

# 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.

Your Email Address

**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

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. I chose ZIWO, because I needed a call center solution that was **easy to implement**, cloud based, customizable and most importantly had **excellent call quality**. I am very impressed with ASWAT team's customer support and **rapid response time**.



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



Zacharia Taha, VP Op. BAYZAT

### Meet our customers



#### Who we are ?

**OUR COMPANY** 

2019

AGENT LOCATIONS

CONTACT

#### **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

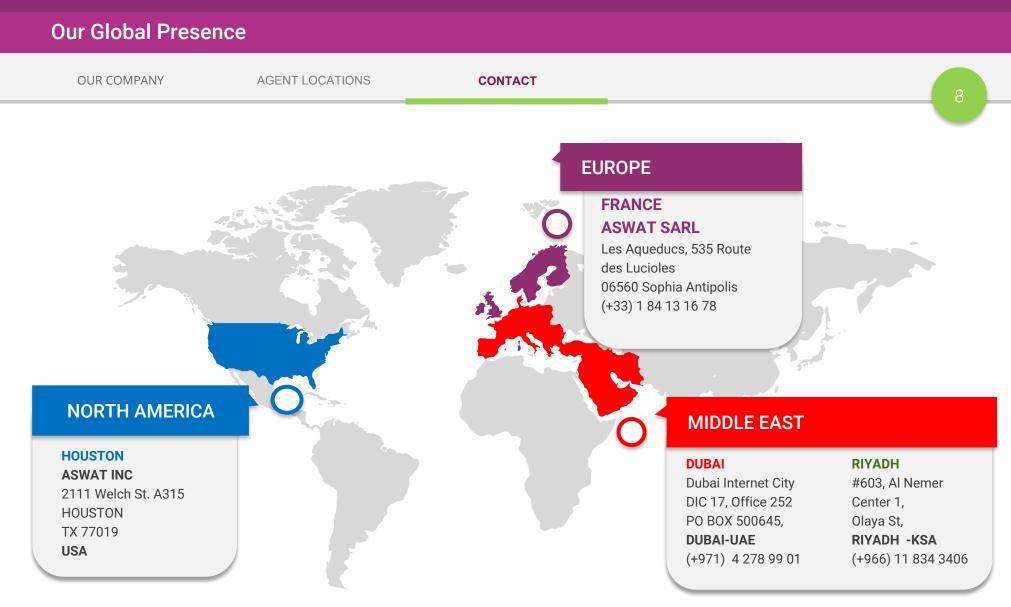
an end-to-end Solution and Managed Services Provider specialized in **Cloud based contact center solutions development**.

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**





### Live view & statistics

LIVE VIEW

**STATISTICS** 

# Take control of your activity with ZIWO extensive statistics Measure performance and get the right information, in real time, for better decision making

### 35+ Widg

Choose among a library of widgets to t our real time monito panel to your spe requireme

	2		_		\$
SL	4	Current Active Queue Calls	Current Customers Waiting I	Current Agents On Call	Average Queue Waiting Time
~	100%	т 0	öööö <b>O</b>	⊕ <b>0</b>	ଇ <b>00:22</b>
_	al Calis Landed In IVR	Total Abandoned Calls	Total ACD Calls	Total Clean Calls Inbound	Total Clean Calls Outbound
	<b>⊕ 0</b>	% 1	⊗ 1	ଛ 1	凸 0
Qu	eues	Positions	(1)	Agents	(1)
(	H11 aswat 0 agents   0 calls	No Agent logged in	agent-0011     i	1234   agent1 age	1111   Andy Ruland :
6	H1 French-Calls	No Agent logged in	O133   francky franck i	0142   eric ouisse i	0133   francky fran
	H1 Jordan-Calls 0 agents   0 calls	agent-0142	agent-0147     No Agent logged in	0155   morten mor	on break

## eues and team us filters

w queues occupation gents status in real time, data to display only the ant information for your ess.

#### 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

### Campaigr

In one view, see all yo outbound campaigns wi status, KPIs and left achie

LIVE C	AMPAIGNS CAMP	PAIGN LIST CAMPAIGN WEIGHT	MANAGEMENT BLACKLISTED	IUMBERS				
E Da	ðe.	Status	w Name	v				
	Date created	Name	Status	Start date	End date	Recycle limit	Answering rate	
	02/06/2018 04:51pm	Feb 2018 Second Week	In progress (80%)	02/09/2018	02/15/2018	3	60%	
	02/06/2018 04:51pm	Feb 2018 Second Week	Paused (40%)	02/09/2018	02/15/2018	3	60% 💿 🌶	► ■ II 5 ■
	02/06/2018 04:51pm	Feb 2018 Second Week	Finished (100%)	02/09/2018	02/15/2018	3	60%	
	Feb 2018 Second V	Week					0/ <b>)</b>	■ II 5 T
	In progress							
	Name of campaign	Feb 2018 Second Week		Date created	02/06/2018 04:51pm		Answering rate	80%
	Name of campaign		mers regarding the quality of service	Date created Start date	02/06/2018 04:51pm 04/01/2017		Answering rate	
		Campaign for Survey of their custor	mers regarding the quality of service				No. of customers	
	Description	Campaign for Survey of their custor	mers regarding the quality of service	Start date	04/01/2017		No. of customers	2000
	Description Agents availabe in que	Campaign for Survey of their custor	mers regarding the quality of service Draft (0%)	Start date End date	04/01/2017 04/08/2017 UAE	8 3	No. of customers Calls in queue	2000
	Description Agents availabe in quer Recycle limit	Campaign for Survey of their custor 9 3		Start date End date Country	04/01/2017 04/08/2017 UAE	8 3	No. of customers Calls in queue Weight	2000

# import from

CSV file or import the gns directly from your a an API

# A simple & intuitive design

NAVIGATION

CONTENT CREATION

ON THE FLY CUSTOMIZATION

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

	WO Contact Center   1.3.2-rc3					: 😲
	Live					
	SLA	Current Active Queue	Current Agents Logge	Total Phantom C	alls I Average Inbound H	an Average Abandon Time
	100%	ы 0	@ <b>9</b>	<b>2</b>	0 🛞 00:1	11 🛞 00:13
					(	
	Queues	Positions			Agents	(:)-
	44 active Queues with current fitler.	3 active Positions with curre	nt fitler (inclusive mode): available		101 active Agents with current fitlers: availa	able on break meeting outgoing
	M anas 2 agents   0 calls	agent-0000 0000   Sadaf F	arman i) agent-001 0011   sadaf	1 i	9559   Abigail Bro 👔	(a) 1407   Anas Mam
	HM andyqueue 3 agents   0 calls	@ agent-7777 7777   Royal F	into  _ i)		1111   Andy Agent	9997   Julian Olive
	M AndyRingAll 0 agents   0 calls				5557   Lohith Pinto	5555   Royal Pinto
	MM AndyRingAll2 0 agents   0 calls				7777   Royal Pinto	0011   sadaf sadaf i
	M bitbot-queue 2 agents   0 calls				0000   Sadaf Farm	7330   Abigail Wils logged out
	M ericqueue 3 agents   0 calls				5843   Abigail White	7626   Alexander logged out
2	H1 Julian 1 agent   0 calls				6800   Alexander T	8408   Alexander



#### **Google Material Design**

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

11

4	
Ú	

#### **Common references**

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

↓	
<u> </u>	

#### **Minimal interface**

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

12

# A simple & intuitive design

NAVIGATION

CONTENT CREATION

ON THE FLY CUSTOMIZATION

# 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.



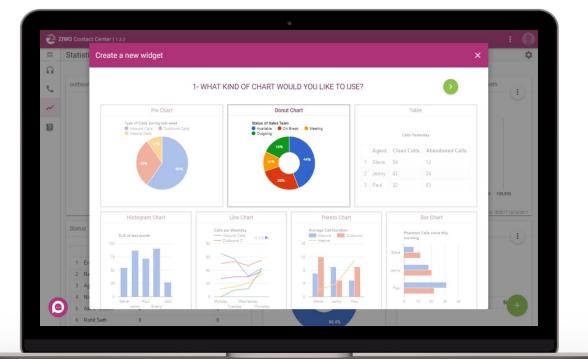
#### **Contextual information**

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

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

	Li	Inbound				Outbound		Performance		General	×
0		Call metrics		Time metrics		Call metrics		🛞 Current Agents Logged In 🛛 🌗	•	H1 Queues	-
		H Current Active Queue Calls	-	Average Queue Waiting Time		😵 Total Outgoing 0	calls 💦 🗩	💮 Current Agents On Call (		Positions	
C.		Current Customers Waiting In Queue		Average Abandon Time		다. Total Clean Call	s Outbound	💮 Current Agents Available 🧲		Agents	
~		🛞 Total ACD Calls	-	Average Inbound Handling Time		다미 Total Phantom 0 Outbound	Calls	🛞 Current Agents on Break 🛛 🌗			
		🚖 Total Calls Landed In IVR	-	- Average Inbound Talk Time		Time metrics		Current Agents in a Meeting			
?		🚔 Total Calls Lost In IVR		(5) Average Speed of Answer		Average Outbou Time	nd Handling	Current Agents set to     Outbound			
	4	Total Clean Calls Inbound		Average Talk Time for Queue		(A Average Outbou		Total On Hold Time			
		Total Phantom Calls Inbound		(i) Total Inbound Talk Time		(3) Total Outbound	Talk Time	🕤 Total Agents 🛛			
		हिं Total Transferred Calls									
		% Total Abandoned Calls	-								
		% Percentage Abandoned Calls	-								
		Total Voicemails									
		🎸 Total Answered Queues Calls	-								
	-	Answer-seizure Ratio									
	4	Average Answered Calls per Agent	-								
					a <b>7</b>			~ <b>F</b>		- <b>0</b>	
		т 0		6	37		(	№ 5		₽3	
6											
		otal ACD Calls		Current Agents s	et to Outh	ound	Total Calls Land	ted In IVR	Percent	tage Abandoned Calls	



#### **Resizing/swapping**

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

(	$\supset$

### 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. 13

# WebRTC by ZIWO

QUICK START

WEBRTC FUNCTIONS

14

# 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.

My Perfo	ormance Today					10: 3333   Ava Brown
SLA		Answered Queue Calls	2	Dial a number	Ø	AGENT STATUS Available  Available Since: 00 : 00 : 29
	100%	∕⊗ 0	1	2	3	CALLS
Inbound <sup>-</sup>	Talk Time	Outbound Talk Time	4	5	6	✓         0552962209         missed         10.48am           ✓         0552962209         missed         10.48am           III         9         answered/06s         10.53am
G	€ 00:00	(⊸ 00:00	Z Pors *	8 0	9 **	III         9         answered/07a         10.53am           7         129         failed         10.53am
Outbound	d Calls			0		
	𝔅 0					
My Atten	ndance Today					
Attendan Atte	ICE ndance (in minutes) valable	Time Available				

# ssential 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

=	Calls	Currently Di	isplayed: 30 of <u>many</u>							ID: 3335
0	<b></b>	Date	Dire	ectiona	*					AG
5										e '
			Start Date	End Date	Caller Number	Called Number	Direction	Total Duration	Ŧ	<i>د</i> در
			042789901							All Ca.
			Answered By None UAE-Calls   04278990	0:00 / 0:03				•		<ul> <li>✓ 040</li> <li>✓ 050</li> <li>✓ 050</li> <li>✓ 050</li> <li>✓ 050</li> </ul>
			Start Date:	12/14/17 5:36:26 PM	Caller Number:	042789901	Talk Time:	03s		Щ. 9
			End Date:	12/14/17 5:36:29 PM	Called Number:	2789934	Time Spent In IVR:	( ÷		
			Queue Entered At:	12/14/17 5:36:26 PM	Direction:	inbound	Time Spent In Que	ue: 03s		
			Answered At:	12/14/17 5:36:26 PM	Total Duration:	03s	On Hold Duration:	Os		
			12/13/17 10:48:46 AM	12/13/17 10:48:52 AM	0552962209	2789934	l∠′ inbound	06s		
			12/13/17 10:48:18 AM	12/13/17 10:48:40 AM	0552962209	2789934	inbound	22s		
			12/11/17 10:53:49 AM	12/11/17 10:53:55 AM	3333 (Ava Brown)	9	service	06s		
			12/11/17 10:53:29 AM	12/11/17 10:53:36 AM	3333 (Ava Brown)	9	service	07s		
_			10/11/17 10 52:04 444	10/11/17 10 50 06 414	2222 (Aux Brown)	100	7	014		



#### **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.

15

#### 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:

Select a chart type
 Choose data to display
 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.

integration

Magento

Front end integration

freshdesk

ZOH

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







Automatically add logs to customer and agent activity

#### **Call recording**

Access a link or MP3 file from your conversations, directly from the customer sheet

sheets

Real time

scenario

(WebSockets)

## 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.



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!

18



#### SLA guarantee

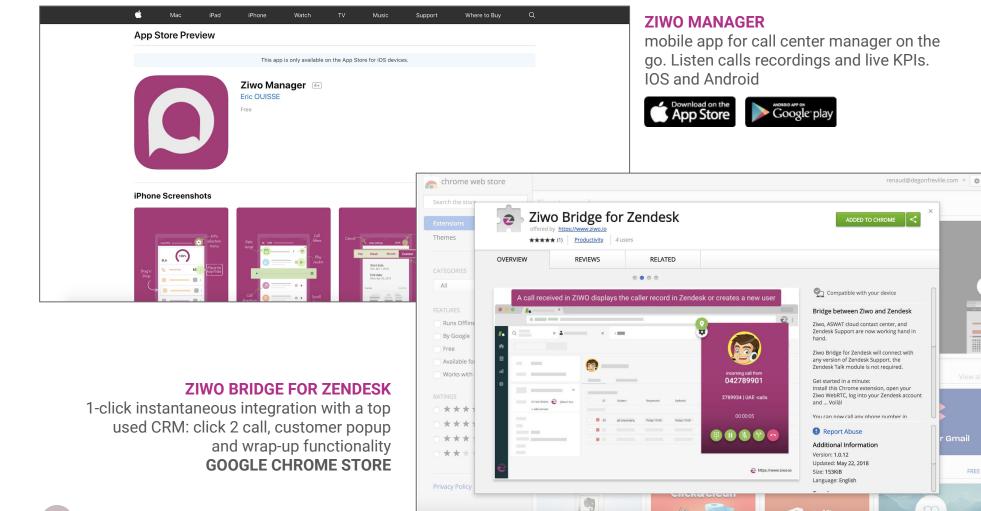
Our customers benefit from a contract binding SLA clause to guarantee a fast response time in case of downtime

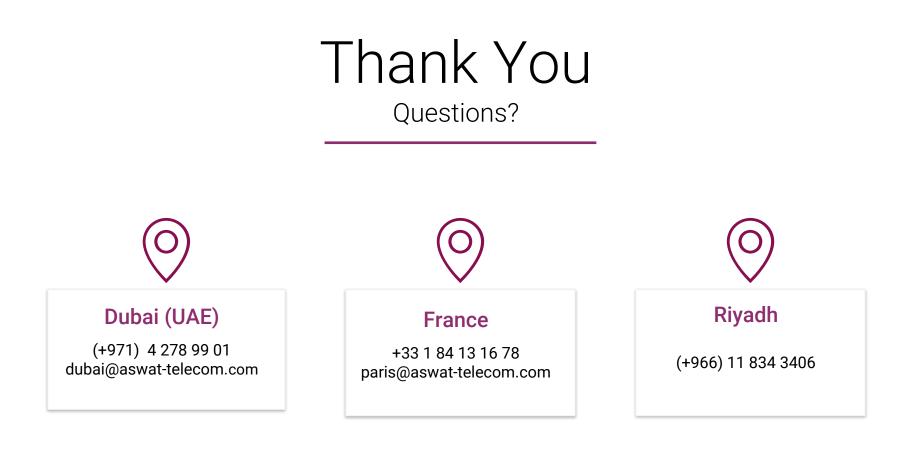
#### Ticketing system

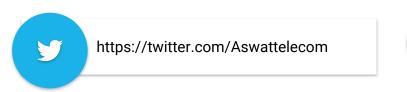
All claims are monitored in our internal ticketing system, keep track of your claims statuses and get the right answer in a timely manner

#### One last thing...

#### You may also find us there:









in

https://www.linkedin.com/company/931073