Available Phone

COMPARISON

# How Available Phone compares

Available Phone side by side with Zendesk Talk, Norlys ACE, Dstny, Aircall, Relatel, ipnordic and Flexfone — the phone options Zendesk customers in the Nordics most often look at. Built for teams that run their service in Zendesk and want the phone to work the same way.

**Zendesk-native**
Softphone, tickets and call history inside Zendesk

**No seat licences**
Pay per number and minute — not per agent

**AI on every call**
AI reception, live assist, live translation

**EU / Ireland**
Call data and audio pinned to Twilio's Irish region

● Included ◐ Add-on, higher plan or partial ○ Not offered ? Not found in public documentation — confirm with the vendor

| Feature | Available Phone<br>usage-based | Zendesk Talk<br>Suite Team / Professional | Norlys ACE<br>ACE contact centre | Dstny<br>Connect / contact centre | Aircall<br>Essentials / Professional | Relatel<br>Omstilling / Contact Center | ipnordic<br>Cloud telephony | Flexfone<br>Myfone |
|---|---|---|---|---|---|---|---|---|
| **1 Working inside Zendesk** | | | | | | | | |
| Softphone embedded in Zendesk | ● | ● | ◐ Separate agent app, screen pop by script | ◐ Separate app; Zendesk data via CRM Connect | ● | ◐ Separate app; Zendesk tickets shown on call | ◐ Separate Communicator app | ◐ Separate Myfone app |
| Ticket filed automatically for every answered call | ● | ● | ? | ? | ● | ? | ? | ? |
| Screen-pop with caller, last ticket and menu choices | ● + AI reception summary | ● | ◐ Generic screen pop | ◐ Ticket history and fields | ● | ◐ Tickets looked up by number | ◐ Call data synced to Zendesk | ◐ Customer and tickets before answering |
| Ticket brand, form, fields and tags set from the IVR | ● | ◐ Brand per number, group routing | ? | ? | ◐ Tags and automations | ? | ? | ? |
| Call history and recordings in the ticket sidebar | ● | ● | ? | ? | ● | ? | ? | ? |
| Click-to-call and SMS from the requester's profile | ● | ◐ SMS is an add-on | ? | ? | ● | ? | ? | ? |
| **2 Routing & the caller's wait** | | | | | | | | |
| Multi-level IVR menus | ● Incl. digit collection to fields | ◐ Professional and up | ● Incl. natural-language IVR | ? | ● | ● Incl. input data | ● | ● |
| Queue strategies, overflow and opening hours | ● 4 levels of hours | ◐ Overflow / after-hours on Professional | ● Skill-based routing | ● | ● | ● | ● | ● |
| Callback in queue, caller keeps their place | ● | ◐ Professional and up | ● | ● | ? | ● | ● | ● Incl. automatic callback |
| Visual call-flow designer with loop / dead-end checks | ● | ? | ? | ? | ◐ Visual editor | ? | ? | ? |
| "Press 2 for a text with a link" SMS self-service | ● | ? | ● IVR SMS | ? | ? | ? | ? | ? |
| Busy rules with Slack / Teams / email alerts | ● | ◐ Max queue size and wait | ? | ? | ? | ? | ? | ? |
| Agents take calls on their mobile | ◐ Forward to mobile with press-1 screening; no app | ● | ● Mobile extensions | ● Mobile and softphone apps | ● iOS / Android apps | ● Mobile app | ● Mobile app | ● Myfone app |
| Microsoft Teams calling | ○ Alerts and digests to Teams only | ? | ● | ● | ? | ? | ● | ● |

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|---|---|---|---|---|---|---|---|---|
| **3 AI on the call** | | | | | | | | |
| AI voice reception before the queue | ● Answers from your knowledge, then routes | ◐ AI agents, billed per resolution | ◐ Conversational IVR / voicebot | ? | ◐ AI Voice Agent, per minute | ? | ? | ? |
| Live transcript and help-centre suggestions during the call | ● | ◐ Contact Center add-on / Copilot | ? | ? | ? | ? | ? | ? |
| Transcript and summary posted on the ticket | ● with Transcriptions | ◐ Add-on / Enterprise | ? | ◐ CRM Intelligence; Zendesk not named | ◐ AI add-on; Danish best-effort | ? | ? | ◐ CallAI notes; Zendesk not named |
| Live translation captions for the agent | ● | ? | ? | ? | ? | ? | ? | ? |
| Order lookups in your systems from what the caller says | ● | ? | ? | ? | ? | ? | ? | ? |
| **4 Supervision & follow-up** | | | | | | | | |
| Call recording | ● Dual-channel | ● | ● | ◐ Voice Recording product | ● | ● | ● Kept 48 h by default | ● |
| Live floor view and TV wallboards | ● | ◐ Real-time analytics | ? | ● | ◐ Analytics+ add-on | ◐ Add-on, 499 kr./month | ● | ● |
| Listen, whisper and barge | ● | ◐ Monitoring and barge on Professional | ? | ? | ◐ Higher plan | ? | ? | ? |
| Post-call survey by SMS | ● with Insights | ? | ? | ◐ Automated surveys | ? | ? | ◐ Satisfaction survey | ◐ Via nps.today |
| **5 Commercials & data** | | | | | | | | |
| Pricing model | No seat licence: 210 DKK per number / month, 0,45 DKK per minute | Per agent: Suite Team $55, Professional $115 + minutes; Contact Center add-on $83 | Quote | Quote, by users and features | Per user, approx. $30–50; AI add-ons | From 99 kr./month (≤10 users); Contact Center 299 kr. (≤20 users) | Price list / quote | Quote; one price, no add-ons |
| Where call data is processed | EU — Twilio Ireland, shown live in the portal | ? | Nordic platform (vendor claim) | ? | ? | ? | ? | ? |
| Danish partner for setup and support | ● Zendesk partner | ○ | ● | ● | ○ | ● | ● | ● |

## 6 Why Zendesk teams choose Available Phone

### One system, one screen

Calls ring in the agent's Zendesk, tickets file themselves and the IVR sets brand, form and fields. No second agent desktop to keep open, and no integration project to keep alive.

### Pay for calls, not chairs

No per-agent seat licences: the Zendesk app, IVR, queues, wallboards and analytics are included. Part-time and seasonal agents cost nothing extra. Every feature is opt-in.

### AI that works on the live call

An AI reception answers simple questions and pre-qualifies the rest; during the call agents get a live transcript, help-centre answers, order lookups and live translation.

### Part of the Available suite

Transcriptions, Insights surveys and the Command Center build on the same call data — with coaching goals, weekly reports and a daily digest across products.

## 7 Sources & method

Available Phone: the Available Phone data sheet (October 2026). Competitors: the vendors' own public web pages and documentation, checked October 2026, plus third-party pricing reviews where the vendor does not publish prices (USD list prices, billed yearly). "Not found in public documentation" means we could not confirm the feature — not that the product lacks it. Plans, prices and features change; confirm with each vendor before deciding. Corrections are welcome at available.dk.

1. **Zendesk Talk** — zendesk.com/pricing; zendesk.com/service/voice
2. **Norlys ACE** — norlys.dk/erhverv/telefoni/stoerre-virksomheder/ace; ace-showcase.com/telephony-and-recording; docs.ace.teliacompany.com (Screen Pop)
3. **Dstny** — dstny.dk/en/products/telephony; dstny.dk/en/products/wallboard; dstny.se/en/crm-system/zendesk; dstny.com/products/intelligence
4. **Aircall** — aircall.io/call-center-software-integrations/zendesk; aircall.io/product/ai; support.aircall.io (AI languages); pricing via getmacha.com and tldv.io reviews
5. **Relatel** — relatel.dk/omstilling; relatel.dk/integration
6. **ipnordic** — ipnordic.dk/telefoni/funktioner; ipnordic.dk/telefoni/losninger/integration
7. **Flexfone** — flexfone.dk/alle-funktioner; flexfone.dk/integrationer; Infowise Flexfone brochure (CallAI)



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