

Professional Services



Aircall Professional Services is centered around offering an optimum Aircall experience. Our team of technical consultants will guide you to set up Aircall to meet your unique needs and business requirements. Our role is to share recommendations and best practices when it comes to API interactions, data consultation, reporting and analytics, and several full support services.

Key Benefits

- **Better user enablement:** Embed Aircall across your operational landscape to achieve better adoption and day-to-day usage
- **Maximize product value:** Get full value of Aircall and all our product capabilities to achieve your business goals
- **Leave your complexities to us:** Irrespective of your use case, our consultants will work with you to scope, deliver, and measure successful projects



Service Offerings

Our goal is to help customers with various engagements that focus on achieving specific and defined outcomes.



Technical Consulting

Aircall's technical consulting services are ideal for gaining best practices around

- Improving integration usage
- How to set up a range of custom routing and distribution rules
- Taking your agent experience to the next level
- Connecting Aircall and interacting with our APIs and Webhooks



CRM & Helpdesk Automation

Aircall integrates with leading CRM and helpdesk systems.

- Work with our experts to scope, configure, train, and document customization built via custom CRM workflow engines
- We got you covered irrespective of the tools you use - we integrate with Salesforce, HubSpot, Pipedrive, Zoho, Freshdesk, etc.
- Build automations around process builders, CRM flows and layouts aligned to the needs of your agents



Full Technical Support Packages

Get comprehensive support to customize Aircall for business and operational purposes.

- Scoping of APIs depending on project granularity (documentation, pseudocode, troubleshooting, and implementation)
- Review every step of the integration and deployment process
- Get insights into custom data and KPIs for thorough reporting



Data Consultation

We guide you through an audit of your contact databases and transform phone numbers. Followed by recommendations for uploading final output into your CRM or helpdesk.

- Data quality analysis report
- Number formatting workshop with your team
- Formatted CSV with phone numbers in E164

Professional Services Stages



Our experts will guide you through various stages to achieve your business goals. The following outline is an example of how a typical professional services engagement will be structured.



First Evaluation Call

Once your Account Executive or Account Manager identifies a need, our consultants will assess the feasibility of your project. This call is free of charge and allows us to determine if a consultant's support is a good fit for your business needs.



Scope Definition

The consultant assigned to your project will work with you to define the most appropriate SKU and the scope of the project.



SOW Sign-off

You will be provided with a SOW defining the amount of time needed, the steps of the projects, the resources required, and the different deliverables.



Consulting Engagement

Once the SOW is signed off, the engagement starts and you will work side by side with the consultant to achieve your goals.



Validation

If you are engaging into a one-off project, you will be asked to validate the final deliverables provided by our consultants.



Pricing

With Aircall's Professional Services, you can now gain access to best practices and tips and tricks to automate your CRM and helpdesk software. We help you customize Aircall, provide training on using our APIs, and more.

We offer these services for \$100/hour and for a minimum of five hours. Reach us today for a free evaluation call.

Professional Services

\$100/hour

Minimum 5 hours

Get access to services such as data formatting and cleaning, Aircall Salesforce automation, and all other services

Technical Consulting

\$500/month

For 6 hours / month
(annual commitment)

Technical consulting for all call center needs