

# MCUBE — Website Snapshot

Domain: <https://mcube.com/>

Compiled on: 2025-09-09 12:46

## Scope

This PDF compiles key public pages from MCUBE.com, including the Homepage, Solutions (Contact Center, IVRS, Softphone, Auto Dialer, WhatsApp Solution), About Us, Branches/Contact, and Privacy Policy. It is a text-focused extract for quick reading; layout, media, and interactive elements are omitted.

# Homepage — Overview

MCUBE is a leading provider of cloud telephony services in India that unifies voice and text interactions in a single platform to drive business growth and improve efficiency. The site highlights solutions like Contact Center, IVRS, Post Call Analytics, Softphone, WhatsApp Business API, Auto Dialer, MCONNECT, AI Voice Bot, RCS, Toll-Free Number, Missed Call Service, Voice Broadcast, Truecaller for Business, SMS Campaigns, and Extension/PBX.

Key value points: Data Privacy, Consistency, Flexibility, Compliance (ISO 27001:2022 aligned), Global Reachability, Innovation, Customer Targeting, Simplified Integration, Robust Security, Accessibility, AI-Driven, and Transparency.

Integrations: Leadsquared, Salesforce, HubSpot, Freshdesk, Zoho, Oracle, Meritto, Sell.do, Bitrix24, Farvision.

Stats shown on site: “3.5k+ Businesses”, “20+ Years of Experience”, “50+ Collaborations”.

## FAQs (selected)

Topic	Summary
Use cases	Call centers, customer service, remote teams, virtual phone systems, automation
CRM Integration	Yes — track and analyze customer interactions.
Click-to-Call API	Yes — improves response times and streamlines communication.

## Solutions — Contact Center

MCUBE Contact Center Solution is a cloud-based omnichannel platform supporting voice, email, SMS, and chat without on-prem hardware.

Notable features: Smart Call Routing (based on skill, availability, location, language), Real-time Analytics Dashboard, Click-to-Call Integration, Sticky Agent Routing, Multiple Call Distribution, CRM Integrations.

Use cases: Healthcare, Education, Real Estate, Travel & Hospitality, BFSI, E-commerce; scales for remote and distributed teams; 99.9% uptime noted in comparisons; transparent pricing.

## Solutions — IVRS

MCUBE IVRS provides automated, multi-level IVR menus, routing to departments/agents, pre-recorded messages, touch-tone input, and CRM/contact center integration. Hosted IVR is 100% cloud, with 99.9% uptime, analytics dashboard, and multilingual support.

Salient features include Multi-Level IVRS, Real-time Analytics Dashboard, Call Recording, and a Virtual Receptionist. Benefits: enhanced data collection, 24/7 accessibility, higher customer satisfaction, improved efficiency, and scalability.

## Solutions — Softphone

MCUBE Softphone Solution equips agents with device-agnostic work phones that operate from anywhere. It enables call handling, voicemail, call history, contacts, and integrates with MCUBE's routing/analytics stack to support distributed teams and remote operations.

## Solutions — Auto Dialer

MCUBE Auto Dialer boosts connect rates with predictive/progressive/preview modes (per site positioning), improving outbound efficiency and engagement. Tightly integrated with analytics and CRM to manage lists, pacing, and compliance.

## Solutions — WhatsApp Business API

MCUBE WhatsApp Business Solution provides API-based messaging integration to manage, streamline, and automate business communications on WhatsApp, supporting templated notifications, inbound routing, and CRM linkage.

# About Us

MCUBE is a cloud telephony solution by VMC Technologies, headquartered in Bangalore. The company emphasizes reliability, customer focus, scalability, and innovative features (routing, IVR, tracking, recording, monitoring).

Vision: lead in value-added telecom services that help clients build stronger customer relationships and grow.

Values: honesty, transparency, integrity, innovation, creativity, teamwork, and growth for team members.

Mission: deliver top-quality telecom services, exceed expectations, innovate continuously, and adopt a customer-centric approach.

Leadership (excerpted on site): Directors for Operations & Finance, Sales & Marketing, and Technology.

## Branches & Contact

Phone: 1800 419 2202 | Email: [email protected]

Location	Address
Bangalore (HQ)	Tapaswiji Info Park, 184/185, EPIP Zone Whitefield Rd, Kundalahalli, Brookefield
Pune	4, Yogiraj Apartment, Opp. Balewadi Phata, Baner, Pune, Maharashtra-411045
Chennai	3365, VAIBOGH, 5th Link Street, OMR, Perungudi, Chennai, TN-600096
Noida	736, B Block Ithum Tower, Sector 62, Noida-201309
Mumbai	A/601 Jay Shri Krishna Darshan, Mira Road (E), Mumbai-401107
Hyderabad	CLOWork, 103, New Mark House, Hitech City, Hyderabad, Telangana-500081

# Privacy Policy — Summary

The Privacy Policy explains how VMC Technologies Pvt. Ltd. collects, uses, stores, shares, and secures personal information when users access MCUBE.com. It covers data collection (contact/identity/billing/login/user inputs; device usage; cookies), retention, deletion requests, revocation handling, usage for service delivery and legal compliance, sharing with service providers, and security practices. Users may contact the company for data deletion or modifications; Google data deletions are processed within seven business days per the policy.

Note: This is a text-only summary compiled from public pages as of the compile date. For full details, refer to the live website.