



# Voice solution

Looking to lower your telephony costs, deploy unified communication tools faster, and increase employee productivity?

**Here's how Orange Business can help.**

**4,000**  
customer sites in service

**470,000**  
virtual numbers assigned globally  
(150+ territories covered)

**3B+ min/year**  
carried across our network

Close to **500**

customers who trust Orange Business to satisfy their employee and customer experience needs in their transformation journey



## Business talk

SIP trunk certified with major UC and CX vendors reaching:

**164**

countries on-net dialling

**90**

countries international off-net dialling

**86**

countries domestic off-net dialling

**52**

countries DID numbers

Full PSTN replacement in **37** countries and territories  
(coverage expansion in progress)



## Contact Center Access



### Call collection

Toll free (0800) in **132 countries**

Toll in **115 countries**

UIFN in **49 countries**



### Advanced routing

Intelligent Network routing features

Origin/Time dependent, Busy/No answer, Overflow & Voice menu

Network IVR



### Call delivery

PSTN (call forwarding)

IP over BVPN (SIP)

IP over Internet (TLS encrypted)



Forrester research found that **55% of consumers** will abandon online transactions and switch to voice if their questions or concerns aren't addressed quickly



## Voice solutions digital transformation



**95%**  
reduction in processing errors



Up to **50%**  
productivity increase in order processing



## Anytime, anywhere, quicker

**1**

Online customer ordering in real time

**2**

Provisioning via Web Portal and API tool

**3**

Customer change management portal

**4**

Online usage and performance reporting



## Recognition

Frost & Sullivan  
Telco Cloud Contact Center Services  
**Company of the Year 2023**

**IDC Leader**  
for Worldwide Communications Service Providers in Digital Infrastructure and Services 2023

**GlobalData Leader**  
in Collaboration and Customer Contact (Global) 2023

Learn more about our voice solutions

[Visit our website](#)

