

SAAS DIRECTORY 2026

Australian SaaS Platforms That Connect to Your Phones

Accounting, CRM, HR and rostering, field service, healthcare, legal, retail, real estate, education, logistics and more.

Australian businesses have converged on a fairly predictable software stack. **Xero** or **MYOB** for accounting, one of a handful of CRMs, **Employment Hero** or **Deputy** for people, an industry-specific platform for the actual work, and Microsoft 365 or Google Workspace underneath. In most of those businesses the phone system is the only thing not connected to any of it. This directory lists the platforms by category and shows how each one connects: **Native** (real time, on the call, screen pop and click-to-dial), **Platform** (Zapier, Make, Power Automate, seconds after the call), **API** (our open REST API and webhooks, needs a developer) or **Click-to-dial** (works almost everywhere with no setup).

■ The short version

Platform	Connection	What you get
Xero	Native / Platform	Contact matching on inbound, outstanding invoices surfaced on the ring, click-to-dial from contact records, call notes written back
MYOB (Business / AccountRight)	Platform / API	Contact lookup, account position on screen, call events logged against the customer
QuickBooks Online	Platform / API	Caller identification, invoice status, post-call activity logging
Reckon	API / Click-to-dial	Click-to-dial from contacts; call logging via API build
Sage	Platform / API	Contact sync and post-call activity records
Stripe	Platform / API	Payment status visible on inbound calls; failed-payment events can trigger an outbound call task
Ezidebit	API	Direct-debit status on the ring, useful for gyms, clinics and subscription businesses
Tyro / Zeller	API / Platform	Merchant and transaction context for retail and hospitality enquiries

■ Also worth knowing

Platform	Connection	What you get
Salesforce	Native	Screen pop, click-to-dial, two-way activity sync, call recordings and AI summaries on the record, queue data for reporting
HubSpot	Native	Screen pop, click-to-dial from contacts and deals, call logging with summaries, workflow triggers on call outcomes
Zoho CRM	Native / Platform	Caller identification, click-to-dial, automatic activity records
Pipedrive	Native / Platform	Screen pop, click-to-dial, call notes against deals
Microsoft Dynamics 365	Native / API	Screen pop, click-to-dial, activity logging; pairs with Teams Phone deployments
monday.com CRM	Platform / API	Call events create or update items; post-call automation
Capsule / Insightly / Freshsales	Platform / Click-to-dial	Click-to-dial plus post-call activity creation

Read this before you rely on the tables

The connection method shown is the **typical** route for each platform, and the same product name often covers several editions with meaningfully different API access, a starter plan and an enterprise plan of the same product are frequently not the same integration proposition. Treat this as a map, not a contract. Before you commit to anything, send us your actual list and we will confirm your specific editions. We would much rather tell you something won't work up front than discover it during onboarding.

■ Questions the full guide answers

- ☐ How do I find out whether my specific software connects to your phone system?
- ☐ What is the difference between the connection types in this directory?
- ☐ Which Australian SaaS integration delivers the most value for a small business?
- ☐ Does connecting my phone system to Xero or MYOB let me see invoices when someone calls?
- ☐ Can my AI phone agent book into the same calendar my staff use?
- ☐ What happens if my software has no integration at all?
- ☐ Is it safe to push call recordings and transcripts into third-party SaaS?

This is the summary. The guide has the detail.

Every point above is worked through in full on our site, with the Australian context, the numbers and the exceptions. If you would rather talk it through, call **1300 881 662** or visit **unidenvoice.com/get-started**.