

PhoneIQ is a new breed of cloud-based contact center & unified communications software designed and built for companies using Salesforce. Unlike traditional telephony and call center solutions, PhoneIQ is fully integrated with the Salesforce platform, leveraging data within the CRM and AI to radically change the way business communications work.

When a customer places a call into PhoneIQ using a SIP/WebRTC device, the closest available PhoneIQ SBC is selected. As the call reaches the PhoneIQ SBC, it will choose and route the request to a media server that will provide audio quality and assured the call is completed. We use voice service providers to route our outbound calls, these are Twilio and Bandwidth for the US region.

We have implemented STIR/SHAKEN in both providers following their instructions and regulations. These providers have STIR/SHAKEN throughout the vast majority of their network and they sign our calls on our behalf depending on the source number. So they assure that our outbound calls routed through these providers, using their numbers are signed with "A" or full attestation. Or if they are US phone numbers from another are signed with "B" or partial attestation.