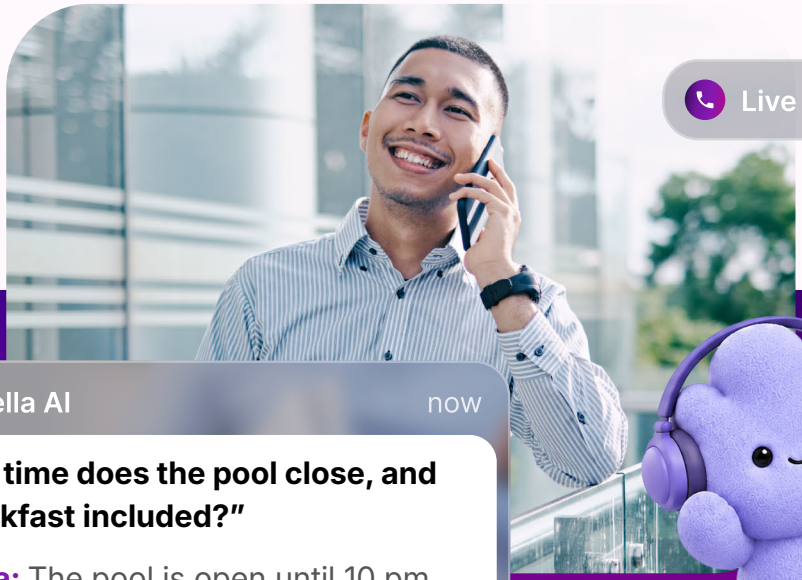
Sonella AI

AI Voice Agent for Sangoma UC





Sonella AI now

“What time does the pool close, and is breakfast included?”

Sonella: The pool is open until 10 pm, and breakfast is included from 6:30 am to 10:30 am in the lobby.

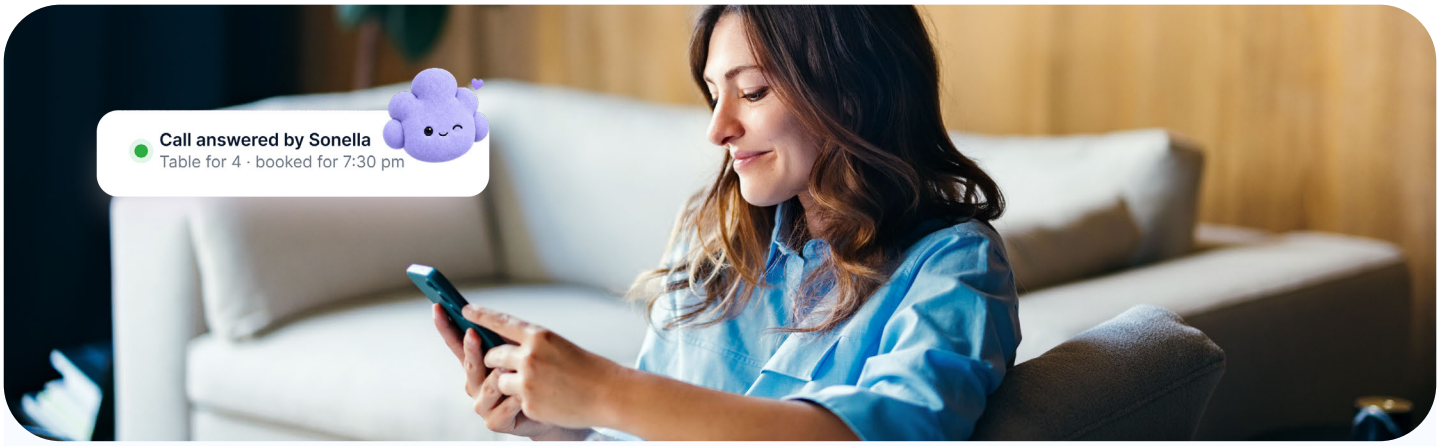
Brochure

Let routine calls take care of themselves.

Sonella answers 24/7, handles everyday requests, and gets priority calls to the right person.

Everyday calls handled before they pile up.

Sonella handles routine requests like appointments, status updates, and common questions, so customers get faster answers, and your team spends less time tied up on the phone.



Common Questions
Answer hours, locations, services, pricing, and policies instantly

Lead Capture
Qualify new inquiries and pass the right details to your team for follow-up

Scheduling & Bookings
Handle appointments and service bookings around the clock using live availability

After-hours coverage
Keep calls covered when your business is closed, with urgent needs routed to the right person

Status & Order Lookups
Give callers updates from connected systems and route exceptions to your team

When a customer needs a person, Sonella knows when to hand off. Urgent, complex, or requested calls reach your team with the right context.

Why Sonella AI?

It works with Business Voice to handle repetitive calls without changing how your business already operates. Callers speak naturally instead of navigating menus, while priority needs reach your team.

Uses Your Phone System
Keep the numbers, routing, and calling rules you already use, with no new phone setup to learn.

Secure & Visible
Track interactions with clear call history, transcripts, and real-time metrics.

Connects to Your Systems
Integrate with CRM, scheduling, ticketing, and other business platforms using the tools your team already relies on.

Smart Customer Service



Ready In 3 Easy Steps
Your Sangoma representative walks you through a simple setup for receptionist agents, so you go live quickly.



A 24/7 Team Member
Uses your website, knowledge sources, and approved guidelines to answer consistently around the clock.



Knows When A Person Is Needed
Transfers callers when they ask for someone, the request is urgent, or the situation needs human attention.

Sonella keeps routine calls moving 24/7, while your team stays focused where they're needed.

Focus on the customer in front of you.

Keep calls covered while your team stays focused on the people and work that need them most. When 85% of callers sent to voicemail never call back*, **every missed call is a potential missed opportunity**.

Unlimited agents. One shared pool of minutes.

Add as many agents as your business needs at no extra cost. As usage grows, higher-volume packages bring the per-minute rate down.

Pay For What You Need

Package	Included Minutes	A Good Fit For
AI Agent 120	120	Getting started
AI Agent 1,000	1,000	Growing call volume
AI Agent 10,000	10,000	High-volume teams
AI Agent 50,000	50,000	Large-scale operations

**BIA/Kelsey, Business Communication Research.*

See How Your Agents Are Performing



Track call activity and remaining minutes, so you can stay on top of usage and plan as demand grows.

Let Sonella handle the routine calls, so your team can focus on the work that matters.

See Sonella in action at sangoma.com/sonella-ai

301 N. Cattlemen Road, Suite 300. Sarasota, FL 34232 | +1 (256) 428-6000 or 1 (877) 344 4861 (toll free in N. America)

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