Voice API

Deliver the highest-quality call experiences through the one platform offering optimal pricing over the best network in the world.

Build application-to-person, person-to-application and person-to-person voice calling into web and mobile applications.

Make, Receive and Control Calls
Programmatically control, make, receive, manage and route calls around the world – available in over 230 countries & territories.

Deliver Secure, Voice-Based One-Time Passcodes (OTPs)
Verify users and transactions in real-time, anywhere in the world using out-of-band voice messaging.

Lease Phone Numbers & Set CallerID
Easily buy and use phone numbers across many countries (120+) to receive inbound calls and to establish end-user recognizable CallerIDs for outbound calls.

Text-To-Speech With Broad Language Support
Convert text into a voice-based message using text-to-speech (TTS). Provide a localized customer experience with TTS available in 26 languages & dialects (more than any competitive offering).

Traffic Monitoring
TeleSign performs automated traffic monitoring to identify red flags and suspicious patterns, which helps protect businesses from International Revenue Share Fraud (IRSF) attacks.

Build Interactive Voice Response (IVR) Flows
Build easy-to-manage Interactive Voice Response (IVR) flows with DTMF key prompts to send callers through pre-selected call flows to reduce support costs, call transfers, and agent handling times (by approx. 60-80%).

Collect Digits (DTMF Tones)
The ability to collect a series of DTMF digits during a phone call, prompting user to take action and immediate request returns. When the gather finishes, an event with the results will be posted to the callback URL.

Connect Two Parties
Design person-to-person calling experiences directly from an application to provide a two-way voice communications channel.

Stream Audio
Play your own audio files during an active phone call for voice greetings, call scripts, notifications, branding messages and more and utilize Amazon Polly for text-to-speech through lifelike voices in a variety of languages.

Advanced Phone Number Cleansing
Properly formats phone number entered by end-user for more reliable and secure call delivery, which improves deliverability by more than 10% in most markets.

Call Recording
Record voice calls with the ability to pause/resume as needed. Use this feature for call quality control, sentiment analysis, transcription, and more.

Anonymize Phone Calls
Utilize phone number masking to connect two parties without disclosing user identities to maintain privacy and keep transactions “on-platform.”

Survey After Call
Automatically send surveys after calls to collect feedback from customers.

Design the best possible call experiences with programmable voice capabilities including phone number masking, automated voice notifications, reminders, and one-time passcodes (OTPs). Easily lease phone numbers (CallerIDs), and even build IVR (Interactive Voice Response) flows that allow callers to enter dual-tone multi-frequency (DTMF) key prompts for easy call routing (no telephony skills required). With TeleSign’s Voice solution, send and receive calls directly on the best voice network (BICS) available at the highest quality (120+ optimized points of presence worldwide) with unmatched global pricing.
Our platform connects and protects online experiences with sophisticated customer identity and engagement solutions. Through APIs that deliver user verification, data insights, and communications, we solve today’s unique customer challenges by bridging your business to the complex, world of global telecommunications.

For more information, please visit telesign.com