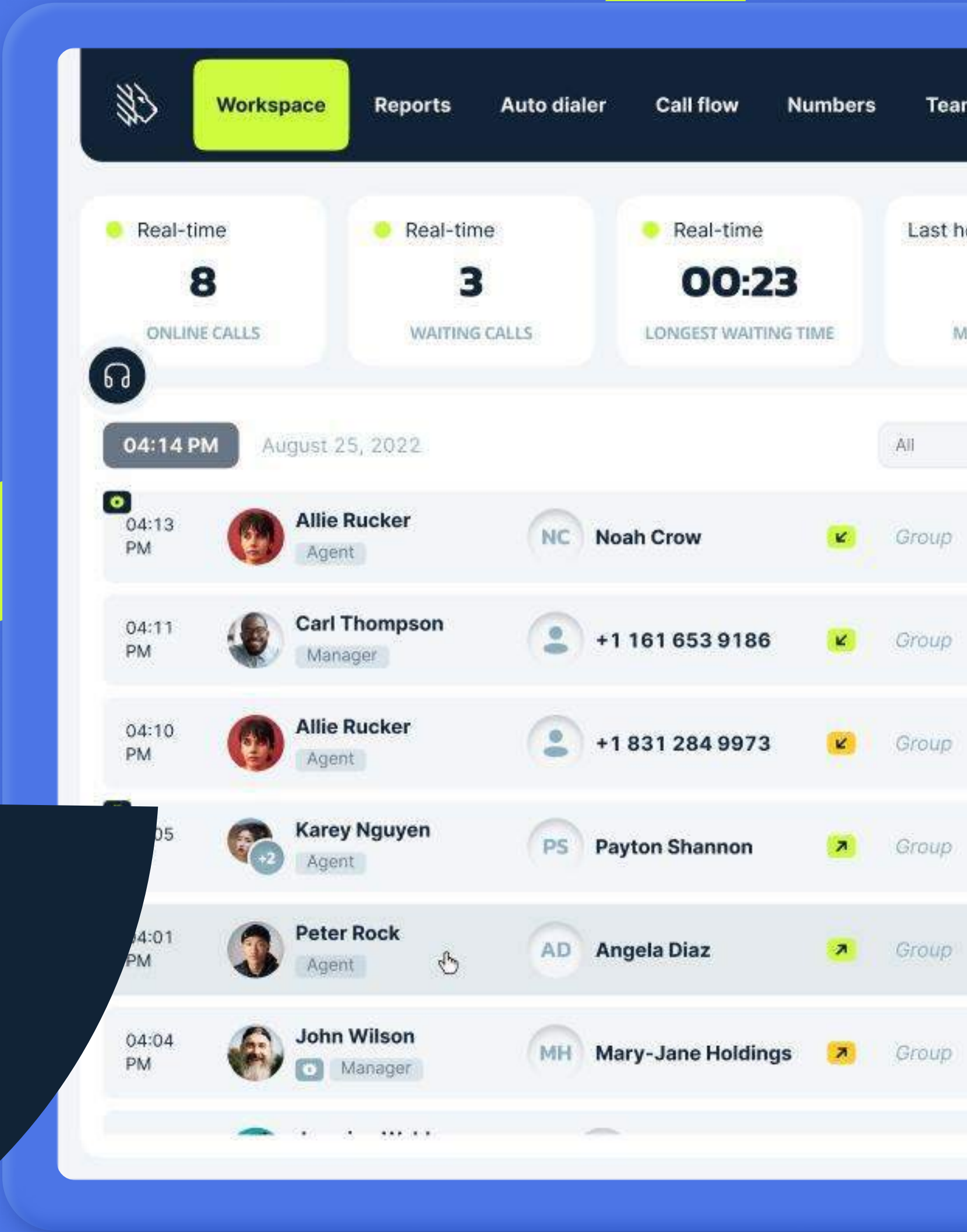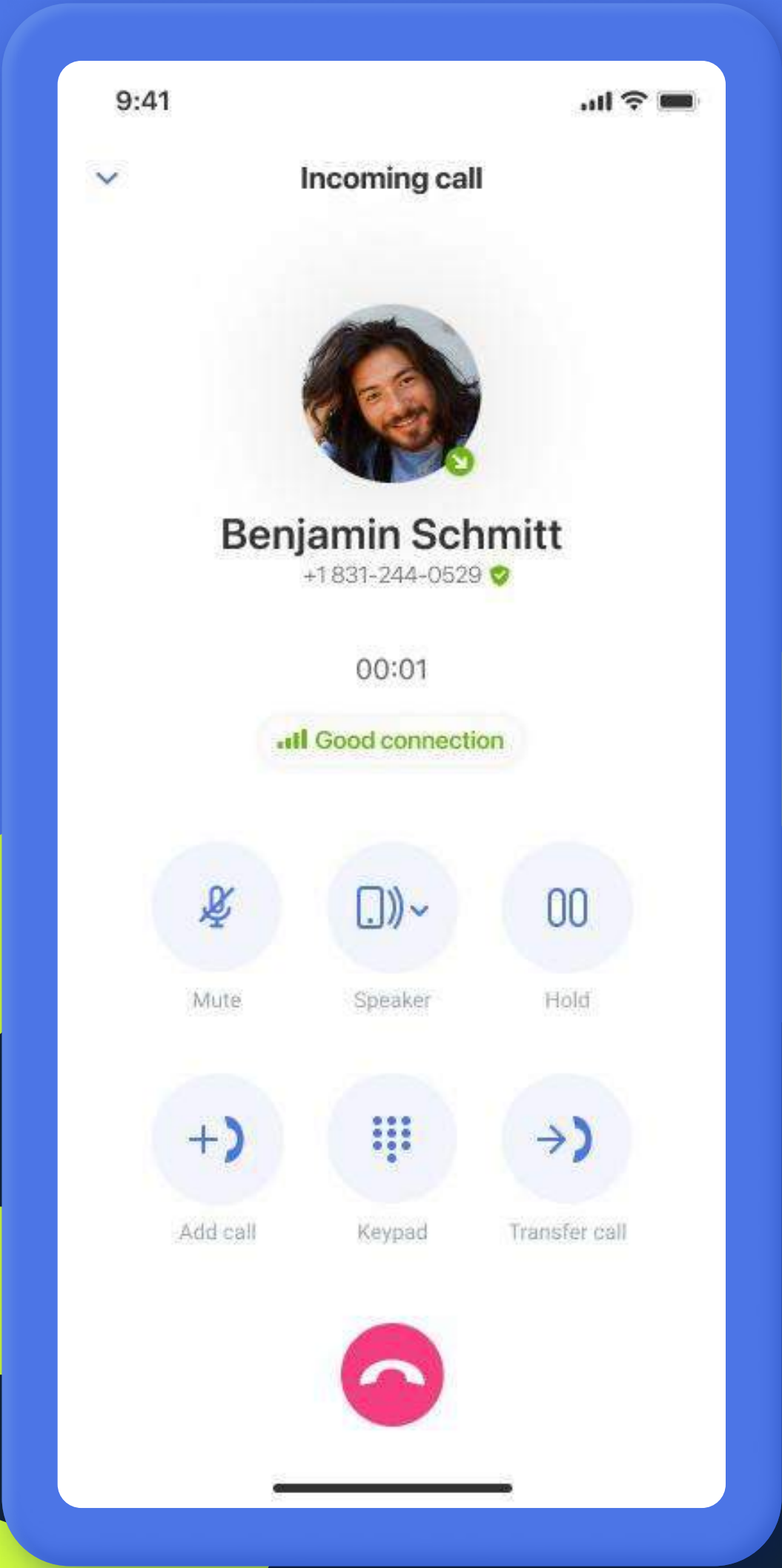
MightyCall

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

9:41

Incoming call

Benjamin Schmitt
+1 831-244-0529

00:01

Good connection

Mute

Speaker

Hold

Add call

Keypad

Transfer call

Workspace | Reports | Auto dialer | Call flow | Numbers | Team

Real-time
8
ONLINE CALLS

Real-time
3
WAITING CALLS

Real-time
00:23
LONGEST WAITING TIME

Last h

04:14 PM | August 25, 2022 | All

04:13 PM	Allie Rucker — Agent	NC Noah Crow	Group
04:11 PM	Carl Thompson — Manager	+1 161 653 9186	Group
04:10 PM	Allie Rucker — Agent	+1 831 284 9973	Group
:05	Karey Nguyen — Agent	PS Payton Shannon	Group
4:01 PM	Peter Rock — Agent	AD Angela Diaz	Group
04:04 PM	John Wilson — Manager	MH Mary-Jane Holdings	Group

Why choose MightyCall

1 **Safety first**

Get the highest industry-standard 99.99% service uptime with multiple safety mechanisms to protect your privacy:

- A native integration with the DNC registry;
- 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 quick onboarding, user-friendly UI, and simplified flowcharts.

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

Enjoy the built-in AI: Auto call quality monitoring and network management to reduce operational costs and provide a more affordable solution compared to traditional methods, allowing call centers to maintain high call standards while managing expenses.

4 **Best support & free live onboarding**

Experience our top-rated customer support and free live onboarding sessions designed to maximize your system's potential in the shortest amount of time.

Setup

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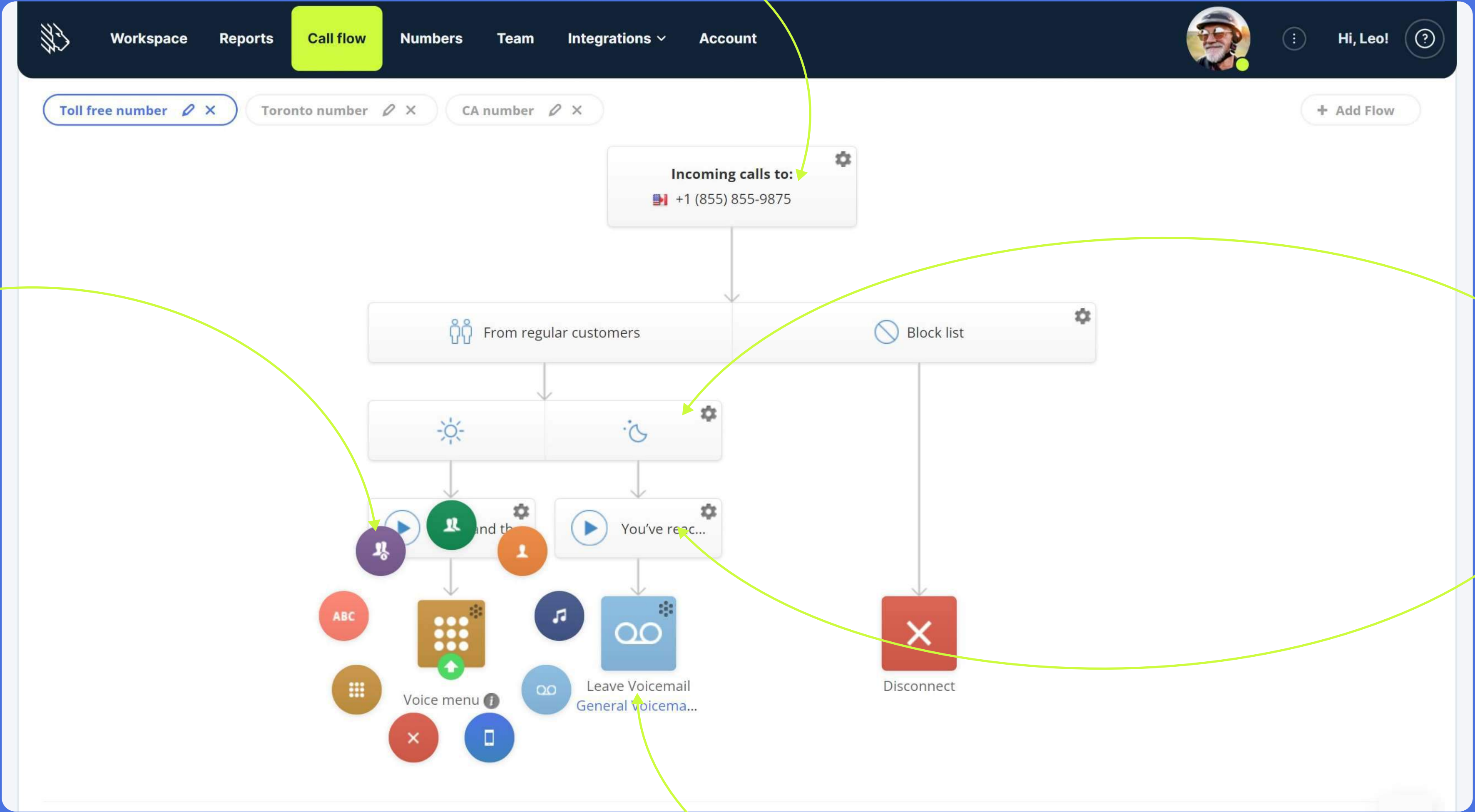when setting up, you can book a free live onboarding
session with MightyCall

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

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

Set business
hours

Add customized
greetings

and th...   You've reac...

ABC

Voice menu ⓘ

Leave Voicemail
General voicema...

Disconnect

Send calls to voicemail
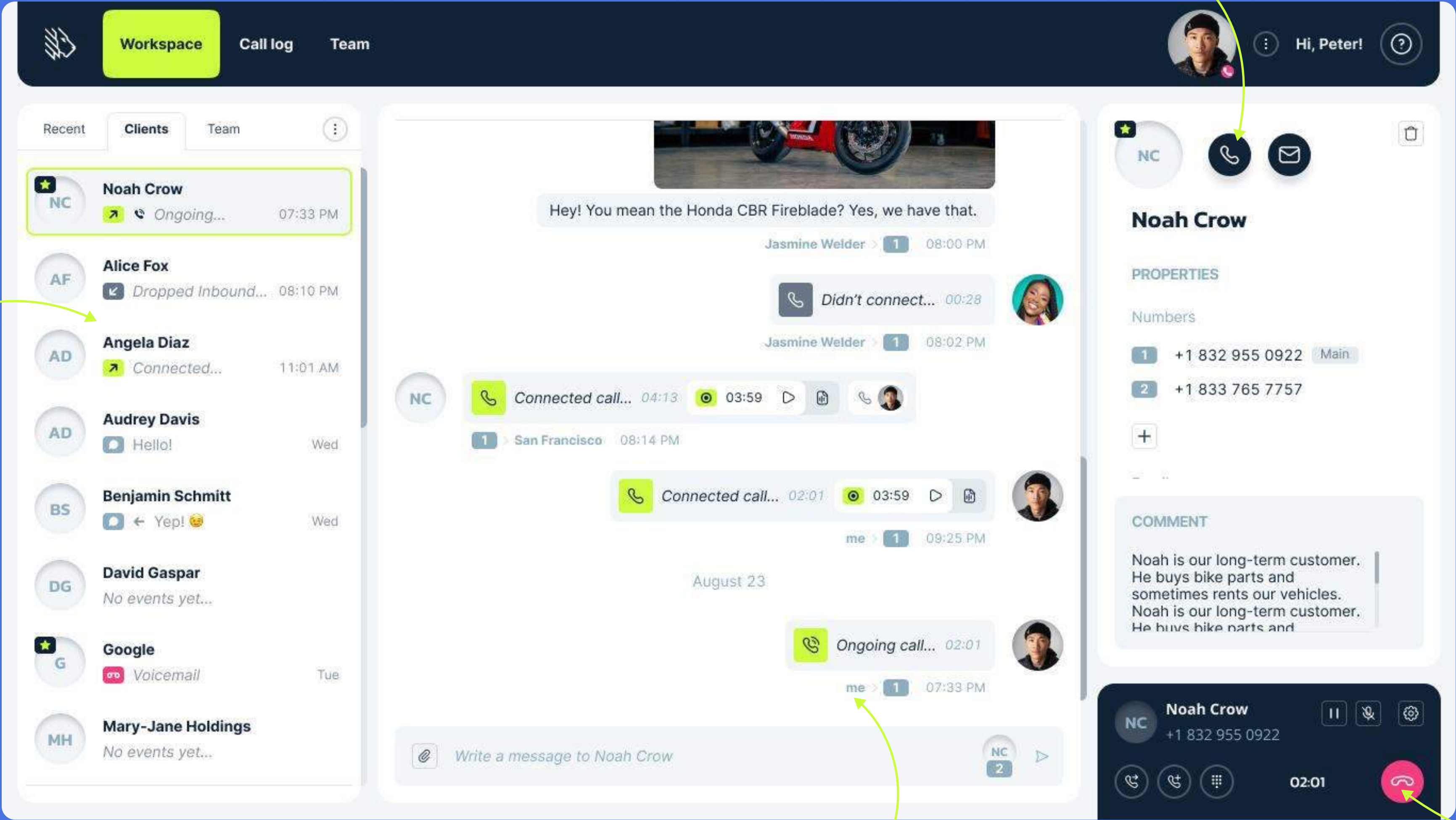when not available

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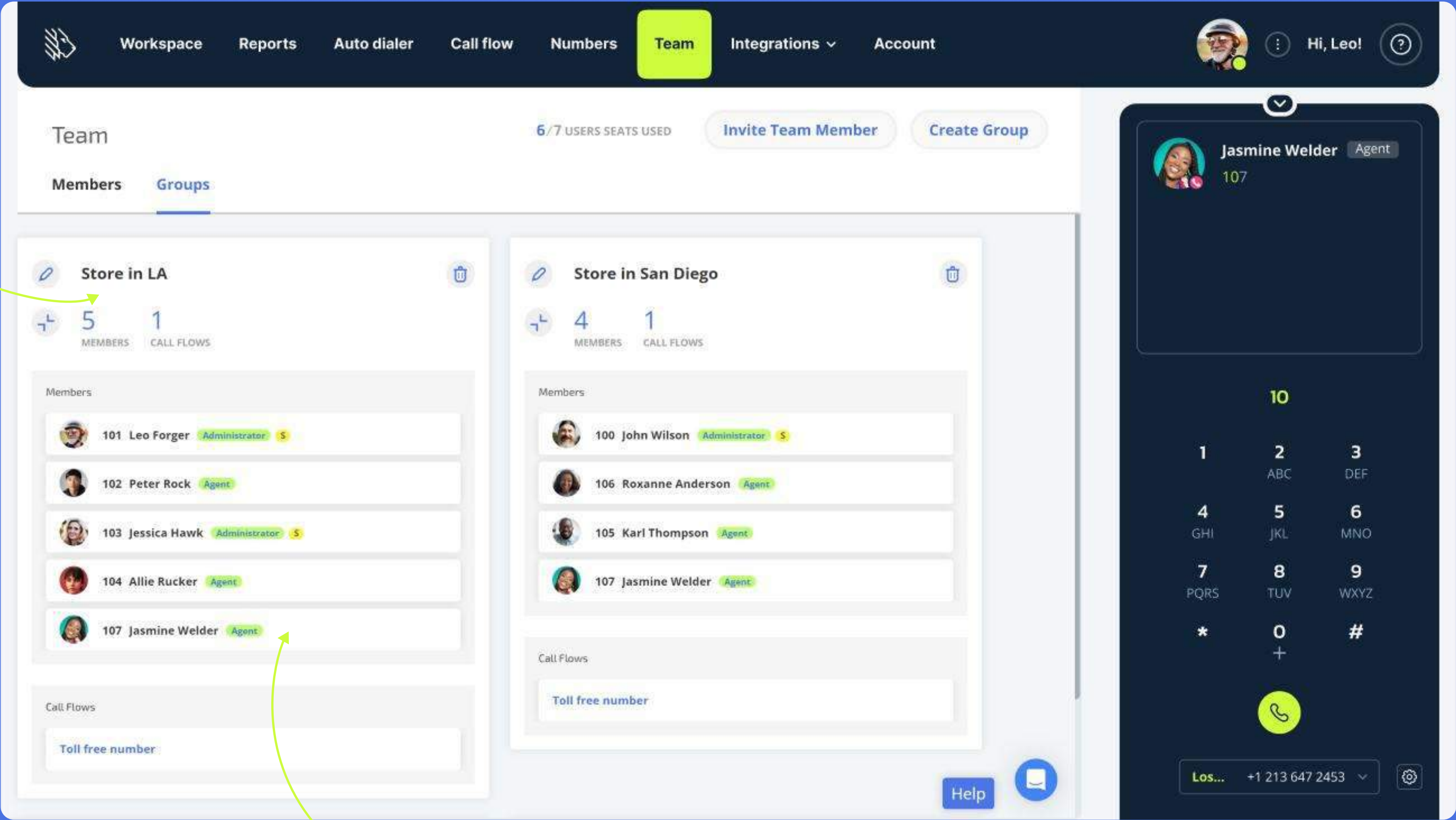
A full-featured web phone for calling customers and team members

The complete communication history with the customer across all channels

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

Why Choose MightyCall 2024

Outreach

Reach more targeted contacts with auto dialer
and improve engagement rates

Three dialing modes:
— preview
— progressive
— predictive

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

Scheduled campaign launches

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

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

Hi, Leo!

Campaigns

Create campaign

425
NUMBERS IN DNC LIST

	NAME	DESCRIPTION	AGENTS	RECORDS	
▷ Ready	20% discount on motorcycle and gear s…	Great news — up to 20% off on motorcy…		The most loyal customers.xls 10,000	⋮
‖ Running	Motorcycle gear with a 15% discount	—		The most loyal customers.xls 10,000	⋮
▷ Paused	Motorcycle equipment with a 20% disco…	A long description to demonstrate how t…		The most loyal customers.xls 10,000	⋮
▷ Ready	Motorcycle equipment with a 15% disco…	—	+2	The most loyal customers.xls 10,000	⋮
Expired	Road Warriors	Custom Bikes and Riding Gear		The most loyal customers.xls 10,000	⋮

Supervise

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

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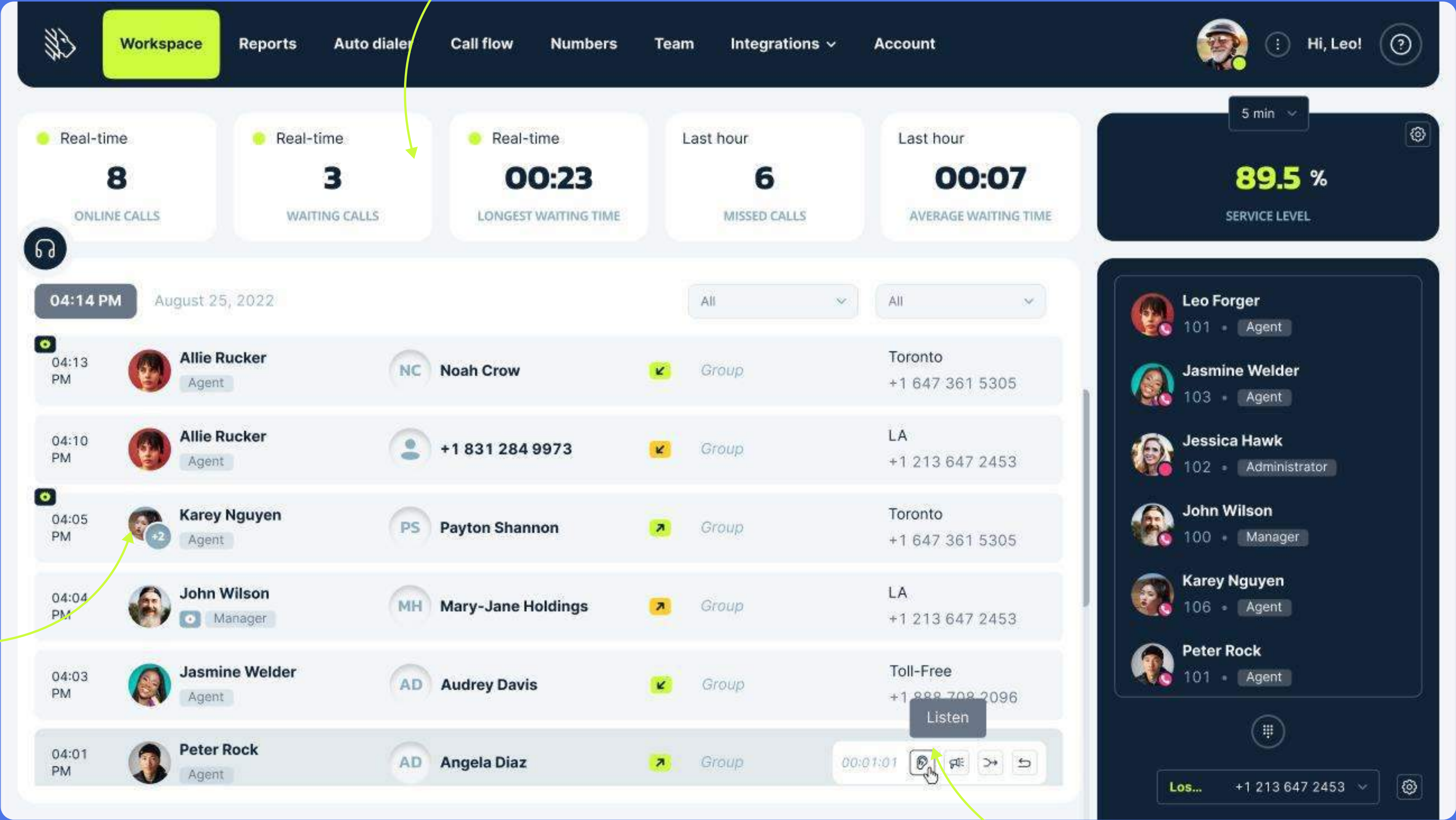
A list of real-time calls allows you to join any conversation in online mode

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

Integrate

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

Connected to the tools you love
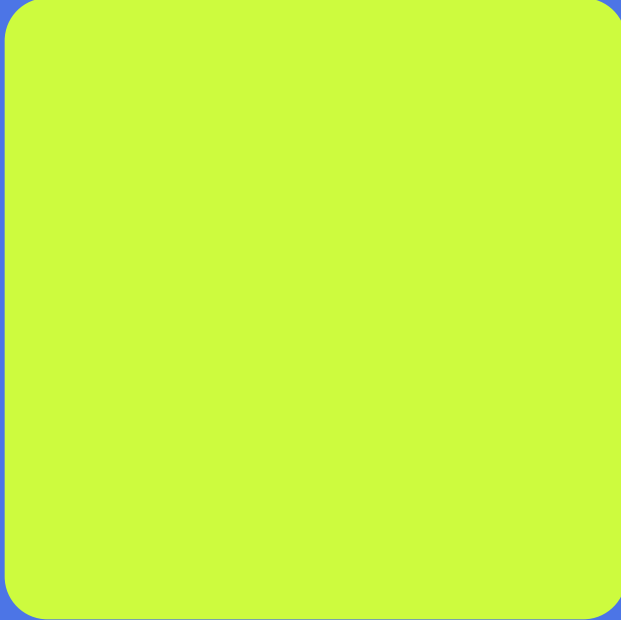
A+ live support

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

G2 **9.6** **Quality of Support**
VoIP Average: 8.6

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

As 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

* Subject to Fair Use Policy

Core

Advanced business phone system

$ **15**

user/mo, billed annually
3-user minimum

All advanced telephony features

Unlimited calling

Unlimited messages*

2 business phone numbers

Integrations and API access

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:

Preview dialer

Progressive dialer

Dedicated account manager

View all features >

Enterprise

Custom-fit plan with
predictive dialer

$ **50**

user/mo, billed monthly
10-user minimum

All features in Power, plus:

Predictive dialer

SIP trunking support

Custom integrations

View all features >

Volume discounts available. Contact our sales team at sales@mightycall.com to get a quote.

Want to see **MightyCall in action?**

Start a free trial or book a demo

Book demo   **Start free trial**

Vishal

+1 (888) 256-8312 ext.1

vk@mightycall.com