

Comparison of ChorusCX and Competitors

ChorusCX

VS.

Competitors

Specializes in cloud communication, emphasizing Unified Communications (UCaaS) and Contact Center as a Service (CCaaS).

Core Focus

Wide-ranging services for global connectivity, networking, cybersecurity, and business mobility for SMBs, corporates, and public sector.

Offers integrated UCaaS combining telephony, messaging, video, and conferencing to enhance collaboration.

Unified Communication

Provides MS Teams Phone, Zoom, and other tools for collaboration with tightly integrated cloud communication solutions.

Enables Microsoft Teams Direct Routing, allowing businesses to integrate phone systems seamlessly.

Direct Routing

Also supports MS Teams integration but includes solutions like SIP and hybrid unified communications with platforms like Webex.

24x7 Support and highly skilled Managed Services Team offering Professional Services, Project Management, on all areas of the customer infrastructure.

Managed Services

Comprehensive managed IT and security services, including professional services for network, IT infrastructure, and cybersecurity.

Leverages AI-powered CCaaS with multichannel customer outreach (chatbots, social media, email, and messaging).

Customer Engagement

Includes advanced customer contact platforms featuring cloud contact centers like Five9, Genesys Cloud for hybrid interactions, and smart messaging tools.

Includes call fraud prevention through Call Shield, safeguarding against fraudulent communications.

Cybersecurity Offering

Robust cybersecurity solutions covering firewall protection, DDoS prevention, Zero Trust mobile security, and managed solutions via expert security teams.

Features hybrid cloud systems in collaboration with Avaya, combining voice, messaging, and video on a single platform.

Cloud & Network Solutions

Extensive overlay network solutions such as SD-WAN, SASE, and cloud edge computing for flexible and scalable network access.

Serves a diverse set of businesses, with a streamlined focus on delivering tailored telephony and cloud communication solutions.

Target Audience

Caters to small businesses, corporates, public sector, and global enterprises with scalable, end-to-end IT and communication solutions.

15+ years of experience in the telephony sector, handling 1 billion minutes globally with a service uptime of 99.99%.

Industry Expertise

Decades of nationwide and international service with the support of partners like Cisco, AWS, and VMware, offering future-proof, scalable solutions.

Proprietary tools like Number Manager for inbound call routing, enabling businesses to design flexible and automated call plans.

Specialized Tools

Offers innovative tools for office spaces (LAN systems), private 5G networks, and sustainability solutions to future-proof business functions.