Ooma Introduces Ooma AI to Streamline Business Call Management and Transform Customer Experiences

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AI Transcriptions, AI Answering Service, AI Receptionist, AI Insights, and OpenAI Integration for Ooma Office automate call summaries and front-line call handling

SUNNYVALE, Calif.--(BUSINESS WIRE)--May 12, 2026-- Ooma, Inc., a provider of advanced communications services for businesses and consumers, today announced the introduction of Ooma AI, a suite of new AI-powered capabilities for Ooma Office, including AI Transcriptions, AI Answering Service, AI Receptionist (beta), AI Insights (beta), and an OpenAI integration. These features help businesses automatically capture, summarize, interact with, and analyze call information while improving responsiveness and overall call-handling efficiency.

Ooma AI capabilities create a more automated, intelligent call workflow — helping businesses reduce manual effort, respond faster to customers, and turn everyday conversations into actionable insights.

- **AI Transcriptions** — Converts call recordings into searchable text and concise summaries, with Ask AI to extract key details and insights from individual calls.
- **AI Answering Service** — Acts as an intelligent virtual phone agent that answers missed calls and captures key details for follow-up.
- **AI Receptionist** (Beta) — Extends these capabilities with a more advanced, always-on virtual front desk for managing customer interactions.
- **AI Insights** (Beta) — Analyzes customer conversations to extract key call topics, categories, sentiment, and enhanced call analytics, with Ask AI to extract key details.

“By embedding AI directly into the Ooma Office UCaaS platform, we’re not just adding features — we’re fundamentally transforming how teams connect, collaborate, and make decisions,” said Dennis Peng, senior vice president, product management at Ooma. “Ooma AI helps businesses automate routine tasks and deliver real-time insights, empowering organizations to move faster, work smarter, and focus on what truly drives value: meaningful human interaction.”

AI Transcriptions

AI Transcriptions automatically generates accurate call transcripts and summaries that can be searched, shared, and referenced across teams. This makes it easier for sales, service, and operations staff to review conversations, confirm next steps, and track commitments without replaying recordings or relying on manual notes. Businesses can also use the Ask AI feature to ask further questions about the contents of a call in more depth, including quickly extracting key details, action items, and insights.

Included with Ooma Office Pro Plus, AI Transcriptions is now available at no additional charge to subscribers, making advanced call intelligence accessible to businesses as part of their existing communications workflow.

For businesses that are already OpenAI subscribers, Ooma offers an integration with OpenAI’s API service. When enabled, recorded calls in Ooma Office Pro Plus can be transcribed using ChatGPT with summaries and full transcripts displayed directly within Ooma Office.

AI Answering Service

AI Answering Service uses generative AI to answer calls, greet customers, provide company information, respond to FAQs, and capture caller details — including contact information, reason for calling, urgency, and callback preferences — along with AI-generated transcripts and summaries. This feature can eliminate missed calls, call abandonment, and voicemails while helping businesses maintain professional call coverage and a consistent caller experience — even during peak periods and after hours.

AI Answering Service is offered starting at just $14.99 per license, including 40 minutes of use per month. Businesses can add additional usage tiers as needed. Based on Ooma usage data, the typical interaction averages approximately two minutes, helping organizations plan capacity and cost with predictability. AI Answering Service provides an automation layer for front-office call handling, helping teams extend coverage without adding headcount.

AI Receptionist (Beta)

For businesses that require additional voice agent functionality, AI Receptionist acts as a virtual front desk, answering every call 24/7, handling complex customer inquiries, intelligently routing calls when needed, booking appointments, sending SMS follow-ups, and offering multiple voice options. AI Receptionist will be offered starting at $49.99 per license, including 100 minutes of use per month with additional usage tiers available.

Both AI Answering Service and AI Receptionist can be added to any Ooma Office plan and configured and deployed in minutes — no code required.

AI Insights (Beta)

AI Insights, which will be included with Ooma Office Pro Plus, provides businesses with an intuitive dashboard of call analytics and performance metrics. It analyzes customer conversations to automatically extract key call topics, trends, categories, customer sentiment, and enhanced call analytics, enabling businesses to better understand why customers call, identify operational issues, measure service quality, and discover opportunities for revenue growth. AI Insights also includes an “Ask AI” feature where businesses can ask Ooma AI specific questions such as:

- Why are customers calling this week?
- Are complaints increasing?
- Which issues are driving repeat calls?
- Are customer interactions trending more positive or negative?

For businesses that have standardized on OpenAI, Ooma offers an integration with OpenAI's API service. When enabled, recorded calls in Ooma Office Pro Plus can be transcribed using ChatGPT with full transcripts, summaries, and insights displayed directly within Ooma Office.

"By embedding additional AI capabilities into the Ooma Office platform, we're making advanced call handling and conversation intelligence easier for everyday businesses to adopt," added Peng. "These features are designed to deliver practical productivity gains and better caller experiences, not additional complexity. This launch represents the first phase of our Ooma AI rollout, with additional AI-driven capabilities planned for future releases, including AI Receptionist and AI Insights currently in beta."

AI Transcriptions, AI Answering Service, and the OpenAI integration is available today. AI Receptionist and AI Insights will be fully available in the coming weeks. For more information on Ooma AI and getting started, visit http://www.ooma.com.

About Ooma

Ooma (NYSE: OOMA) delivers phone, messaging, video and advanced communications services that are easy to implement and provide great value. Founded in 2003, the company offers Ooma Office for small to medium-sized businesses seeking enterprise-grade features designed for their needs; Ooma AirDial for any business looking to replace aging and increasingly expensive copper phone lines; Ooma 2600Hz for businesses that provide their own communications solutions built on an outsourced underlying platform; and Ooma Telo for residential consumers who value a landline experience at a more affordable price point. Ooma's award-winning solutions power more than 2 million users today. Learn more at www.ooma.com in the United States or www.ooma.ca in Canada.

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