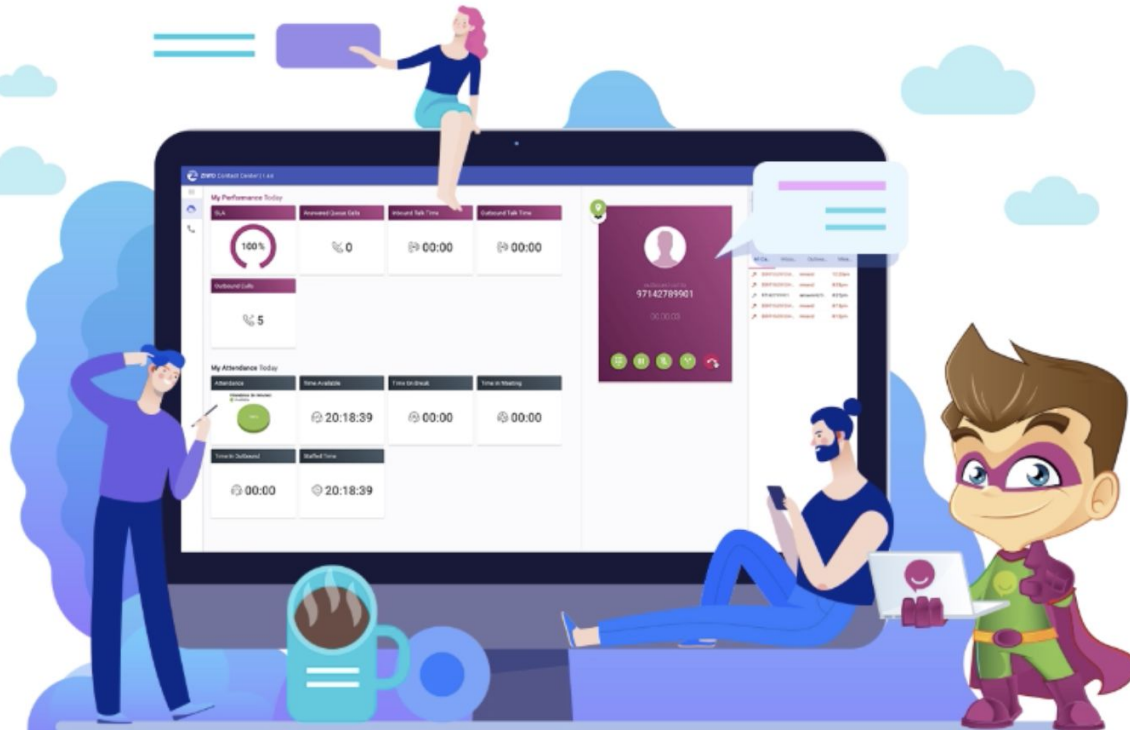




## Introducing ZIWO - A superhero for your contact center operation



# Simply. Talk To Your Clients.

Cloud Contact Center Software deployed instantly.  
Full API based. CRM plugins. Connect real or  
virtual agents. Virtual phone numbers in any country.

[Try for Free](#)

**Coming (very) soon:** Email, WhatsApp, Chat & other social media - ChatBot - Trends and Analytics





## Your Pain Points when engaging your customers



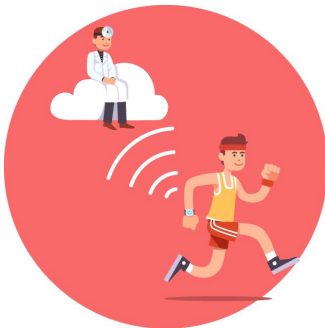
You are handling so much **telephone calls and multi channel messages** ?



Integrating software with a **CRM** or an **ERP** is very long and super costly ?



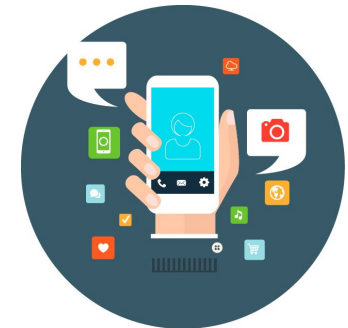
You want to **pay as you go**



You don't have anyone to **handle hardware and software**?



You want customers from any country to call you on a **local number**



You want **highly productive agents** on value-add tasks?



## They vouch for us

### TESTIMONIALS

### OUR REFERENCES

4

We are using **ZIWO** in **API with our backend system MAGENTO** to provide phone order confirmations from our e-commerce site. **ASWAT** provided us with **great documentation and support for a fast deployment**. Operating a contact center abroad, we appreciate the possibility to monitor its activity from our headquarter via its **hassle and maintenance free cloud based solution**.



Dani Chinmay,  
Head of Op. & CS  
SIVVI.COM



Zacharia Taha,  
VP Op.  
BAYZAT



## Meet our customers

TESTIMONIALS

OUR REFERENCES

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souqalmal.com

Quiqup



Careem



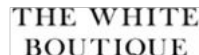
joi



deliveroo



MARINA PHARMACY



Our Partners **orixcom**

Telecom Partners



# Who we are ?

## OUR COMPANY

## AGENT LOCATIONS

## CONTACT

6

**ASWAT develops a Customer Engagement software** and ecosystem in order to offer a complete solution for remote contact center operations.

Praised for its intuitive interface and powerful functions, **ZIWO** is today in use by **local & internationally renowned brands**.

Between **2014 & 2016, ASWAT** pivoted its strategy and, based on the experience gained during previous projects, started the development of **ZIWO**, a web based scalable SAAS contact center solution, deployable in minutes in the cloud.

**200+ API, web services and readymade connectors** provides superfast and powerful integrations with both commercial and proprietary systems.

**Founded in January 2010, ASWAT** is an end-to-end Solution and Managed Services Provider specialized in **Cloud based contact center solutions development**.

During its early years, **ASWAT** quickly gained recognition amongst regional and international companies for its expertise in VOIP, Networks, Call centers, CRM, CX and Security solutions.



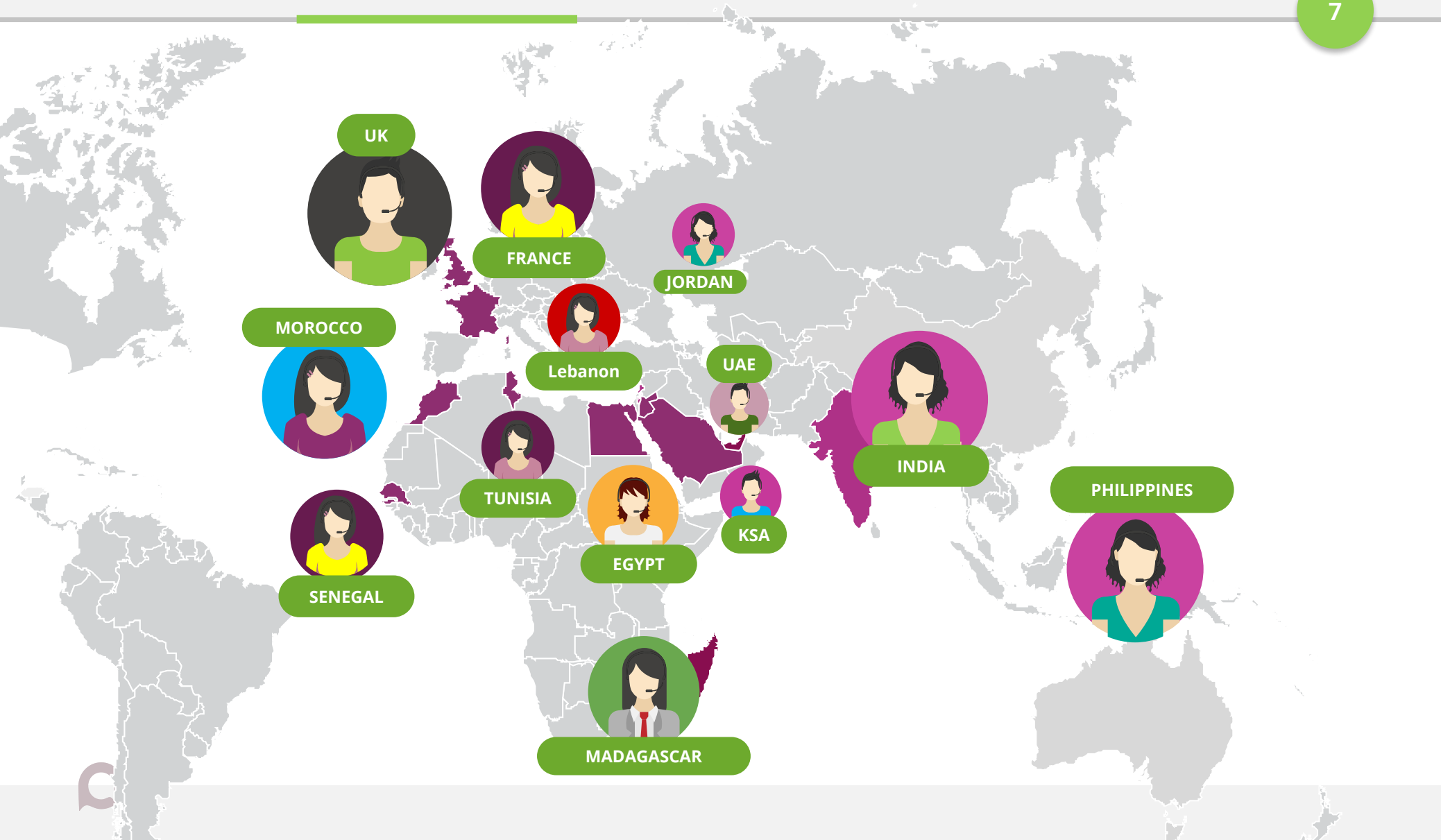
# Agent Locations

OUR COMPANY

AGENT LOCATIONS

CONTACT

7



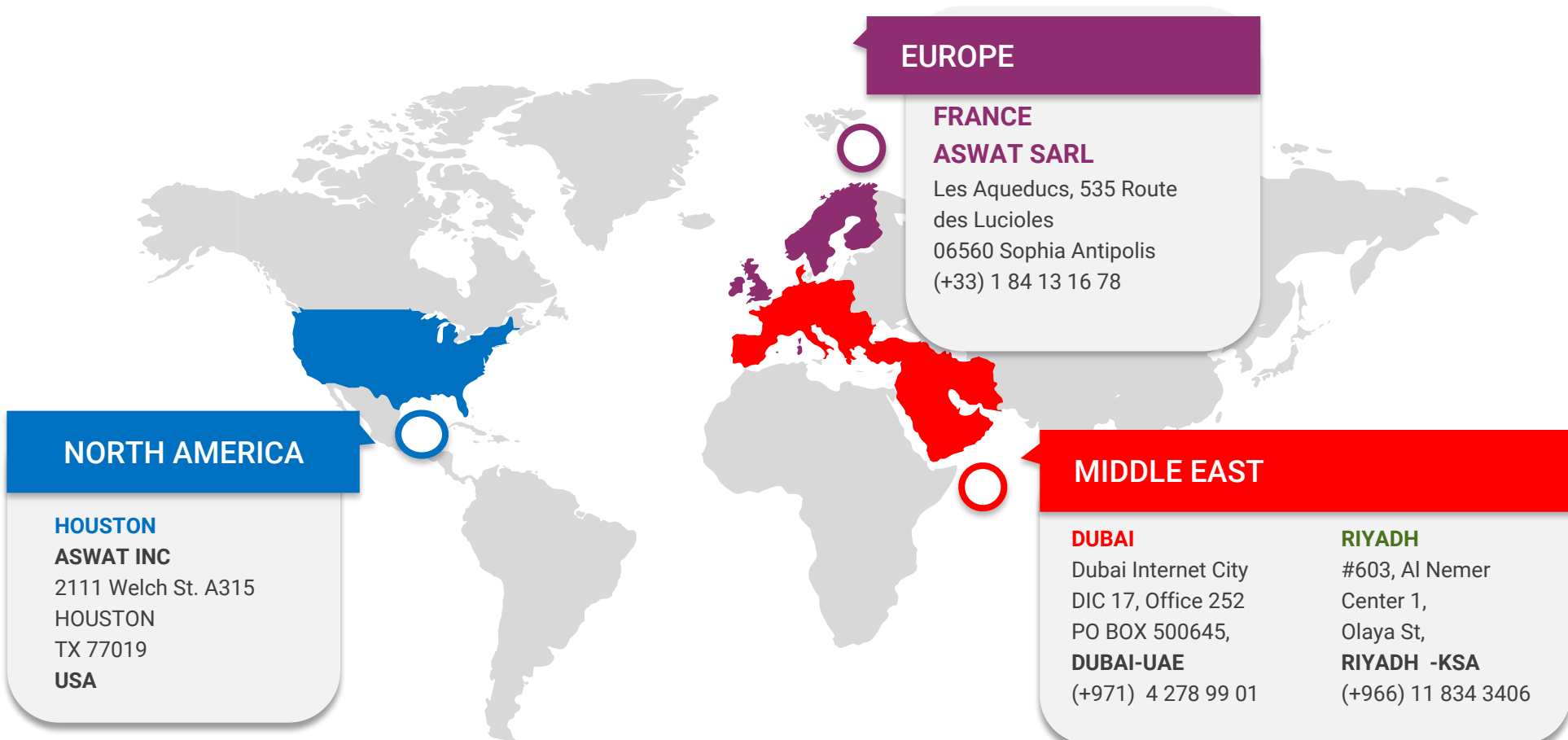
# Our Global Presence

OUR COMPANY

AGENT LOCATIONS

CONTACT

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## Live view & statistics

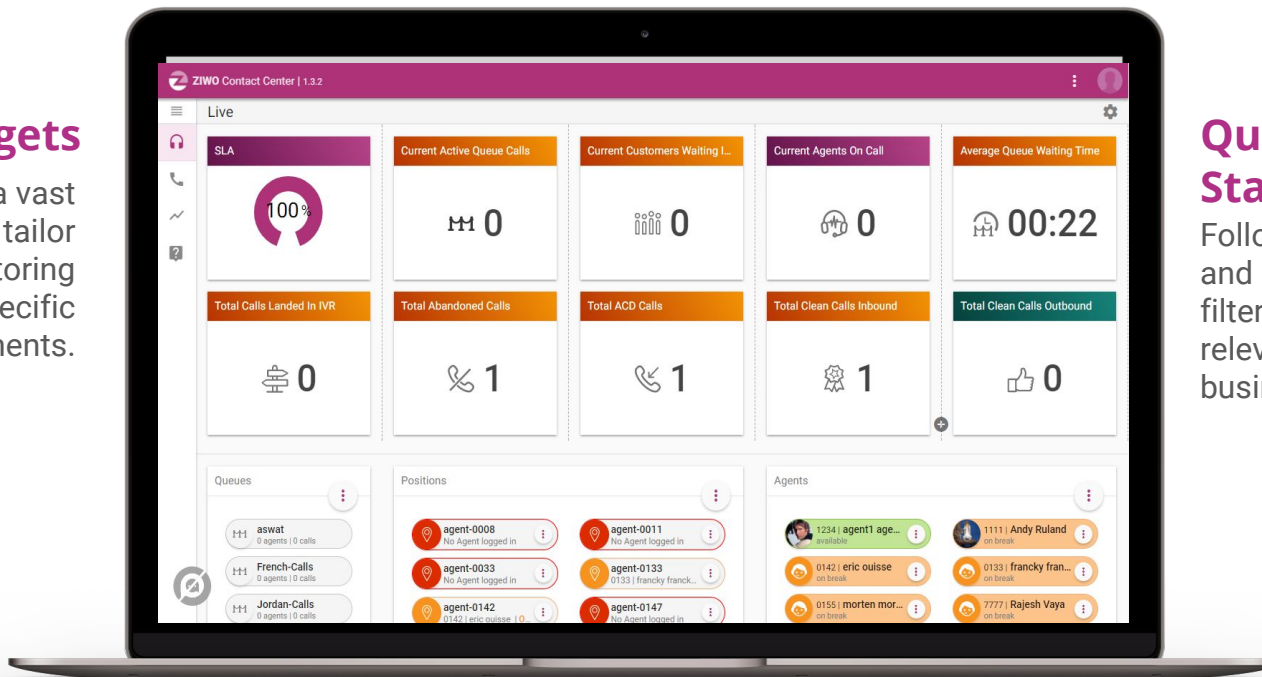
9

### Take control of your activity with **ZIWO** extensive statistics

Measure performance and get the right information, in real time, for better decision making

#### 35+ Widgets

Choose among a vast library of widgets to tailor our real time monitoring panel to your specific requirements.



#### Queues and team Status filters

Follow queues occupation and agents status in real time, filter data to display only the relevant information for your business.



## Live view & statistics

LIVE VIEW

STATISTICS

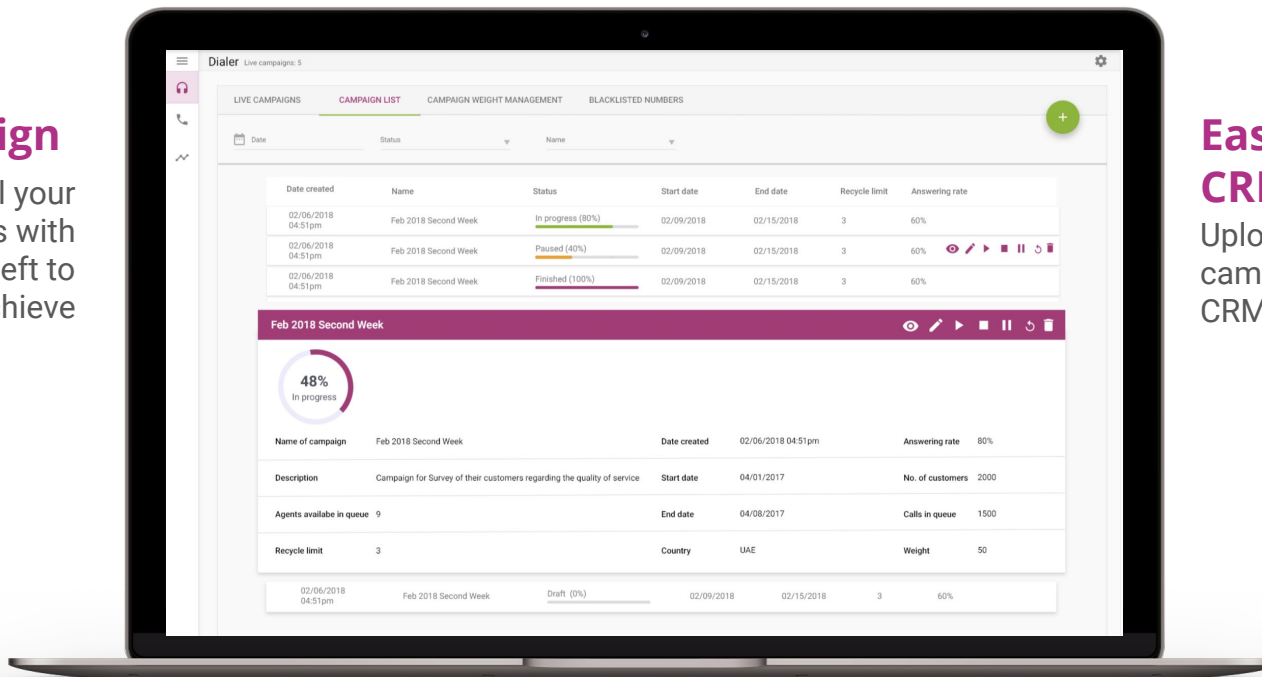
10

### Create and monitor your outbound call campaigns

Measure performance and get the right information, in real time, for better decision making

#### Campaign

In one view, see all your outbound campaigns with status, KPIs and left to achieve



#### Easy import from CRM

Upload CSV file or import the campaigns directly from your CRM via an API



## A simple & intuitive design

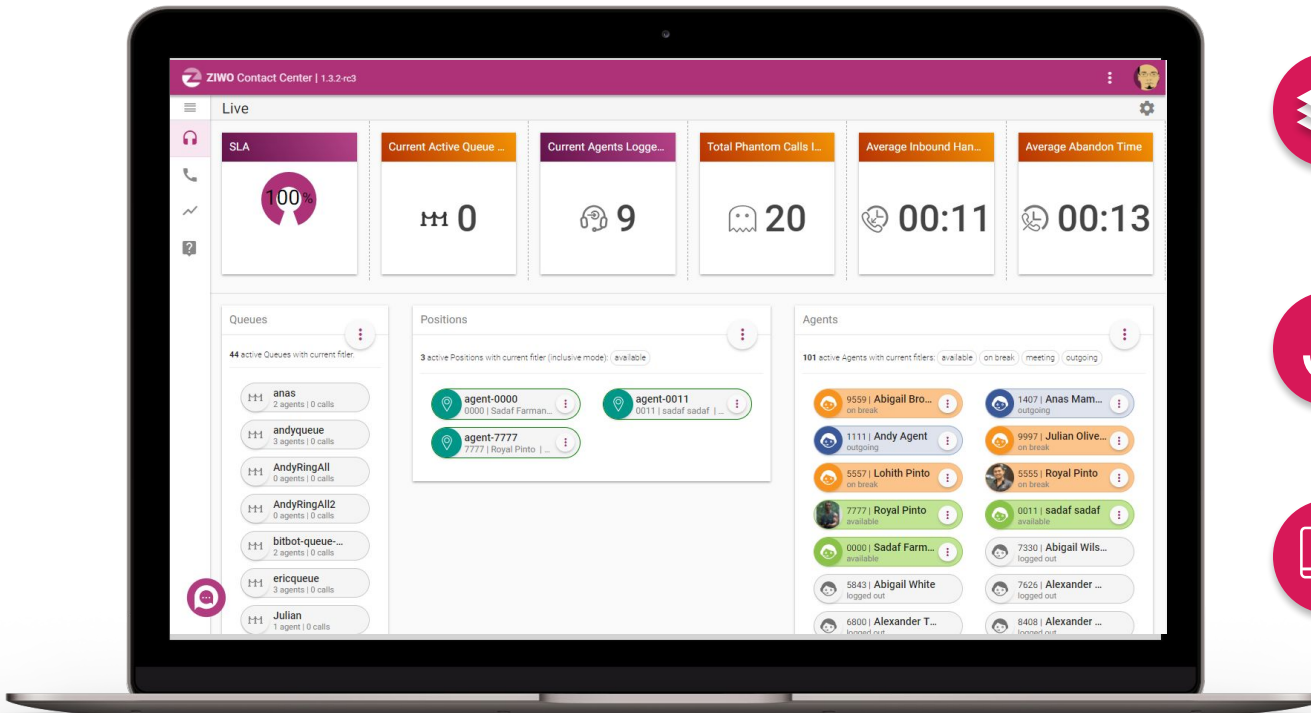
NAVIGATION

CONTENT CREATION

ON THE FLY  
CUSTOMIZATION

11

**ZIWO** user-friendly interface greets you with  
a **colorful and clear design**



### Google Material Design

A vibrant palette of colors, a modern design following the most advanced experience in UI guidelines.



### Common references

Simple icons, familiar to Google users for a quick navigation in settings and menus



### Minimal interface

A clear information, a pleasant interface for an intuitive navigation.



## A simple & intuitive design

NAVIGATION

CONTENT CREATION

ON THE FLY  
CUSTOMIZATION

12

## ZIWO widget creator tool lets you design **your own metrics**



### Step by step

complex interactions are broken down into a step by step process to ensure simplicity and efficiency.



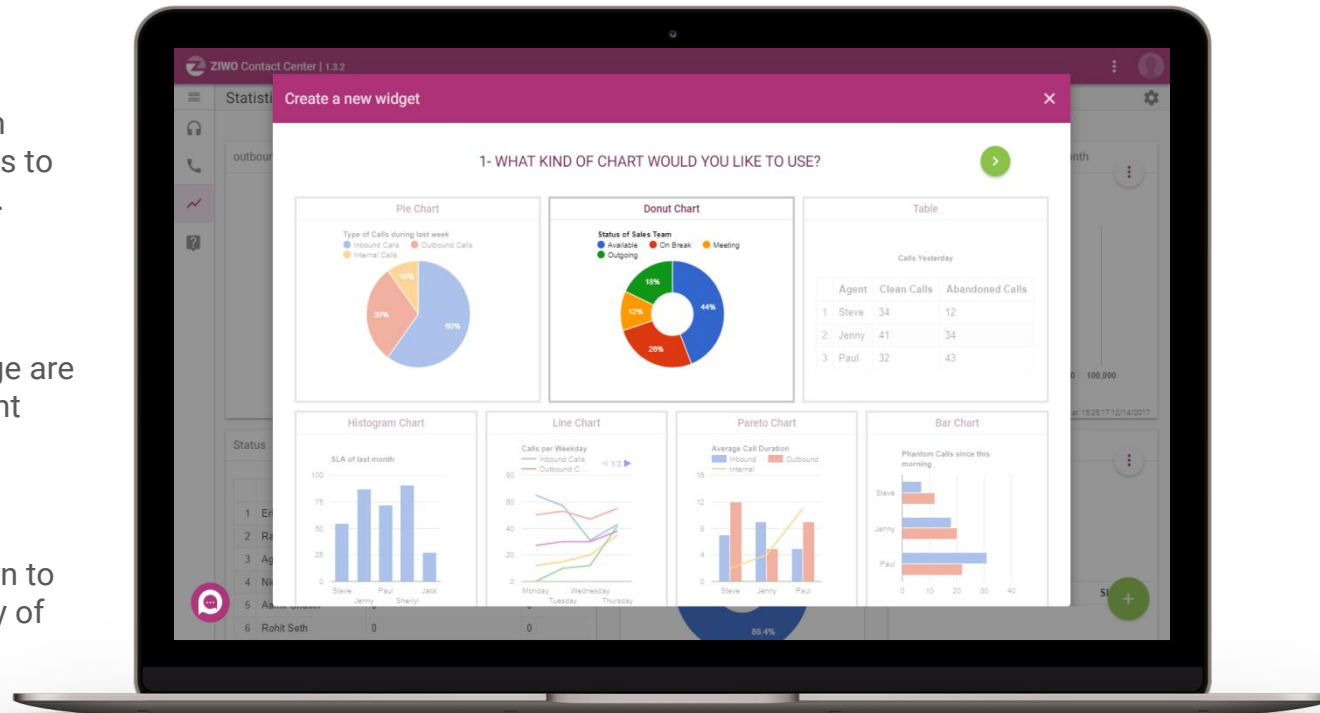
### Contextual information

Tooltips and contextual message are guiding users throughout content creation



### Clear charts

A simple and minimalistic design to focus on comprehensive display of information





## A simple & intuitive design

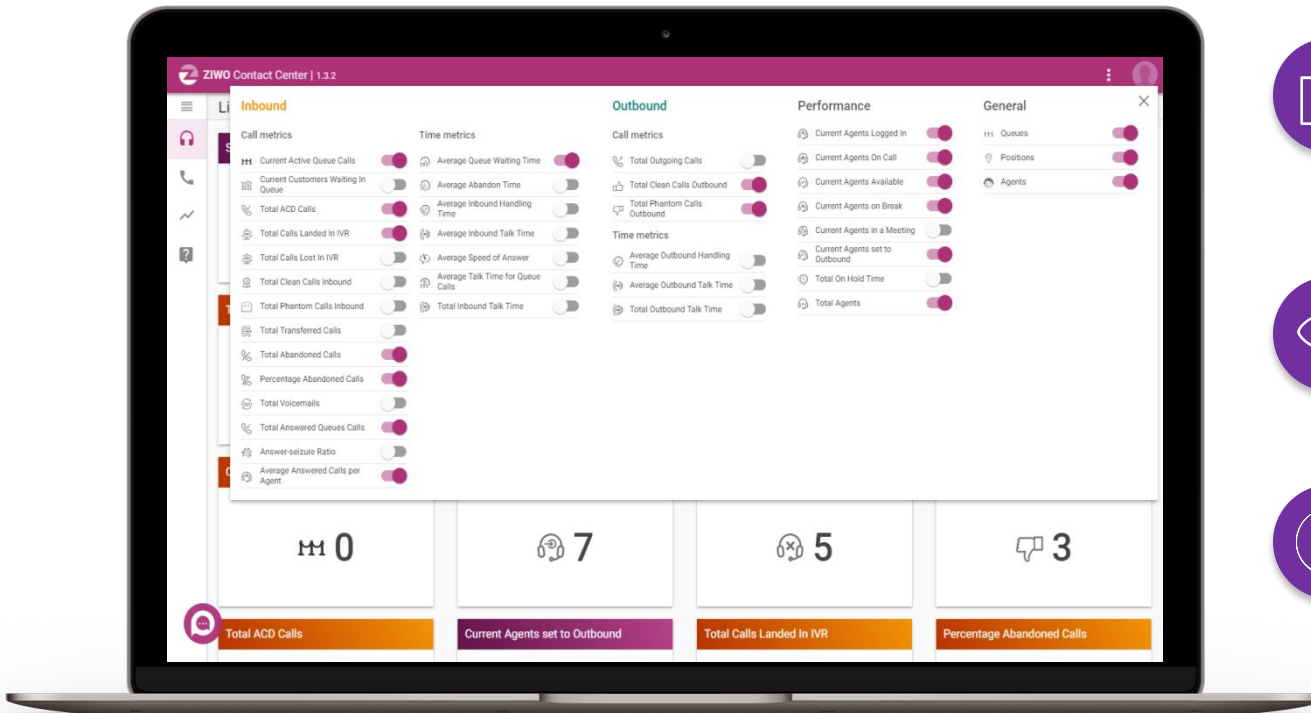
NAVIGATION

CONTENT CREATION

**ON THE FLY  
CUSTOMIZATION**

13

## Make yourself at home with **ZIWO** flexible supervisor panel



**Resizing/swapping content** Create your layout by placing and resizing widgets in the way you see fit



**Show and hide** Select content by showing only relevant widgets, resize or swap content location



**Your personal workspace**

Modifications are automatically saved and layouts are unique to each user profile.



# WebRTC by ZIWO

## QUICK START

## WEBRTC FUNCTIONS

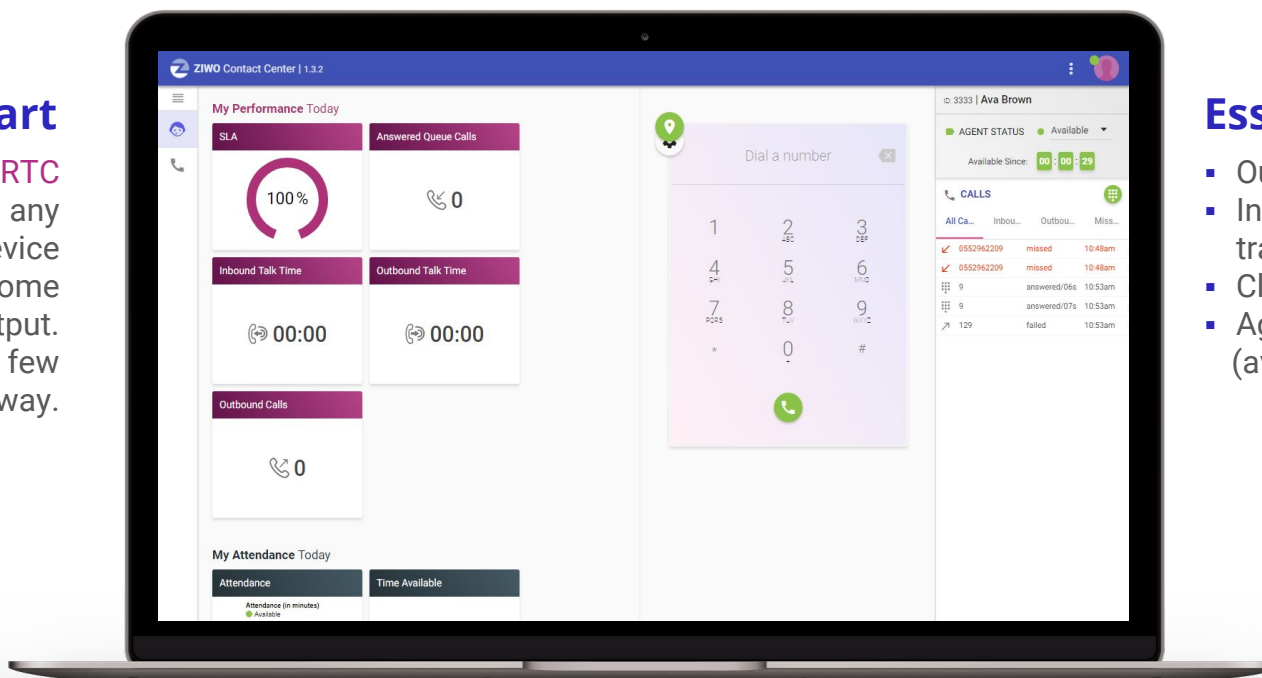
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## Your agents ready to call in minutes

Our **WebRTC** is the easiest way to connect agents to your contact center.  
Easy to use, no dedicated hardware required, your service is available anywhere in the world in minutes.

### Quick start

**ZIWO WebRTC** is compatible with any connected device supporting Google Chrome and an audio input/output. Adding new agents is a few clicks away.



### Essential functions

- Outbound/inbound calls
- Internal and external call transfer (cold/hot)
- Click to call
- Agent status (available, on break...)

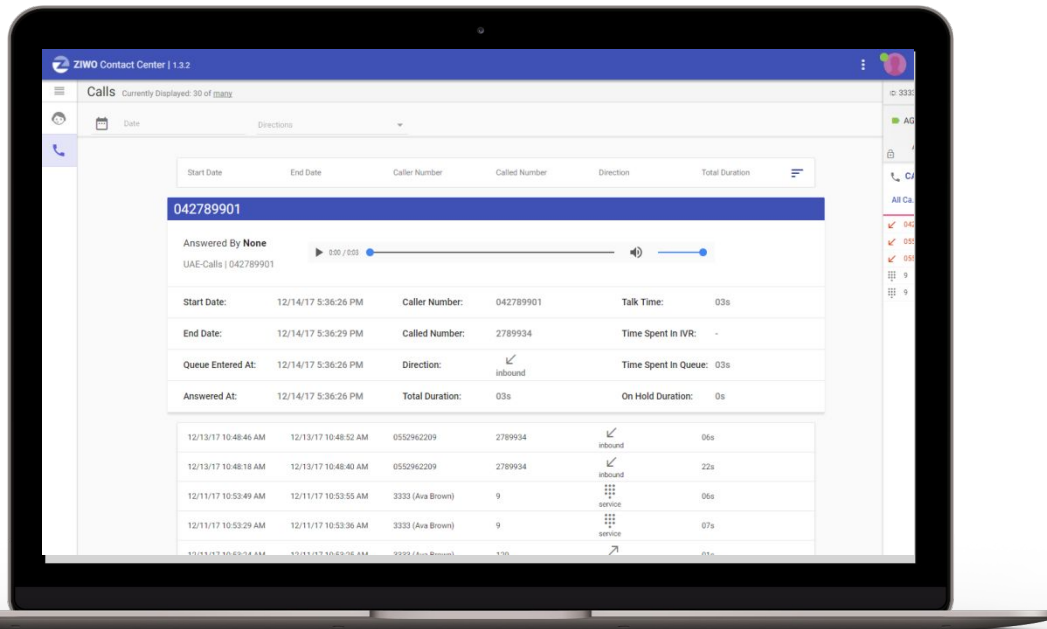


# WebRTC by ZIWO

## QUICK START

## WEBRTC FUNCTIONS

15



### Call notification

Calls received are notified by a ringtone and a visual alert in Google Chrome to never miss a call, even when navigating another tab.



### Complete information

- SLA (according to supervisor specifications)
- Duration, type and number of calls handled
- Call history
- Time spent in all statuses (available, on break, meeting...)
- Missed calls



### Call recording

Having doubts about the content of a recent conversation? Call history tab provides powerful filters as well as an easy way to navigate through the audio file.



## Live view & statistics

LIVE VIEW

STATISTICS

16

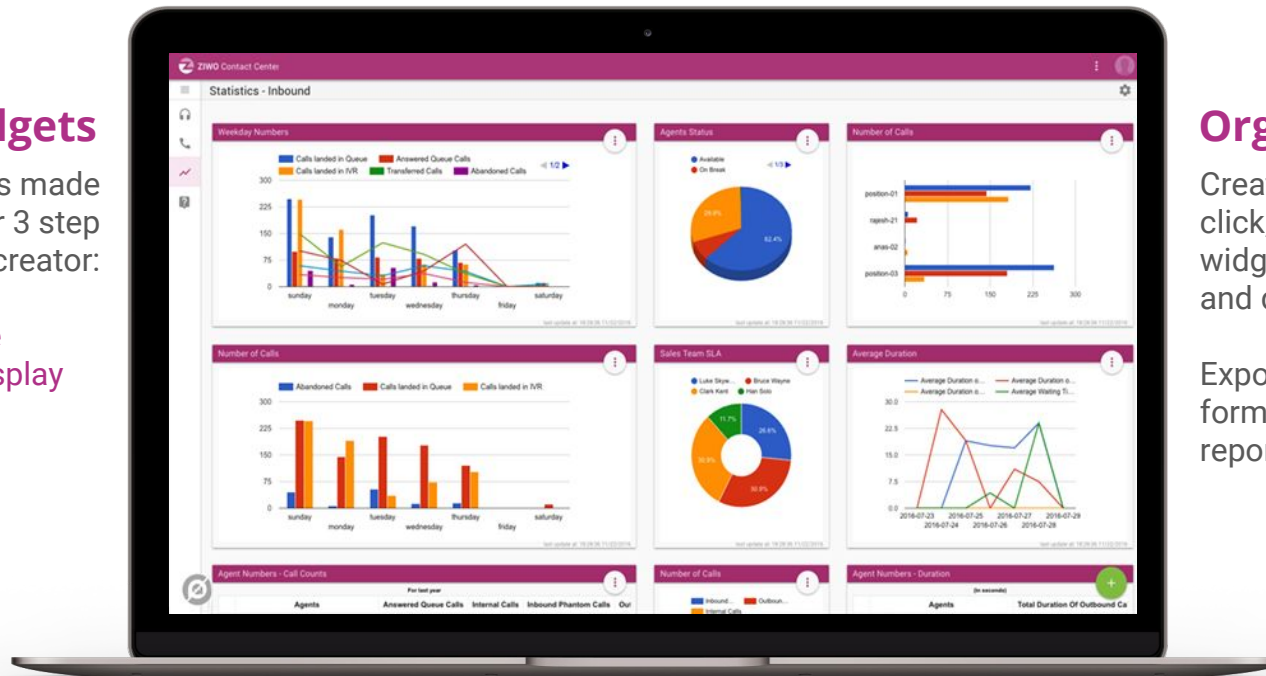
## Create your own widgets and organize your content

Export data for in depth analysis.

### Create your widgets

Adding widget is made easy with our 3 step statistics creator:

- 1- Select a chart type
- 2- Choose data to display
- 3- Select a time span



### Organize your content

Create new dashboards in a click, place, move and resize widgets with a simple drag and drop.

Export widgets data in CSV format to generate custom reports.

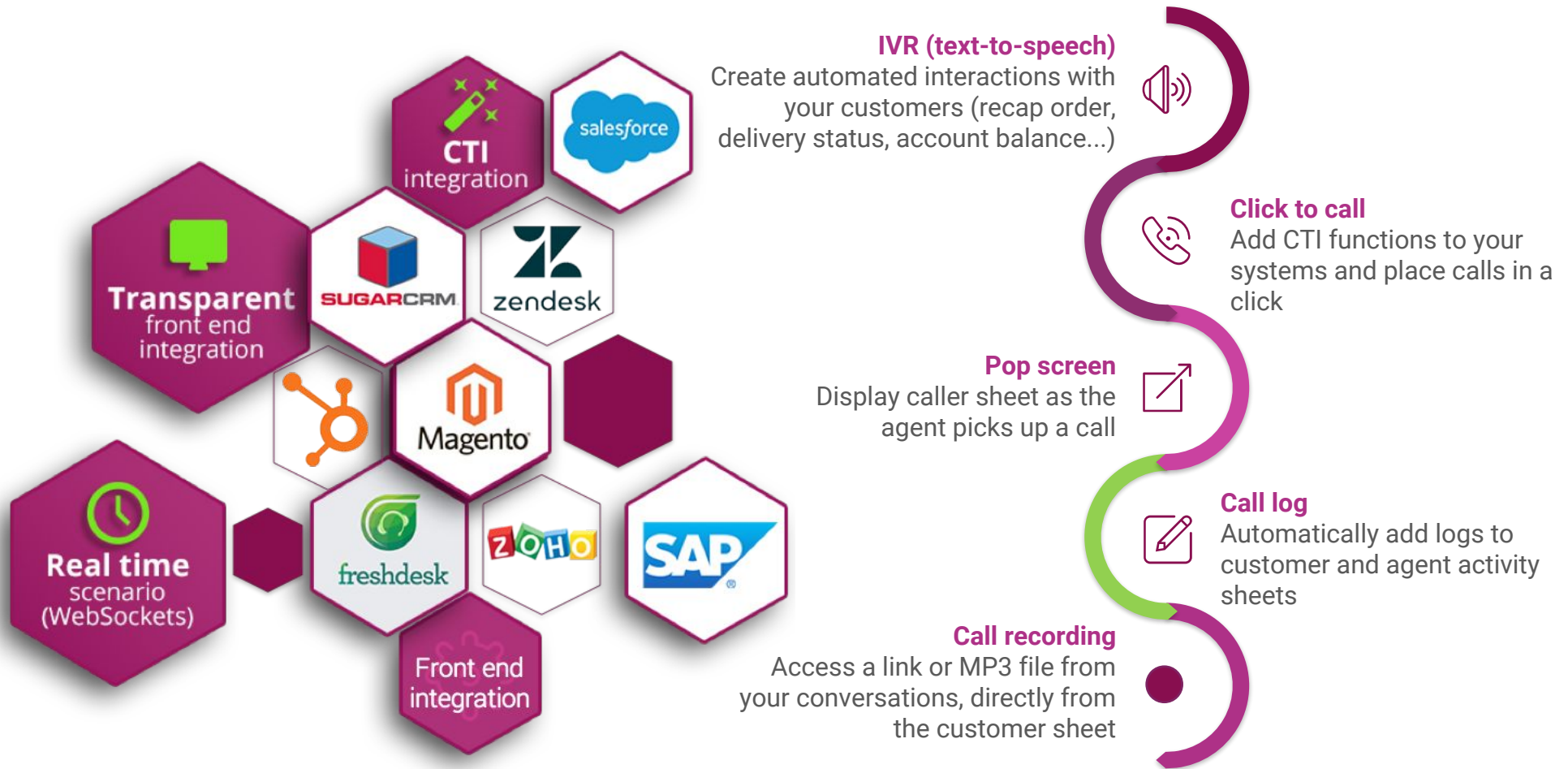




# Create innovative services, customize and control ZIWO via powerful API functions

Give your customers a simple & efficient way to interact with your systems, boost agent performance with a tailored web interface

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## Security & assistance

Our support team provides you with simple tools to get in contact & focuses on delivering an optimal uptime & security for your customer data.

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### General Data Protection Regulation compliant

#### SSL Encryption

Improved security with industry standards data encryption between users and **ZIWO** servers.



#### Virtual machine

Every **ZIWO** instance is hosted on a virtual machine to improve security, reliability and system response time.



#### Secured Data centers

Your **ZIWO** instance is hosted in world class data centers in your region to reach over 99.9% uptime.



#### In-app chat

Reach our support team directly from your supervisor panel. Do you have a question, simply click on the chat icon and ask us!



#### SLA guarantee

Our customers benefit from a contract binding SLA clause to guarantee a fast response time in case of downtime



#### Ticketing system

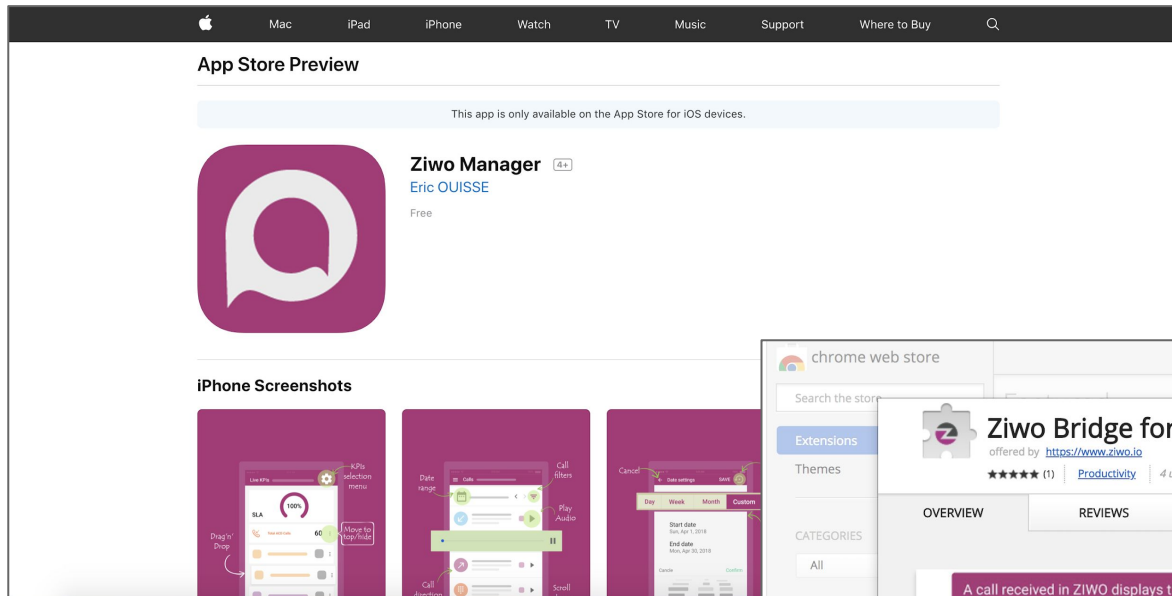
All claims are monitored in our internal ticketing system, keep track of your claims statuses and get the right answer in a timely manner



# One last thing...

You may also find us there:

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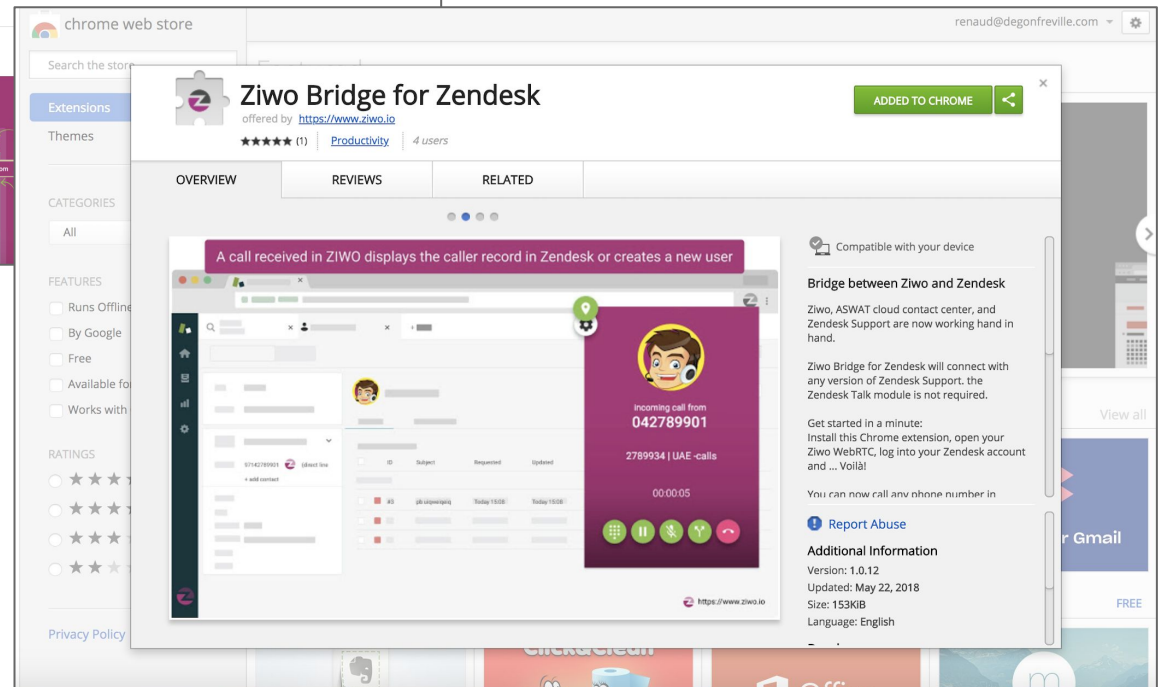


## ZIWO MANAGER

mobile app for call center manager on the go. Listen calls recordings and live KPIs. IOS and Android



**ZIWO BRIDGE FOR ZENDESK**  
1-click instantaneous integration with a top used CRM: click 2 call, customer popup and wrap-up functionality  
**GOOGLE CHROME STORE**



# Thank You

Questions?

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