Ecosmob Technologies Announces it's Participation in
ITEXPO 2024

Latest Insight
Unified Communication Managed APIs for Enterprise-Level Integration & Custom App Development

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Industry Update
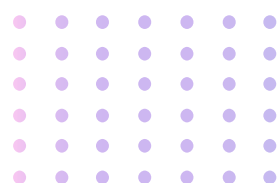Microsoft Teams is Landing on Android Auto Soon

Brain Pick
Unleashing the Potential of SBC: From Necessary Evil to Revenue Enabler

NEWSLETTER
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Unified Communication Managed APIs for Enterprise-Level Integration & Custom App Development
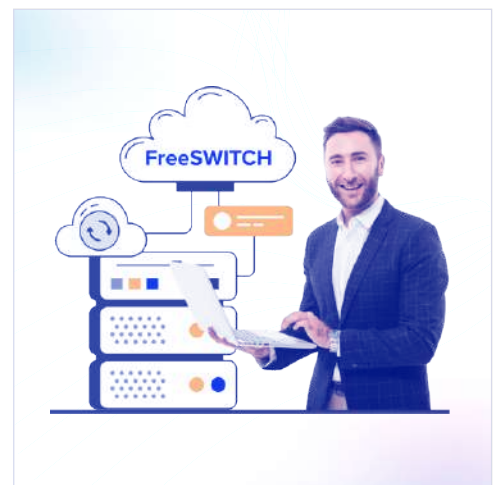
Businesses in the digital transformation era always seek new and creative ways to enhance communication and teamwork. Thanks to **Unified Communications** (UC), which has completely changed the game. Enterprises now integrate many communication tools into one cohesive platform. However, the fact of Unified Communication Solutions is its customizability, especially when customizing the Unified Communications managed API (Application Programming Interface) **Read more**

How to Use FreeSWITCH API for Voice: A Comprehensive Guide

FreeSWITCH has emerged as a powerful, open-source, server-optimized application for **real-time communication,** with a special emphasis on voice. Its versatility and extensive features make it an ideal telephony platform for many voice communication applications, from straightforward voice calls to complex interactive voice response (IVR) systems. The core of its functionality lies in the FreeSWITCH API, a potent tool enabling developers to construct, manage, and innovate within voice communication and integration.

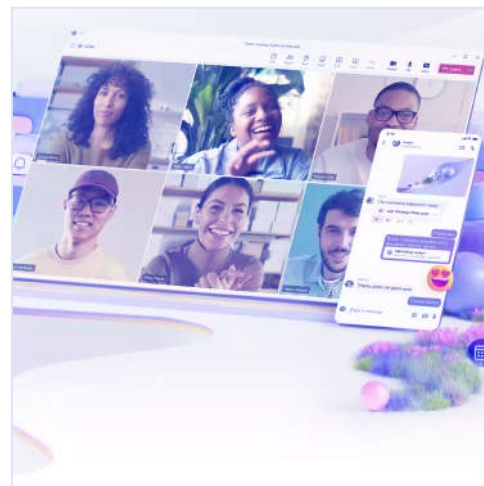This blog aims to navigate you through the intricacies of utilizing FreeSWITCH for voice applications **Read more**

Microsoft Teams is Landing on Android Auto Soon

Microsoft Teams is coming to Android Auto.

Android Auto, an app enabling Android phones to connect to a car's built-in system, will introduce Microsoft's communication and collaboration platform next month, almost a year after being announced at Google's I/O 2023 event. Users can join meetings and make calls from the calendar view.

However, there's no further information on whether Android Auto will integrate with chat and channel messaging or complement other Teams capabilities like file sharing **Read more**

Zoom Workforce Management Review: Zoom WFM Features

Zoom Workforce Management is the latest solution introduced by Zoom to enhance the company's position in the growing CCaaS landscape. Working alongside Zoom's contact center tools, **Revenue Accelerator solutions,** and AI innovations, the technology promises to enhance team performance.

With **Zoom Workforce Management,** companies can determine the exact number of employees they need to operate the contact center at any time with intelligent forecasting. Plus, you'll receive behind-the-scenes insights into scheduling optimization, workload management, team productivity **Read more**

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The ITEXPO returns to Florida from 13-15 February 2024. You can Visit Ecosmob Technologies at booth number 527 to learn more about various technologies and bespoke software solutions for your company's needs. In particular, you can learn about the company's groundbreaking work in VoIP customized solutions.
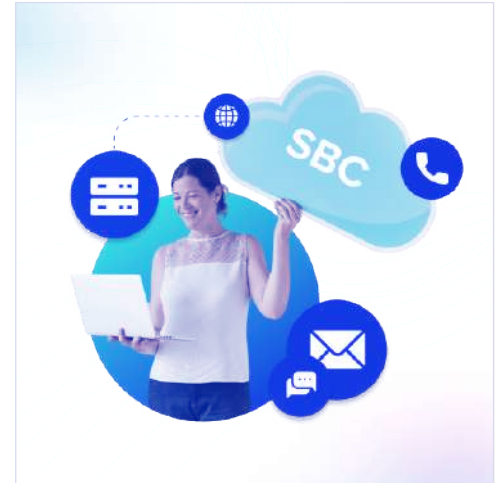
Ecosmob will exhibit its software services offerings like VoIP Solution Development, DevOps Services, Quality Assurance Services, Web/Mobile Application Design and Development, API/Microservices Development, and AI/ML Integration and Development. In addition, you can discover Tragofone, our innovative softphone application, at ITEXPO 2024. It is compatible across Android, iOS, Mac, Windows, and Linux platforms; it's built with WebRTC and auto-provisioning for enhanced communication. **Read more**

Unleashing the Potential of SBC: From Necessary Evil to Revenue Enabler

Traditionally, Session Border Controllers (SBCs) were designed to keep IP networks from being exposed to the public internet, functioning as firewalls. However, as the popularity of fixed-line voice telephony decreased significantly, carriers started perceiving SBCs as necessary cost burdens, which they were forced to maintain to comply with regulatory license obligations.

But the truth is, what were once essential yet burdensome components in network architecture have evolved into dynamic **Read more**

6 Reasons to Invest in Contact Center Generative AI

In the contact center, generative AI has emerged as one of the most valuable tools for enhancing performance, experience, and efficiency. Though LLM-powered solutions are still in their infancy, the demand for these intuitive AI resources is growing.

In fact, **according to Salesforce,** 84% of IT leaders believe generative AI will help to serve customers more effectively. The right tools can streamline and accelerate contact center workflows, improve employee engagement, and boost your chances of customer loyalty.Contact center generative **Read more**

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makes your vision a reality

Ecosmob Technologies heralds a new age of communication. We build smart IT solutions that are high-end and help businesses grow their customer base. Our machine learning solutions empower AI to mimic the way your customers interact with your business.

VoIP, of course, is our forte.

REACH US @

📍 **INDIA**
501-503, Binori B Square 1, Nr. Neptune House,
Ambli -Bopal Road, Ahmedabad-380058, Gujarat, India.

📍 **USA**
300 SE 2nd Street, Suite 600 Ft. Lauderdale,
Florida, USA 33301

📍 **SOUTH AFRICA**
340 witch hazel avenue centurion South Africa.

📍 **CANADA**
1285 West Broadway, Suite 600, Vancouver, BC, V6H 3X8

📞 **PHONE**
🇺🇸 +1-303-997-3139
🇮🇳 +91-7778842856
🇨🇦 +1 (604) 900-8870
🇿🇦 +27 0871353659

✉ **MAIL US AT**
sales@ecosmob.com

VISIT US

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