Saicom

Key Features

> Prominent detailed caller ID

> Verified identity

> Ability to work seamlessly

> Access to an analytics dashboard

> Seamless onboarding

TRUECALLER: VERIFIED BUSINESS CALLER ID

Adding safety and efficiency to business communication

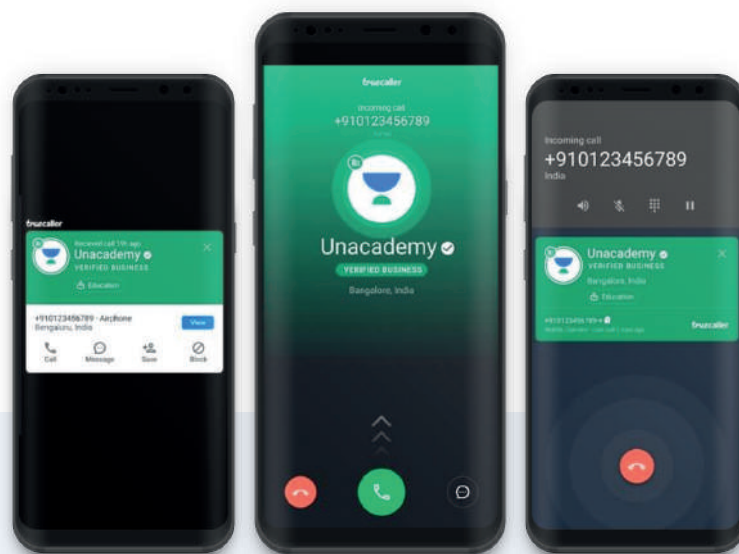## Truecaller: Verified Business Caller ID

With one out of four calls received, from someone outside their known contacts, customers are reluctant to answer unsolicited or unexpected calls from businesses and service providers. Increasingly, up to 70 percent of business calls are rejected or missed and customers are asking if they can trust the caller.

On the flip side, nine out of ten businesses are vying for customer attention via calls.

When calling customers, businesses are looking for a number of key outcomes:

- ❯ Immediate attention from the customer

- ❯ Brand recognition by the customer

- ❯ Good call pick-up rates and importantly, conversions

- ❯ Avoiding negative feedback like blocking the number or marking it as spam

Through Truecaller Verified Business Caller ID, businesses can let their customers know when they are calling. Accurate, verified called identification assures peace of mind to customers and adds trust and safety. By adding an identity to every call, customers will learn the difference between genuine calls and scams or spam.

Features of Verified Business Caller ID:

- ❯ **Detailed caller ID** that showcases the brand and company logo accurately, through a green highlight and verified badge to provide positive reassurance and customer peace of mind.

- ❯ **Protect that restricts** the name, logo and tag edits by the user community

- ❯ **Call reason** that lets customers know why they are being contacted.

- ❯ **Seamlessly onboard** business phones and/ or cloud lines onto the Truecaller platform.

- ❯ **Verified identity** that reflects on call logs, messaging and profile to ensure consistency and increase the likelihood of calls being answered or returned by customers.

- ❯ **Ability to work seamlessly** across all operating systems and call ID types.

- ❯ **Access to an analytics dashboard** to help you achieve business objectives through call pick-up rate (CPR) analysis; spam reports analysis and user behaviour; segmented call pattern analysis and the ability to upload and/ or manage and/ or group numbers.
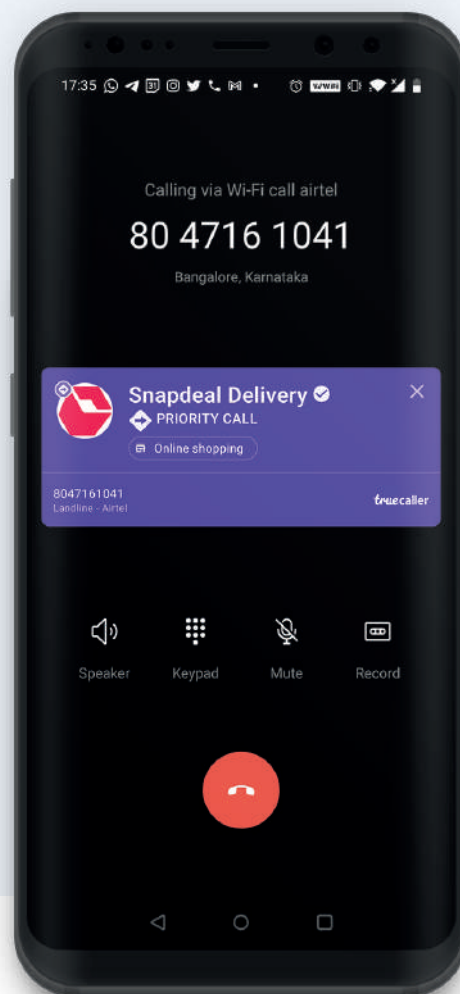
Product tiers

Pricing on Truecaller Business Caller Identity is based on a per number tiered basis. Truecaller can be activated either as a verified or priority listing* for any given, specified telephone number.

Packages are tiered as follows:

1 - 10 numbers	11 - 25 numbers
26 - 100 numbers	101 - 250 numbers
250+ numbers	

Priority listings are activated for calls that are time sensitive, and that are important to both parties (caller and receiver) to be answered like emergency services, courier services or private taxi services.

About Saicom

Saicom is a leading service provider in the Telecommunications market, delivering a host of communication solutions that are designed to help organisations improve their collaboration and deliver an unsurpassed customer experience. Beyond its unified communications, voice and connectivity solutions, Saicom provides SD-WAN, APN, UCaaS and cloud hosting solutions tailored to meet each customers' needs.

Other Services

Collaborate
Collaboration is a big part of all that we do.

Compute
We understand that when it comes to navigating a move to the cloud, businesses need options, support, and flexibility

Secure
For us, cyber security goes far beyond technical solutions.

Mobile
Designed for businesses on the move.

Connect
We deliver both connectivity and advanced business solutions.

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