

INTEGRATIONS & APIS 2026

1,000+ Integrations and Open APIs for Your Phone System

Native CRM integrations, open REST APIs, webhooks, iPaaS platforms and the new MCP standard for AI agents, explained in plain English, with an honest account of what each connection method can and cannot do.

A phone system that does not talk to your other software is a very expensive intercom. Uniden Voice Over Cloud connects to **more than 1,000 business applications** through four layers: **native integrations** for the systems your team lives in (screen pop, click-to-dial, automatic call logging in real time), **an open REST API** for anything bespoke, **webhooks** that push call events to your systems the instant they happen, and **integration platforms** like Zapier, Make and Power Automate that wire up the long tail without code. The practical payoff is not a bigger logo wall, it is that nobody on your team types a call note again, every enquiry is attributed to a source, and your customer history is complete.

The short version

What you want to do	Best method	Typical speed	Needs a developer?
Show the caller's record before you answer	Native integration	Instant, during ring	✓ No
Dial from inside your CRM or job app	Native integration	Instant	✓ No
Write every call and AI summary to the contact record	Native integration	Seconds after hang-up	✓ No
Text a missed caller automatically	Webhook or iPaaS	Instant to ~1 min	Webhook yes, iPaaS no
Create a task or ticket after a call	iPaaS	Seconds to ~1 min	✓ No
Build a live wallboard or custom dashboard	REST API	Whatever you poll	✗ Yes
Feed call data into a data warehouse or BI tool	REST API + webhooks	Near real time	✗ Yes
Trigger calls or SMS from your own software	REST API	Instant	✗ Yes

■ Key points

- Native integrations
- Open REST API
- Webhooks
- iPaaS connectors
- CRM call logging with AI summaries
- Missed-call auto-text
- Calendar and booking sync
- Accounting and invoicing lookup

The one-sentence business case

Every integration you switch on either removes manual data entry, prevents something being forgotten, or reveals something you could not previously see. If a proposed integration does none of those three things, do not bother building it.

■ Questions the full guide answers

- ☐ What does it actually mean when a phone system says it has 1,000+ integrations?
- ☐ What is the difference between a native integration and a Zapier connection?
- ☐ Do I need a developer to integrate my phone system with my CRM?
- ☐ What is MCP and why does it matter for a phone system?
- ☐ Will integrating my phone system with my CRM slow down my calls?
- ☐ Is my call data safe when it flows into other apps?
- ☐ Which integration should a small business set up first?

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**.