



PlayVox, an exciting new company that builds software for improving call center quality through gamification, knows just how important communications can be for positive growth: "Every business wants to grow," says Joe McFadden, VP of North America Operations. "With Dialpad you can grow with the confidence that your system won't hold you back."

As a growing company, their existing solutions were simply not tenable as they began to service large corporations such as Google while also dealing with an increase in inbound calling and demand. "We needed a robust business phone system with clear and predictable pricing to replace our expensive PBX."

Joe came across Dialpad while searching for a cloud-based solution that would scale easily and allow true mobility across their offices in North and South America. With a geographically distributed staff, hiring a full-time IT person was not an option that made sense. PlayVox was able to deploy Dialpad immediately in multiple continents. "It took our whole team less than an hour to get the phone system running in California and Colombia," Joe said.

Now, PlayVox teams have the flexibility to use the Dialpad softphone on their desktops, the easy to use mobile app for iOS and Android, or even a desk phone. It's given remote teams the freedom to work and collaborate no matter where

they are. "Using a phone number that travels with them, our remote teams are not just reachable on-the-go, they can reach out to clients with a business phone number for added professionalism." When customers call in, they hear a professional greeting and their call is directed where it needs to go, thanks to powerful business grade features like IVR, auto-attendant, multiple operators, department lines, and more.

PlayVox benefits from Dialpad's integration with Google Apps in their day-to-day operations because they are a Google for Work user. Dialpad's seamless administration capabilities with Google made it decidedly more attractive for PlayVox. Another reason they continue to use Dialpad was that there are no hidden costs or last minute surprises on their monthly bill.

PlayVox will continue to expand their business in the cloud model using modern solutions. "Compared to other tools out there, Dialpad is a complete telephony platform that provides all the capabilities we need."

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WHY THEY CHOSE DIALPAD

- Dialpad allows them to scale across offices and continents
- They needed a true business phone system to handle daily business activities, both internal collaboration and with customers
- It was easy enough for them to set up the entire team in little time
- They wanted a flexible solution that allowed them to make calls on the computer, mobile phones, or a deskphone
- Dialpad Integrates with Google Apps for increased productivity
- Dialpad's clear, consistent pricing with no surprises