

High-Performance Outbound

Trusted and scalable outreach operations

Performance Starts With Telecom

Carrier-grade numbering, routing, and lifecycle management built to keep campaigns productive.



Boost Conversation

Local caller identity and trusted numbers that get higher answer rates.

Answer Rate
- RPC



Scale with Confidence

Elastic capacity, fast provisioning, and Trusted Caller Identity at volume.

Throughput
- Dial Efficiency



Voice that Performs

Direct connections and geo-redundant infrastructure for reliable voice performance.

Revenue/Agent
- Conversion Rate

Product Overview

High-Performance Outbound combines carrier-grade numbering, SIP connectivity, and managed DID lifecycle operations into a single service designed for large-scale outbound environments. Backed by **25+ years of telecom experience**, direct operator connections, and **deep expertise across LATAM**, the solution helps CX organizations improve contactability, maintain campaign performance, reduce operational complexity, and scale outbound operations with confidence.

Contact

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What's Included

Core Services

- Inbound and outbound voice
- Carrier-Grade SIP Connectivity
- Local DID Inventory
- Trusted Caller Identity

Outbound Performance

- Elastic Outbound Capacity
- Traffic Management
- Optional Dynamic DID Pool Service

Operations and Support

- Fast Provisioning and Activation
- Usage Reporting
- 24x7 NOC Support
- SLA-Backed Operations
- Technical Support

Component

Description

DID Inventory	Monthly recurring per DID
Voice Usage - Inbound	Usage based*
Voice Usage - Outbound	Usage based
SIP Connectivity	Channel-based capacity
Min. Monthly Traffic Commitment	Based on expected volume*
Dynamic DID Pool Services	Optional add-on
Provisioning and Activation	One-time setup

*Minimum monthly commitment applies. Usage above the commitment is billed as overage; if actual consumption is below the commitment, the full commitment amount remains billable.

What this means for your KPIs

Answer Rate

Trusted caller identity → more calls answered

Right Person Contact (RPC)

Local caller identity → more successful contacts

Throughput

Elastic SIP capacity → more calls per hour

Dial Efficiency

Stable routing → higher agent productivity

Revenue/Agent

Fewer lost contacts → more conversion opportunities

Caller Reputation

DID lifecycle management helps preserve caller identity performance

Campaign Uptime

SLA-backed NOC → incidents resolved fast

Add on - Available in select markets

Dynamic DID Pool Service

Controlled DID lifecycle policies designed to support long-term outbound operations
- keeping your active number footprint performing reliably, campaign after campaign

Active DID Capacity

Numbers in active use for outbound

DID Rotation Policies

Managed rotation cycle administration

Cooling Period Admin

Reputation resets; lifecycle governance

Inventory Replenishment

Fresh numbers back in the pool

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