

# ConVox

## NUMBER MASKING SOLUTION



# ENABLE PRIVACY WITH EVERY CALL...

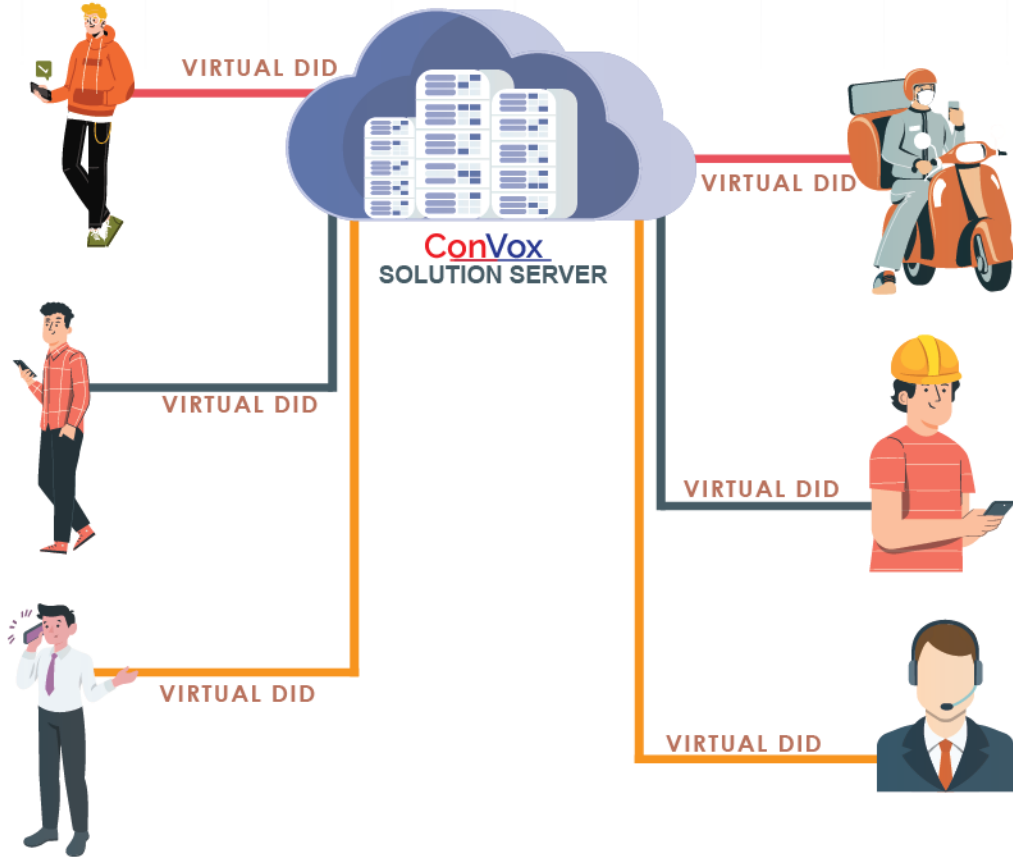


Number masking or call masking service allows a business to facilitate two-way communication between their agents or on-field staff and customers without sharing their personal phone numbers.

Number Masking builds trust by protecting the Privacy of your customers and employees without sacrificing personalized experiences.

# HOW IT WORKS?

## ConVox CALL MASKING SETUP



When a customer initiates call to an employee or on-field agent through business portal or APP, business sends the call request through an API to ConVox solution server.

ConVox Server assigns a temporary virtual number for the communication, dials both party numbers using a virtual DID and bridges the call. When call is hangup, the call metrics and recordings are saved for future analysis.

# KEY FEATURES



## NO INFRASTRUCTURE WORRIES

Plug & Play API with no need for any hardware or software installation, start getting business calls on your mobile/landline



## PRIVACY OF BOTH PARTIES

Use two-way masking to mask phone numbers of both the parties of the call to ensure maximum privacy during the conversation



## CALL RECORDINGS

Monitor your service quality by automatically recording all the conversations happening over your platform.



## SIMPLE API INTEGRATION

Allow users to dial a call directly from the “call” button present on the website or app through click to call API integration.



## CALL LOGS

Keep track of all your inbound and outbound calls and download call detail reports on fingertips with our user-friendly portal.



## SCALABLE SOLUTION

Handle large call volume easily with concurrent call capacity. Quickly add DIDs in the account, scale capacity up or down to handle call volumes based on calling trends.