

**Press Release**

# **virtualQ announces co-operation with Deutsche Telekom Global Carrier.**

24.05.2024, Berlin

The intelligent contact centre algorithms from virtualQ connect to the telecommunications infrastructure of Deutsche Telekom Global Carrier.

virtualQ, the leading provider of intelligent callback solutions and contact center optimization, will use Deutsche Telekom Global Carrier's Programmable Communication Services with outstanding network quality and the highest data protection and security standards for its callback and product offering.

virtualQ as one of the first users of the new 'Programmable Communication Services' of Deutsche Telekom Global Carrier

With the launch of Deutsche Telekom Global Carrier's new Programmable Communication Services product, virtualQ is one of the first companies to utilize the innovative API access capability of Deutsche Telekom Global Carrier's communication solutions. This advanced technology makes it possible to offer customized communication solutions that are precisely tailored to the specific needs of customers.

*'With Telekom, our callback system has gained a strong partner with excellent market knowledge, extensive experience and an established name. 'We are delighted to be able to serve our target groups even better with this partnership,' comments Jens Kühnapfel, CEO virtualQ.*

*'virtualQ's solution fits perfectly with what we offer as Deutsche Telekom Global Carrier with our CPaaS products for enterprises. As a market-leading provider of intelligent callback solutions and due to the prevalence of its products in well-known large companies, virtualQ is an ideal partner for us for the introduction of our new Programmable Communication Services,' says Nicholas Nikrouyan, VP Voice & Mobile Solutions Deutsche Telekom Global Carrier.*

The partnership between virtualQ and Deutsche Telekom Global Carrier brings numerous advantages for virtualQ customers and partners.

The collaboration strengthens virtualQ's international orientation

With this connection, virtualQ is also further advancing its international claim. Deutsche Telekom Global Carrier's Programmable Communication Services exclusively uses European sub-providers with strict European data protection standards. Access to

Deutsche Telekom's high-quality and reliable network also guarantees the exceptional service quality that virtualQ provides to its customers.

## Outstanding solutions and prominent partnerships

The bundling of Deutsche Telekom Global Carrier's highly secure telecommunications services with virtualQ's advanced intelligent call volume management algorithms is an excellent combination that meets the requirements of global companies, health insurance companies, financial institutions and sensitive public institutions & authorities.

With this innovative collaboration, virtualQ is positioning itself at the forefront of contact center technology development to revolutionize and meet the demands for secure and modern callback solutions.

### **About virtualQ**

Successful customer connections - For almost ten years, virtualQ has been helping business customers to build successful, sustainable and positive connections with their customers. As a SaaS solution, the AI-based callback management has already saved more than 1,000,000,000 waiting minutes, establishing virtualQ as a trusted innovation partner in customer service. Today, 40+ employees from 10+ nations work on the continuous development of the highly flexible peak management software at locations in Berlin and Stuttgart.

With an impressive list of clients including Helvetia, ADAC, HolidayCheck and many more, virtualQ is revolutionizing the customer service experience. For more information about virtualQ, many success stories and more privacy information, please visit [virtualQ.io](https://virtualQ.io)

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