



MESSAGING CHANNELS

Voice

A Voice API for Voice OTP when SMS can't get through.

BroadNet Voice is a programmable voice platform for authentication and engagement. It reads one-time passcodes aloud when SMS OTP fails, verifies users with a flash call, runs IVR menus and surveys, and places automated outbound calls for alerts and reminders, on the same operator-direct network as BroadNet SMS.

200+

countries reached

1,000+

direct operator connections

30+

text-to-speech languages

2003

operating since

KEY CAPABILITIES

Voice OTP

A spoken one-time passcode, read digit by digit in the user's language. The standard fallback for failed SMS OTP.

IVR and surveys

DTMF menus, self-service flows, surveys, queue routing and voicemail drops, with prompts per language.

SMS to voice failover

Escalate to a voice call when an SMS delivery receipt does not return in time. No re-integration required.

Flash-call verification

Verify possession of a SIM with a short missed call the user never has to answer.

Programmable outbound voice

API-triggered calls for alerts, reminders and notifications, with a script or TTS message and keypad capture.

Local caller IDs and events

Local caller-ID numbers; per-call outcome and keypad responses pushed to your webhook.

USE CASES

Banking 2FA fallback

Delivery and logistics alerts

Appointment reminders

Self-service IVR and surveys

HOW IT WORKS

- 1 Send OTP: your app requests an OTP and the platform sends it by SMS on a direct route.
- 2 Watch the delivery receipt during a timeout window.
- 3 No receipt in time? The same code is placed as a Voice OTP call that reads it aloud.
- 4 The user enters the code; the callback reports which channel delivered it.

INTEGRATION OPTIONS

- One REST API: the endpoint that sends your SMS also places calls
- Voice and IVR provisioned through your account team
- Per-call outcome and keypad responses on your webhook

SECURITY & COMPLIANCE

ISO 27001

ISO 27018

ISO 9001

ISO 22301

SOC 2 Type II

GDPR compliance

Member of GSMA · MEF

Request test access

A messaging engineer replies within 1 business day with your test credentials.

www.broadnet.me/signup

Full details

www.broadnet.me/products/voice

