Ooma Office Adds Powerful New Communications Features to Drive Customer Engagement and Team Collaboration

May 30, 2024

SUNNYVALE, Calif.--(BUSINESS WIRE)--May 30, 2024-- Ooma, Inc., a smart communications platform for businesses and consumers, today announced that its Ooma Office business phone and communications service has added powerful new features for engaging with customers and driving team collaboration, including a contact us widget, an auto dialer and online whiteboards for videoconferences.

This press release features multimedia. View the full release here: https://www.businesswire.com/news/home/20240530810929/en/

Ooma today announced that its Ooma Office business phone and communications service has added powerful new features for engaging with customers and driving team collaboration, including a contact us widget, shown here. (Graphic: Business Wire)

Ooma Office (https://www.ooma.com/small-business-phone-systems/), named by PCMag earlier this year as the Business Choice award winner for Best VoIP phone system, is an affordable, scalable service that makes it easy for small-to-medium sized businesses to better stand up to their larger competitors.

The new features announced today are:

- Contact Us Widget – Ooma Office customers can now add a pop-up widget to their websites inviting visitors to submit their name, mobile phone number and a text message. Once the form is submitted, employees with access to the text messaging inbox can immediately view and respond to the submissions from their desktop or mobile app.
- Auto Dialer – Designed for customer support, sales and accounts receivables teams who need to make large numbers of outbound calls, the Auto Dialer queues up calls from a pre-loaded spreadsheet. When one call is completed, the next call is automatically displayed on the agent's screen, improving productivity. The agent can also enter notes during the call.
- Scheduled Messages – SMS text messages can be scheduled to automatically be sent at a future date and time. This makes it possible, for example, for a busy service manager working on the weekend to prepare customer notifications to be sent during regular business hours.
- Call Park on desktop and mobile apps – Call Park allows multiple inbound calls to be placed on hold and either resumed later or picked up by other team members. Previously only available on desk phones, Call Park can now be managed through the Ooma Office desktop and mobile apps. Users see a list of parked calls in the app, with the name and phone number of each caller when Caller ID information is available.
- Online Whiteboard – During Ooma Meetings videoconferences, any user can launch a shared whiteboard with a variety of pens, text entry tools, colors and shapes for sharing ideas and working collaboratively on projects.
- Team Chat on mobile app – Ooma's team chat feature, previously available only on the desktop app, is now in the Ooma Office mobile app, making it possible to participate in group chat on the go.

Ooma Office has three pricing tiers, with no contracts required: Ooma Office Essentials at $19.95 per user per month, Ooma Office Pro at $24.95 per user per month and Ooma Office Pro Plus at $29.95 per user per month, in each case excluding taxes and fees.

All features announced today are available now in Ooma Office Pro Plus. The Contact Us Widget, Scheduled Messages, and Call Park on the desktop and mobile apps are also available in Ooma Office Pro.

"These new features, added at no extra cost to Ooma Office Pro and Ooma Office Pro Plus customers, are part of our mission to close the gap between technology previously available only to big organizations and bring these powerful tools to SMBs," said Dennis Peng, senior vice president of product management at Ooma. "We're excited to help businesses of all sizes to communicate with their prospects and customers quickly, efficiently and through the channel of their choice – whether it's voice, text or video."

Forward-Looking Statements

This release includes "forward-looking statements" within the meaning of Section 27A of the Securities Act of 1933, as amended, and Section 21E of

the Securities Exchange Act of 1934, as amended. Statements in this press release that are not statements of historical or current fact constitute "forward-looking statements." The forward-looking statements contained in this press release include, without limitation, statements related to the functionality, features and benefits of Ooma Office. Such forward-looking statements involve known and unknown risks, uncertainties and other unknown factors that could cause the actual results to be materially different from any future results expressed or implied by such forward-looking statements. The forward-looking statements contained herein are also subject generally to other risks and uncertainties that are described from time to time in Ooma's filings with the Securities and Exchange Commission, including under Item 1A, "Risk Factors" in the Company's Annual Report on Form 10-K for the fiscal year ended January 31, 2024, filed on April 2, 2024, and in its subsequent reports on Forms 10-Q and 8-K. Investors are cautioned not to place undue reliance on such forward-looking statements, which speak only as of the date they are made. Ooma undertakes no obligation to publicly update or revise any forward-looking statement, whether as a result of new information, future events or otherwise.

About Ooma

Ooma (NYSE: OOMA) creates powerful connected experiences for businesses, consumers and service providers, delivered through smart cloud-based communications platforms and services. For businesses of all sizes, Ooma offers advanced voice and collaboration features including messaging, intelligent virtual receptionists and video meetings. Ooma's all-in-one replacement for analog phone lines helps businesses maintain mission-critical systems by moving connectivity to the cloud. For consumers, Ooma's residential phone service provides PureVoice HD voice quality, advanced features and integration with mobile devices. Learn more at www.ooma.com or www.ooma.ca in Canada.

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