

InteractiveTel Acquires Assets of VoIP Provider TruMobility

Deal Expands Reach of Automotive Industry Customer Interaction and Communications Powerhouse

HOUSTON ([PRWEB](#)) October 06, 2022 -- [InteractiveTel](#), a leading provider of AI-driven communications services and customer interaction analytics, announced today the acquisition of the assets of [TruMobility](#), a business VoIP service provider offering bundled and integrated Hosted VoIP to small business customers. The terms of the transaction were not disclosed.

As part of the asset acquisition, which closed on August 26, InteractiveTel acquired TruMobility's business customer base, giving them access to InteractiveTel's industry-leading TotalCX customer experience intelligence platform and SenseiCX call performance training solution.

“Customers will have an elevated experience and access to products and services that are exclusive to InteractiveTel,” said InteractiveTel CEO Gary Graves. “Growing our customer base is part of our accelerated growth plan to fulfill our goal of improving customer experience and changing consumer perception in the automotive industry.”

InteractiveTel also acquired TruMobility's contract with a world-class data center in Seattle which was established to service TruMobility customers and is another point of expansion for West coast coverage. In addition, TruMobility team members joined InteractiveTel, bringing invaluable expertise and experience in telecommunications.

TruMobility was formed in 2009 as a business VoIP service provider. Uniquely, the company was the only business-to-business provider in the U.S. to combine Hosted VoIP with Nationwide Mobile service and an industry-first small cell-based Private Cellular Network.

InteractiveTel's award-winning TotalCX Customer Experience solutions suite combines AI and automation with people power to help automotive dealers accelerate decision-making, resulting in better service, faster sales, and more satisfied customers. The TotalCX end-to-end sales and service intelligence engine works with any on-premises or cloud-based phone system, including InteractiveTel's Hosted PBX.

About TruMobility

Founded in 2009, TruMobility developed a business communications solution that substantially lowers communication costs to increase mobile productivity and eliminate coverage gaps to improve call quality in the office. Our technology allows customers to “marry” mobile phones with our Hosted VoIP phone system. We are the only business-to-business carrier in the U.S. that has combined Hosted VoIP with Nationwide Mobile and an industry-first small cell-based Private Cellular Network. For more information, visit www.trumobility.com.

About InteractiveTel

Founded in 2008, InteractiveTel is an innovator and leader in cloud-based customer interaction analytics, call tracking and communications solutions. InteractiveTel's proprietary TotalCX Customer Experience Platform combines AI and automation technology with people power to increase sales, service and profitability for organizations of all sizes and industries. InteractiveTel's exclusive technology captures and analyzes voice and



text communications in real time, automatically alerting stakeholders to accelerate decision-making that improves customer experience and business results. InteractiveTel's patented AI-driven call tracking and conversation analytics solution works with any on-premises or cloud-based phone system, including the company's award-winning Hosted PBX, enabling organizations to scale more easily and collaborate more effectively. InteractiveTel's solutions are used by more than 4,000 businesses – from startups to Fortune 500 companies. For more information, visit <https://interactivetel.com/>.

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