



VS.



COMPETITIVE COMPARISON

CUSTOMER SUPPORT

- ✓ Dedicated Support Team
- ✓ Personal Relationships & Real Technicians
- ↑ 4.9 Google Review Rating
- ✓ US-Based Live Support
- ↓ <30 Second Wait Time

- \$ Tiered "Support PLUS" Add-On
- ✗ Online Resources and Chatbot
- ↓ 3.0 Trust Pilot Rating
- ✗ Offshore Call Centers, Automated Systems
- ↑ Delayed Response Times

EASE OF USE

- ✓ Simple Set-Up with Live Support
- ✓ User-Friendly, Intuitive Interface
- ✓ Personalized, Human Onboarding
- ✓ White-Glove Call Flow Configuration

- ✗ Complex, Manual Set Up
- ✗ Steep Learning Curve
- ✗ Basic Support Center Articles & Videos
- ✗ Do-It-Yourself Call Flow Management

FEATURES & VALUE

- ✓ Fully-Featured AI VoIP Platform, Mobile App, & Sales Performance Tools at a Cost-Effective Price Point
- ✓ NOVA AI Call Summary & Sentiment Auto-Inserts Into Integrated AMS/CRM
- ✓ Base Pricing Includes:
 - ✓ All 25 Integrations

- \$ Key Features (Advanced Call Routing, Automatic Recording, Push-to-Talk) Locked Behind Higher Pricing Tiers
- \$ No Option for AI Call Summaries or Sentiment
- ✗ Base Pricing Includes:
 - \$ Access to 9 Basic Integrations