

**Introducing the fully integrated
international voice service**

CLASSOUND

Call First-Class all-around,
secure in the Cloud

Wildix's Premier Solution in the Cloud to ensure that MSPs:

Add office numbers in 95 countries or more

Reduce tech ticket output by 50%

Sell a *complete* communications offer

NEVER open a SIP trace again!

Everything you want in a SIP trunk, in the Cloud!

Why upgrade your SIP trunk?

For both MSPs and end-customers, standard SIP trunks present plenty of headaches.

MOST SIP TRUNKS...

...ONLY COVER ONE REGION

On their own, SIP trunks cover just one region, meaning if customers want to place international calls, MSPs have to spend time and money seeking out additional carriers.

...REQUIRE EXCESSIVE MAINTENANCE

On average, 50% of a typical MSP's tech tickets involve support for a SIP trunk, needlessly draining time, money and resources from their team.

...HAVE CONFUSING INVOICES

Billing for SIP trunks is typically difficult for end-users to understand, causing them to often dispute these invoices, or become less satisfied with the MSP's service.

...ARE DIFFICULT TO INSTALL

Setting up a SIP trunk takes hours of careful labor, during which end-users cannot use their phone system. The process only becomes more convoluted once you need to port numbers, as doing so requires the support of the previous carrier as well as the new one.

...MUST BE COORDINATED WITH VoIP VENDORS

MSPs setting up a SIP trunk have to work with both their carrier and their VoIP vendor on all maintenance tasks, generating confusion and wasting far more time and money on upkeep.

...REQUIRE FIXED IPv4 ADDRESSES

Right now, the internet is running out of fixed IPv4 addresses, and prices for them are skyrocketing. This forces MSPs to pay even more when working with the many carriers that require IPv4 addresses for their trunks.



What Makes CLASSOUND Different

As a premier SIP trunk in the Cloud, CLASSOUND removes these problems outright.

CLASSOUND means...

Coverage for 95 countries, or even more

Set up numbers all around the world and send or receive calls from anywhere, as soon as you activate the solution — all without having to sign even one more carrier agreement.

24/7 NOC support from Wildix

With CLASSOUND, maintenance is on us. Day or night, contact our dedicated support team to get any and every issue resolved quickly, with no additional work or payment from your end.

No need for fixed IP addresses

Because CLASSOUND doesn't need IP addresses at all, using it will save you money and headaches over keeping one amid the global shortage.

CNAM and Truecaller compatibility

Give your customers built-in caller ID, no matter where in the world their calls come from.

SMS capability

Easily reach customers who prefer texting, even if they're on the other side of the globe. With CLASSOUND, sending SMS communications can be done through your PBX, and on an international scale. The best part? It works directly through CLASSOUND at no extra cost.

Geo-distributed and disaster-proof service

Business continuity is easier than ever thanks to Wildix's globally distributed servers.

Straightforward invoicing

No more explaining your invoices or dealing with overcharge complaints: CLASSOUND charges a flat fee for each user giving customers total transparency into billing.

No on-site installation

Forget having a technician onsite at 6 am to oversee an installation — CLASSOUND is activated for your customer instantly with just a few easy steps in WMS.

Automatic failover

Keep your customers talking, no matter what! In the event of a server error, CLASSOUND will switch to a secondary PBX on the WMS network automatically.

Proper fax support

With CLASSOUND, former SIP trunk users get faxing power to or from anywhere worldwide.

Microsoft Teams integration

With CLASSOUND, there's no need to move customers off Microsoft Teams — instead, you can upgrade their experience. Thanks to Wildix's plugin, CLASSOUND can be embedded directly into the Teams interface for a full suite of VoIP features and included international calling.

Direct RTP and Opus codec support

Unlike low-end trunks, voice traffic over CLASSOUND goes directly from the speaker to the point of presence. Combined with support for the HD audio codec Opus, this ensures minimal latency and the best possible audio quality.

CLASSOUND Means MORE MONEY

If you're trying to make money with a sub-par SIP trunk...

IT ISN'T AN EFFECTIVE STRATEGY!

Cheap SIP trunks end up costing you **needless time and money**.

They **reduce customer satisfaction** by relying on their confusion.

They create **headaches and difficulties for MSPs**, all for a paltry ROI.

Most MSPs try making money off poor SIP trunks by:

Navigating customer confusion

Most customers have a hard time making sense of the confusing setup that connects a SIP trunk to a PBX. In response, MSPs often act as guides or go-betweens for the customer, making sense of the setup for them. This practice works for many UCC components, but for SIP trunks, it just requires more time and effort of MSPs instead.

Using a pay-per-use model

Charging customers for a SIP trunk based on how many minutes they use it per month may seem appealing due to how it offers businesses a cheaper model. However, if customers are spending less, it means you're earning less. In addition, this creates disagreements and a lack of transparency over the actual bill, driving down customer satisfaction.

Implementing a trunk that's not directly connected to your platform

Even if you use a flat fee for customers, if your SIP trunk service isn't directly connected to your platform, the only benefit you provide is a flat commodity. This means your SIP trunk can be provided by any other business with no difference to the end-customer, putting you in the direct line of tough, price-dropping competition.

All this is why you don't need a poor SIP trunk... You need CLASSOUND.



CLASSOUND Means MORE MONEY

With CLASSOUND...

All recurring fees charged to your customer are convenient and clearly understandable, increasing their satisfaction while putting all payments directly into your account.

Hands-off installation and maintenance gives customers peace of mind. Meanwhile, MSPs don't have to spend any time or money on tech support, freeing up their team and resources.

When you use CLASSOUND, there's no need for a full-time technician or full-time billing manager — meaning you can invest that money elsewhere!

The result is money coming in every month, WITHOUT additional expenses over maintaining the system or customer satisfaction.

OWN YOUR CUSTOMER

Unlike SIP trunks, CLASSOUND is provided exclusively by you. This exclusivity, combined with the convenience and features in CLASSOUND, all make it your opportunity to sell a service instead of a mere commodity.

Adding CLASSOUND to your offer turns you into a complete one-stop solution: no matter what communications technology your customer needs, from phones to network plans, you can become their go-to choice. Even if they use Microsoft Teams as their go-to platform, CLASSOUND can turn their communications system into a truly unified VoIP solution with more reliable calling on an international level, right within their familiar UI.

This makes CLASSOUND your exclusive opportunity to build rapport, improve relations and help you OWN the customer, leading to a closer relationship you can get more money from.

Enable CLASSOUND Today!