Telnyx Named Momentum Leader in G2 Cloud Communications Platforms Category

Telnyx officially a CPaaS Momentum Leader and ranked #1 in User Satisfaction by independent software review platform G2.

CHICAGO, ILLINOIS, US, October 15, 2020 /EINPresswire.com/ -- Telnyx, the world's only self-service, full-stack communications platform today announced it has been named a Momentum Leader in G2s Fall 2020 Grid Reports for the Cloud Communications Platforms category. In addition, Telnyx was awarded Best in Relationships, Usability, and Results—and achieved an overall user satisfaction rating of 91 percent, the highest in the category.

> Telnyx's leading satisfaction rating is simply a reflection of our absolute dedication to our customers."
> *Mary Lawler, Telnyx Director of Marketing*

G2 is the world's leading software review platform, with over a million validated user reviews. The G2 Grid Reports are based on real, unbiased user reviews. Platforms are ranked algorithmically based on reviews gathered from the Cloud Communication community, as well as data aggregated from online sources and social networks.

Platforms included in the Cloud Communications category include Telnyx, Twilio, Bandwidth, Vonage, and Plivo. The Momentum Grid highlights each platform's Momentum and Satisfaction score, and those platforms with a top 25 percent Momentum Grid score are named Momentum Leaders in the category. Telnyx's satisfaction score of 91 percent significantly outperformed others in the category, with Twilio at 81 percent, Vonage at 79 percent, and Plivo at just 60 percent. This contributed to Telnyx's strong performance and official CPaaS Momentum Leader status.

"One of the things we at Telnyx pride ourselves on is our commitment to customers," said Telnyx Director of Marketing Mary Lawler, "We're obsessed with delivering a product experience that keeps users coming back, making the complex world of connectivity feel simple, and backing that up with rock-solid 24/7 support. Telnyx's leading satisfaction rating is simply a reflection of our absolute dedication to our customers."

In addition to its leading user experience score, Telnyx dominated in a number of other G2 Reports—earning awards for Best in Relationships, Best Usability, and Best Results. These

reports take into account critical consideration factors for cloud platform users such as quality of support, ease of use, estimated return on investment (ROI), and whether users are ultimately likely to recommend the product.

Telnyx provides a number of communications and connectivity API products. From Elastic SIP Trunking and Programmatic Voice to Programmable Fax, a robust multi-channel Messaging API, and even Cellular IoT SIM cards. Telnyx products can be configured via the company's easy-to-use self-service platform or its intuitive API.

Customer support is one of the company's major differentiators. Unlike many competitors, Telnyx offers free 24/7/365 technical support to every customer. In-house engineers and success managers work to guide customers through the initial onboarding experience—but also partner with them long term to ensure they're getting the most from the platform. "Customer support is where Telnyx shines the brightest", said Matt Herrera, Founder and CEO of Documo "Telnyx is our strongest partner in terms of how they deliver support, response times, and giving access to the right people."

For a complimentary copy of the latest full-year results, visit: https://tlyx.co/wp-g2comparison

About Telnyx

Telnyx delivers voice, SMS, and more for next-gen connectivity applications. A robust platform that provides global carrier-grade services, Telnyx maintains a global, private IP network and grants its customers unprecedented control through its easy-to-use portal and intuitive APIs.

Telnyx products include voice, messaging, fax, lookup, and wireless APIs. Customers provision services on-demand and only pay for what they use. Every Telnyx customer has access to 24/7 in-house engineering support, and Telnyx continues to offer complimentary services like configuration management, enterprise security, and fraud detection.

For more information, please visit telnyx.com.

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