



The voice solution that knows your customers

Your customers pick up the phone when something matters. Kustomer Voice makes sure your team is ready, with full context, the right routing, and every call automatically captured in one place.

Core Capabilities

Inbound & Outbound Calling

Two-way calling, built into your workflow

Agents receive inbound calls and place outbound calls directly within Kustomer. Caller ID, queue assignment, and customer context load automatically at the start of every interaction.

Faster answer times. Higher first-contact resolution.

Call Recording & Voicemail

Every call captured. Nothing missed.

Kustomer records and transcribes inbound and outbound calls automatically for QA, compliance, and coaching. Voicemail captures missed calls and drops them directly onto the customer timeline alongside every other interaction.

Better coaching. Complete conversation records.

IVR & Phone Trees

Self-service from the first ring

Build multi-level IVR menus that let callers route themselves - by department, issue type, or language - before an agent joins. Reduce handle time and agent interruptions on routine inquiries.

Lower call volume pressure. Faster triage.

Call Routing & Queuing

Get every call to the right agent, fast

Route calls to teams based on skill, availability, or business rules. Configure queue behavior, set max wait times, and define overflow handling for busy periods.

Shorter wait times. Fewer misdirected calls.

Why Kustomer Voice



1 platform

Voice, CRM, and messaging in one place



360° view

Full customer context on every call



No vendor sprawl

Voice and CRM managed in one place

What you get with Kustomer Voice



Native to the platform

Voice is built directly into Kustomer - not added on top. Agents work from a single screen with no switching between a phone app and a CRM. Every call automatically lives in the customer timeline.



Voice reporting built in

Track call volumes, inbound vs. outbound ratios, and agent response time from the Kustomer reporting layer. No separate analytics dashboard to maintain or export.



Hold & call management

Put callers on hold, mute when needed, and return to active calls - all from the agent's Kustomer workspace. Agents stay in control of the interaction without juggling separate tools.



Transfer without context loss

Warm transfers let agents brief a colleague before handing off a call. Cold transfers move fast without friction. Either way, the receiving agent sees the full customer history the moment the call connects.



Business hours & overflow rules

Define when calls are accepted, how to handle overflow, and what happens after hours. Route to voicemail, another queue, or an IVR message - configured without engineering support.



New number or existing

Provision new local or toll-free numbers directly through Kustomer, or port your existing number so customers keep reaching you at the same line. Use that same number for SMS and MMS outreach.

What you can expect



Resolve more conversations automatically



Give reps instant context and real-time assistance



Scale CX without engineering dependencies



Lead with confidence through instant insight

See Kustomer Voice in action

Experience how a native phone channel simplifies your team's entire support workflow.

kustomer.com/demo

