



Ooma Launches AI Agents for Ooma Office That Work Alongside Employees to Automate Repetitive Tasks and Improve Customer Interactions

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New Ooma AI Productivity Agent Bundle identifies opportunities, customer issues and follow-up needs across calls so teams can focus on customer conversations

SUNNYVALE, Calif.--(BUSINESS WIRE)--Sep. 29, 2026-- [Ooma, Inc.](#) (NYSE: OOMA), a provider of advanced communications services for businesses and consumers, today announced the [Ooma AI Productivity Agent Bundle](#), a new AI-powered add-on for [Ooma Office](#) Pro Plus designed around a simple idea: AI should help people build better customer relationships, not take the place of human interaction.

Every day, businesses miss opportunities hidden inside customer conversations. A sales lead goes cold before someone follows up. A service issue escalates before a manager notices. The information businesses need is often already in their calls, but few have the time or resources to review every interaction and determine what action should come next.

The Ooma AI Productivity Agent Bundle helps close that gap by automatically analyzing customer calls, surfacing what matters most and recommending next steps. By helping businesses identify opportunities faster, address issues sooner and reduce routine follow-up work, Ooma AI enables employees to spend less time searching for information and more time engaging with customers.

"Much of today's AI conversation is focused on replacing human work," said Dennis Peng, senior vice president of product management at Ooma. "We believe the greatest value comes from helping people have better conversations, build stronger customer relationships and respond more quickly when something needs attention. The AI Productivity Agent Bundle is designed to do exactly that."

Unlike standalone AI tools that require businesses to adopt additional communications platforms or complex integrations, the Ooma AI Productivity Agent Bundle operates directly within Ooma Office. Businesses can activate AI-powered productivity tools inside the communications system they already use every day, accelerating time to value while minimizing deployment complexity.

AI That Supports People, Not Replaces Them

The Ooma AI Productivity Agent Bundle reflects Ooma's broader vision for practical, human-centered AI. Earlier this year, Ooma introduced AI Transcriptions, AI Receptionist, AI Answering Service and AI Insights to help businesses capture, manage and understand customer conversations. The AI Productivity Agent Bundle builds on those capabilities by helping businesses act on those conversations.

Rather than attempting to automate customer relationships, the Bundle is designed to help employees become more informed, responsive and effective. AI surfaces opportunities, risks and recommended next steps, while people remain responsible for the conversations, decisions and relationships that drive business success.

The Ooma AI Productivity Agent Bundle launches with capabilities across four key areas:

Work More Efficiently

- **Daily Briefs** summarize important business activity and priorities.
- **Customer Briefs** recap customer history and preferences for personalized service.
- **Watchlists** monitor key accounts, issues and opportunities.
- **Real-Time Alerts** notify teams when immediate attention is needed.
- **Recommended Actions** suggest next steps based on customer interactions.

Engage Customers Faster

- **Drafted Responses** help teams quickly respond to customer inquiries.
- **SMS Replies** generate personalized text message responses.

Boost Sales Performance

- **Opportunity Scoring** identifies and prioritizes opportunities based on customer intent, engagement and revenue potential.

Protect Business Reputation

- **Risk Scoring** analyzes communications for indicators of dissatisfaction and other issues that may require intervention.

Coming Soon

Ooma plans to expand the AI Productivity Agent Bundle with additional capabilities in the coming months.

Pricing and Availability

The Ooma AI Productivity Agent Bundle is available immediately as an add-on to Ooma Office Pro Plus, with pricing starting at \$15 per month per account license, plus taxes and fees, which includes up to 1,250 calls and/or actions. Businesses can add additional usage tiers as needed. Existing Ooma Office Pro Plus customers can add the Bundle directly to their service. Businesses new to Ooma can subscribe to Ooma Office Pro Plus and add the AI Productivity Agent Bundle. Customers who subscribe now will automatically receive future AI Productivity Agent Bundle capabilities as they become available, at no additional subscription cost.

For more information about Ooma Office and the Ooma AI Productivity Agent Bundle, visit <https://www.ooma.com/small-business-phone-systems/ai-productivity/>.

Forward-Looking Statements

This release includes "forward-looking statements" within the meaning of Section 27A of the Securities Act of 1933, as amended, and Section 21E of the Securities Exchange Act of 1934, as amended. Statements in this press release that are not statements of historical or current fact constitute "forward-looking statements." The forward-looking statements contained in this press release include, without limitation, statements related to the functionality, current and future features and benefits of Ooma AI Productivity Agent Bundle. Such forward-looking statements involve known and unknown risks, uncertainties and other unknown factors that could cause the actual results to be materially different from any future results expressed or implied by such forward-looking statements. The forward-looking statements contained herein are also subject generally to other risks and uncertainties that are described from time to time in Ooma's filings with the Securities and Exchange Commission, including under Item 1A, "Risk Factors" in the Company's Annual Report on Form 10-K for the fiscal year ended July 31, 2026, filed on September 4, 2026, and in its subsequent reports on Forms 10-Q and 8-K. Investors are cautioned not to place undue reliance on such forward-looking statements, which speak only as of the date they are made. Ooma undertakes no obligation to publicly update or revise any forward-looking statement, whether because of new information, future events or otherwise.

About Ooma, Inc.

Ooma (NYSE: OOMA) delivers phone, messaging, video and advanced communications services that are easy to implement and provide great value. Founded in 2003, the company offers Ooma Office for small to medium-sized businesses seeking enterprise-grade features designed for their needs; Ooma AirDial for any business looking to replace aging and increasingly expensive copper phone lines; Ooma 2600Hz for businesses that provide their own communications solutions built on an outsourced underlying platform; and Ooma Telo, MyPhone and StarDial for residential consumers who value a landline experience at a more affordable price point. Ooma's award-winning solutions power more than 2 million users today. Learn more at www.ooma.com in the United States or www.ooma.ca in Canada.

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MEDIA CONTACT:

Phillip Sontag
BleuCooper Communications
phillip@bleucooper.com
917-446-4123

INVESTOR CONTACT:

Matt Robison, Ooma
ir@ooma.com
650-300-1480

Source: Ooma, Inc.