



Diabolocom launches industry-first app-free mobile CX solution

[Paris, June 9] — Diabolocom today introduced **Diabolocom Mobile**, the industry's first app-free mobile CX solution that turns any smartphone into a fully managed customer-experience endpoint. With a lightweight SIM or eSIM that activates in minutes, the service assigns roaming and hybrid agents a dedicated business number while automatically logging every call and text SMS in your connected CRM. Diabolocom's generative AI then transcribes, summarizes and tags each interaction for instant insight. Managers get a dashboard to add lines, port numbers, monitor usage, and adjust voice, messaging, and roaming options.

Diabolocom Mobile finally connects mobile phones to the contact center

A company brings on new field agents and, in minutes, activates eSIMs and phones are live with their existing numbers, no downtime. As teams move between client sites at home and abroad, calls and texts stay crystal-clear while every interaction lands in the CRM automatically. Ops managers watch usage, tweak roaming settings, and add lines from one portal. AI then turns each conversation into instant summaries and insights.

Diabolocom Mobile extends the same AI engine that earned Diabolocom the 2024 Frost & Sullivan Product Leadership Award for AI Innovation, giving enterprises deeper visibility across all channels without extra software or manual effort.

"Teams no longer need workarounds when they leave their desks," said Frédéric Durand, CEO of Diabolocom. "Diabolocom Mobile lets agents serve customers on the move while managers keep the data they rely on."

Availability

Diabolocom Mobile is available today in the United States, with phased rollout across additional markets later this year. Existing Diabolocom customers can add the service by speaking with their account representative.

About Diabolocom

Diabolocom is a cloud contact-center provider that combines proprietary AI, carrier-grade voice infrastructure and open integrations to help enterprises deliver outstanding customer experiences at scale. Thousands of agents across 60 countries rely on Diabolocom every day.

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