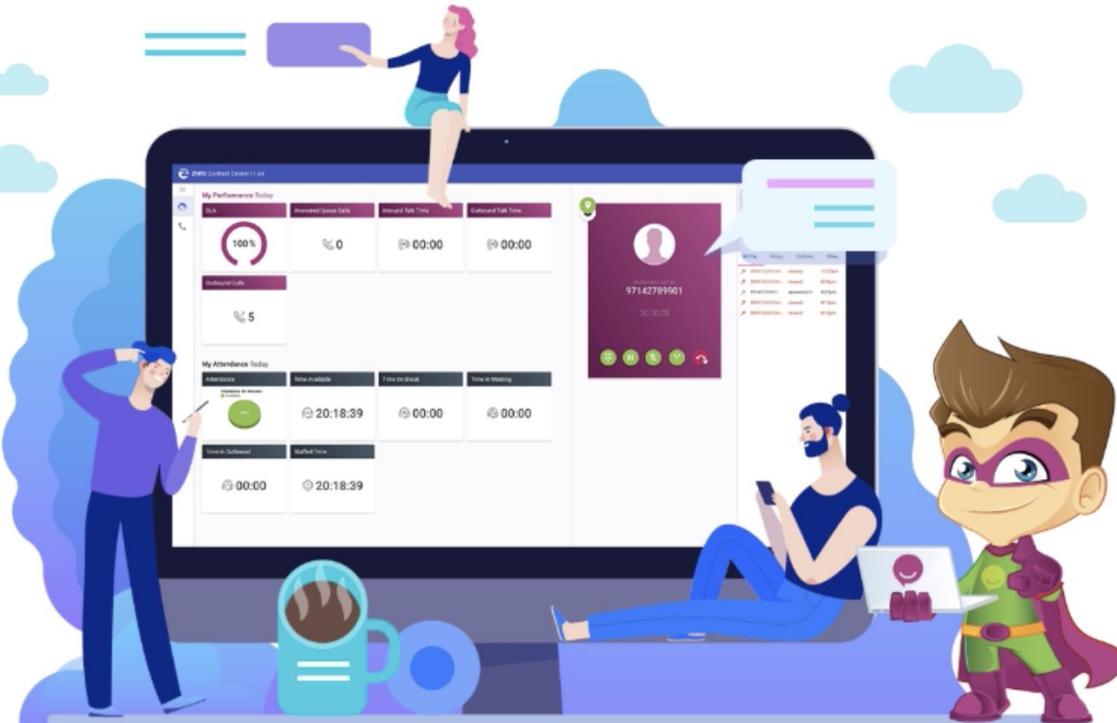


aswat
Customer Oriented



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



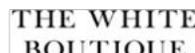
Meet our customers

TESTIMONIALS

OUR REFERENCES



MARINA PHARMACY



Our Partners **orixcom**

Telecom Partners



Who we are ?

OUR COMPANY

AGENT LOCATIONS

CONTACT

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

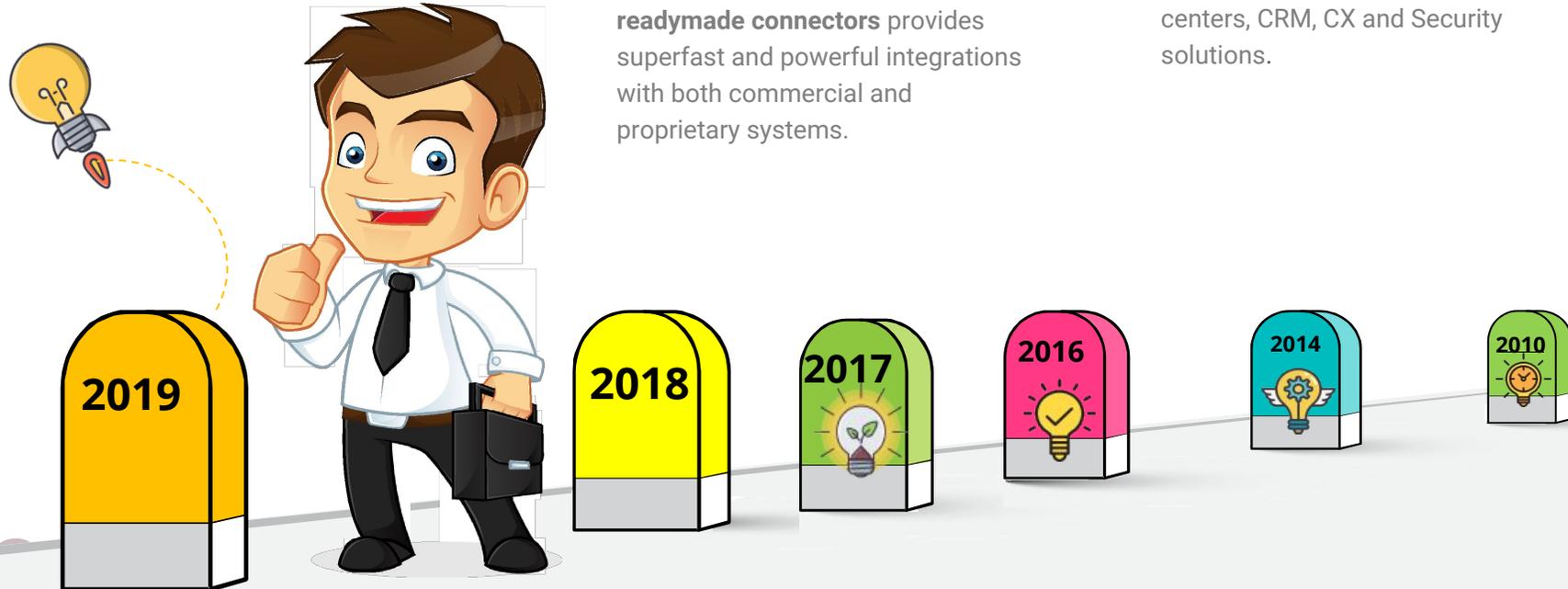
Praised for its intuitive interface and powerful functions, **ZIWO** is today in use by **local & internationally renowned brands**.

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.



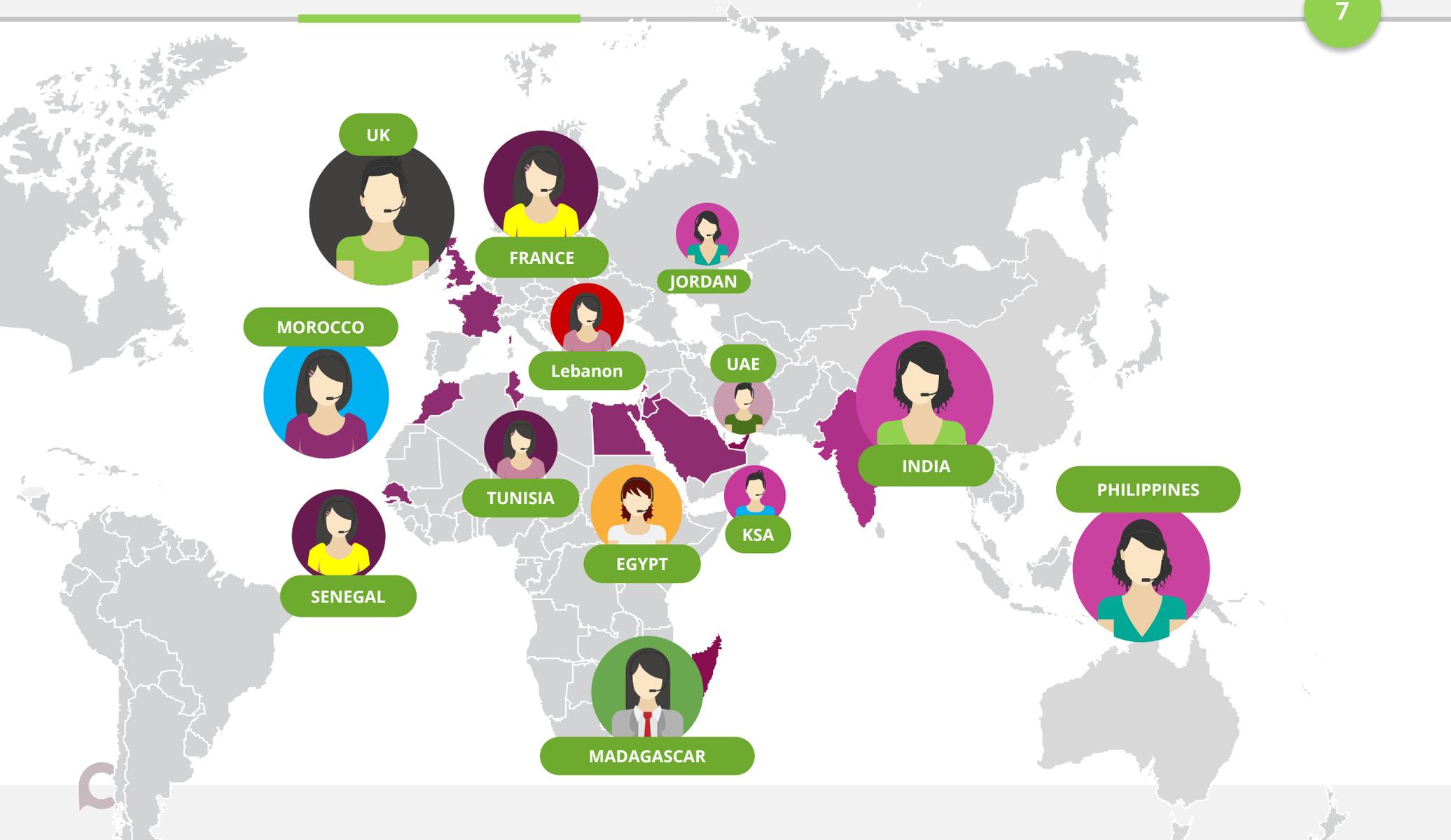
Agent Locations

OUR COMPANY

AGENT LOCATIONS

CONTACT

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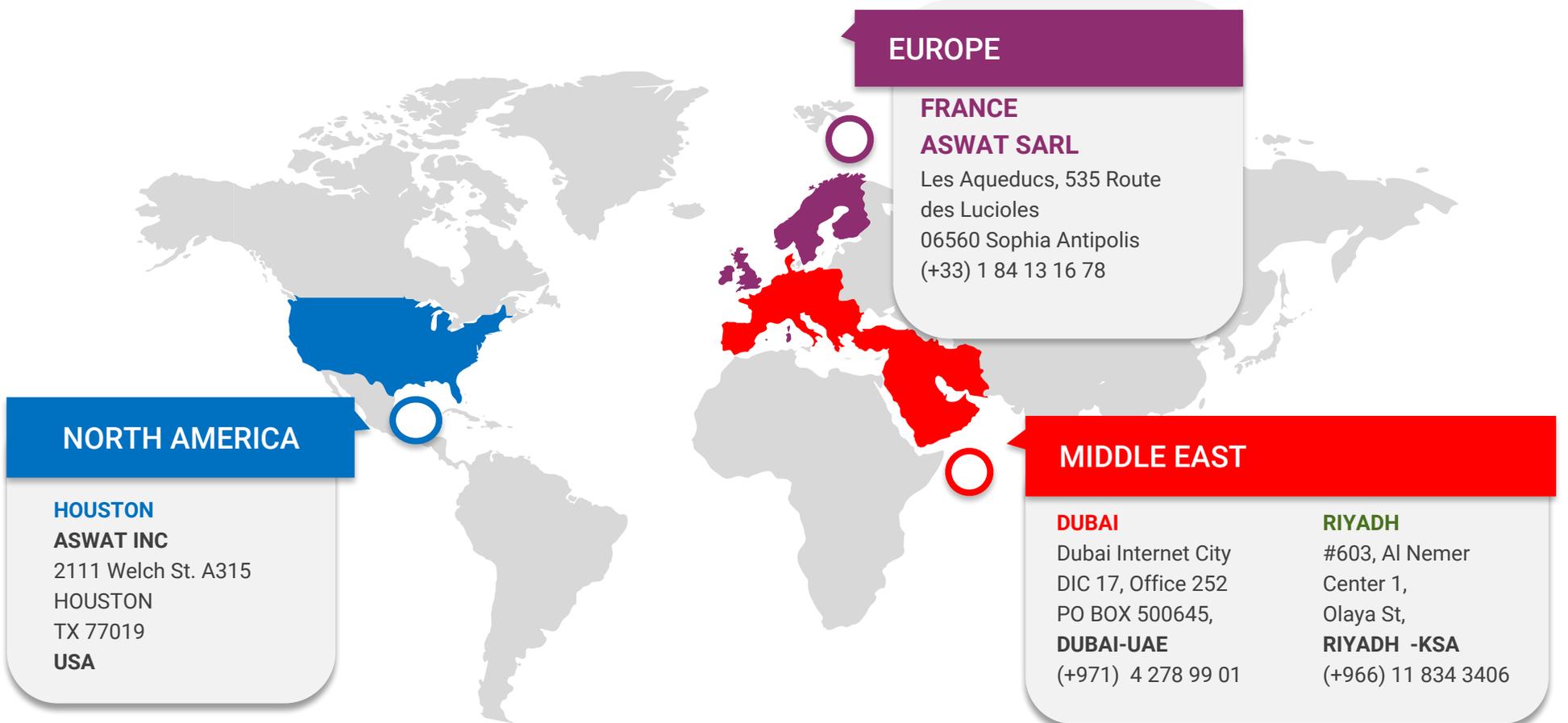
Our Global Presence

OUR COMPANY

AGENT LOCATIONS

CONTACT

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Live view & statistics

LIVE VIEW

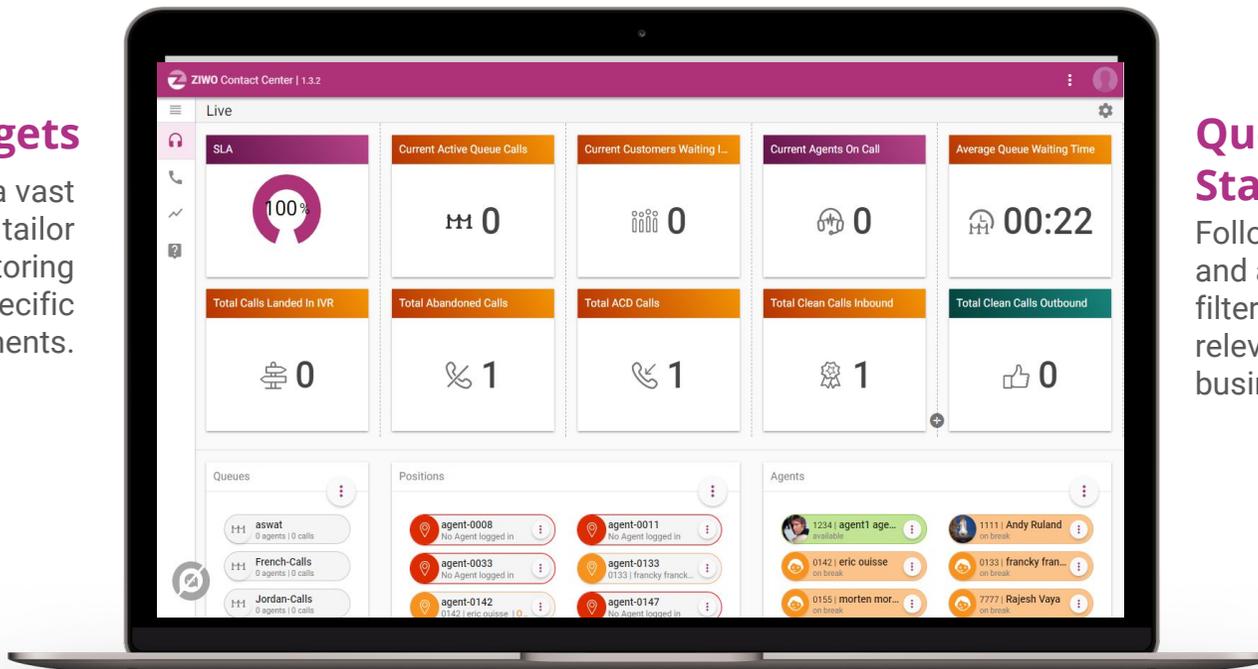
STATISTICS

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

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

35+ 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

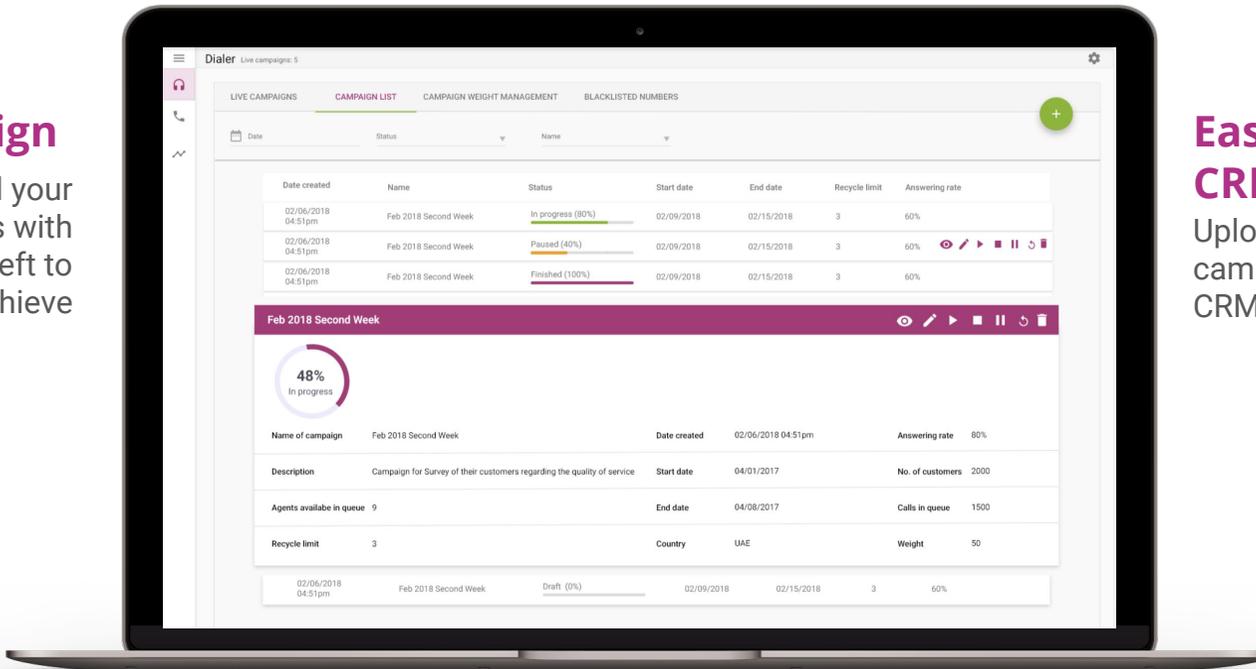
STATISTICS

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

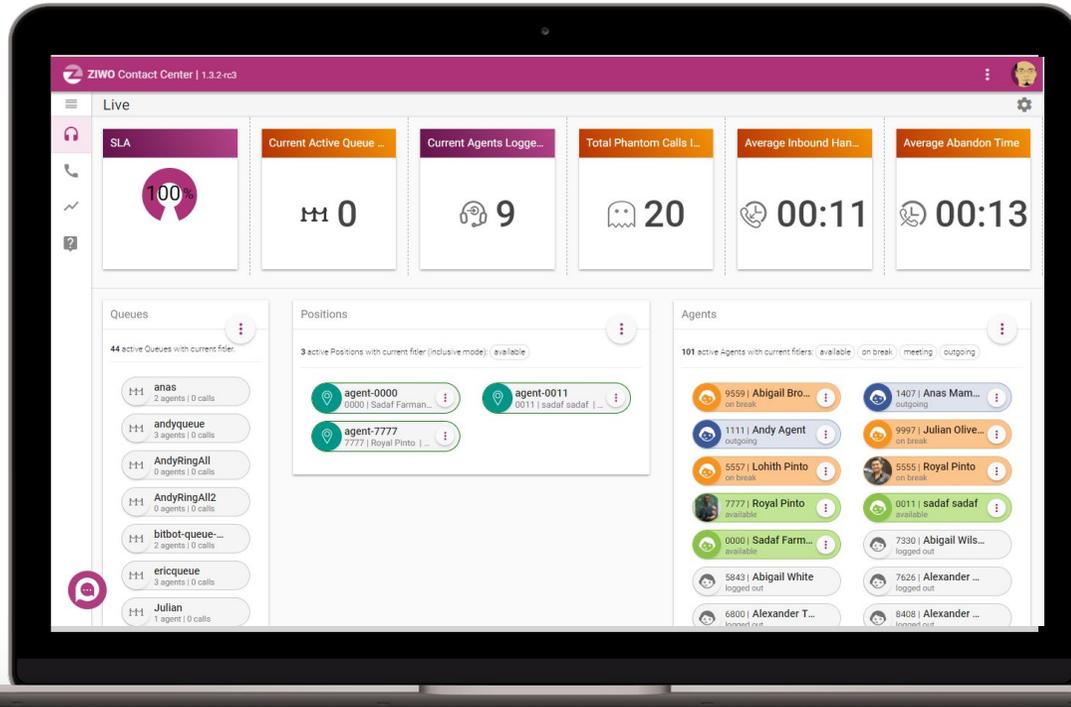
NAVIGATION

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 CREATIONON 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.



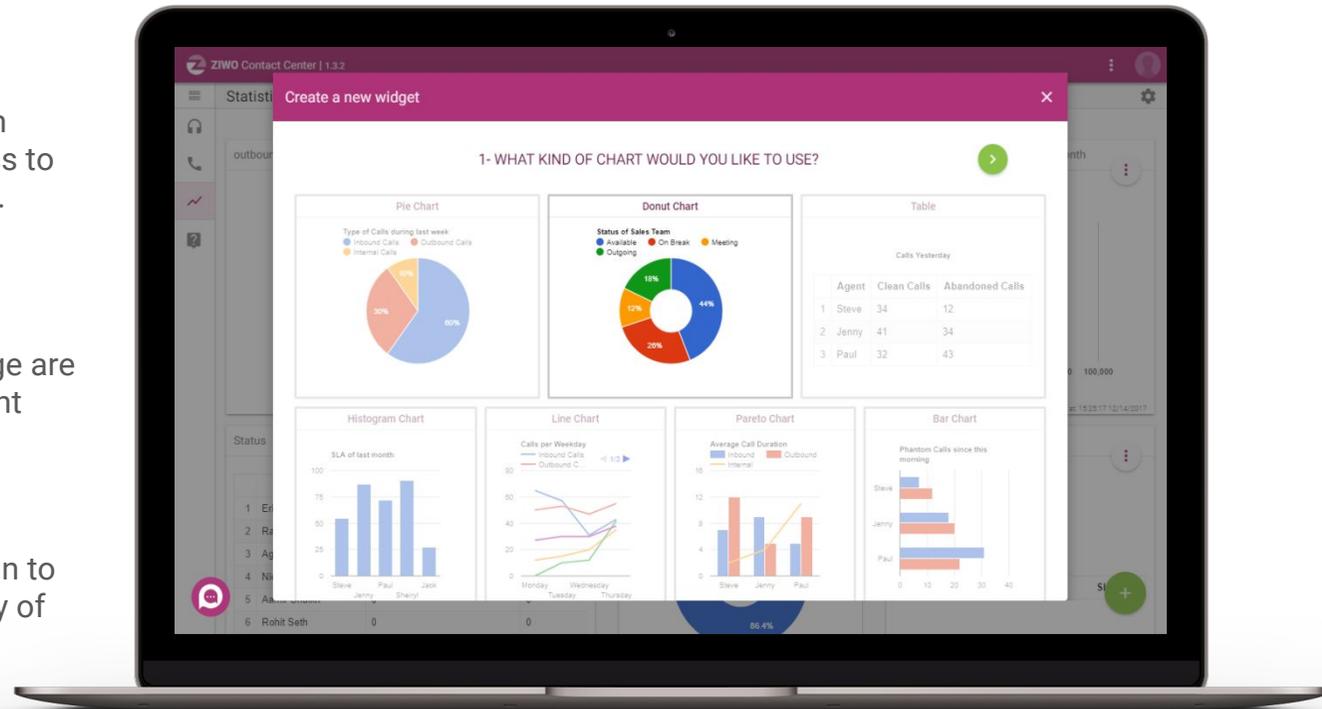
Contextual information

Tooltips and contextual message are guiding users throughout content creation



Clear charts

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



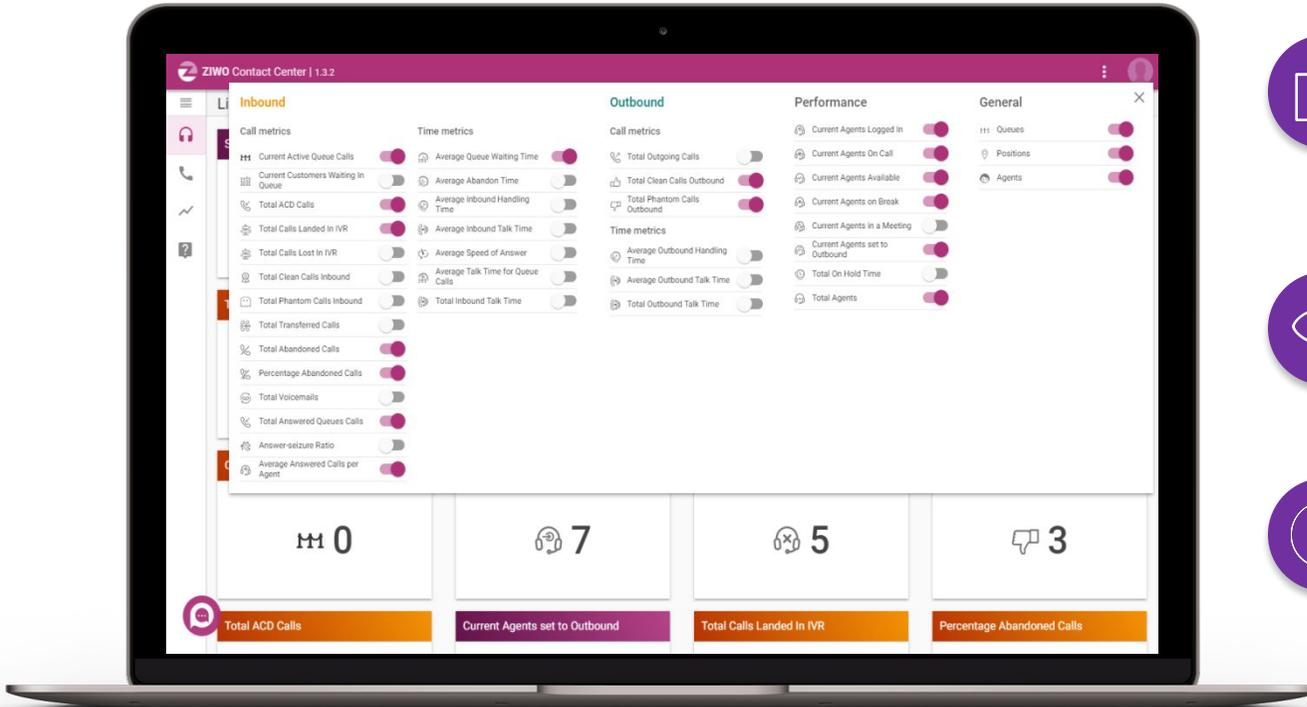
A simple & intuitive design

NAVIGATION

CONTENT CREATION

**ON THE FLY
CUSTOMIZATION**

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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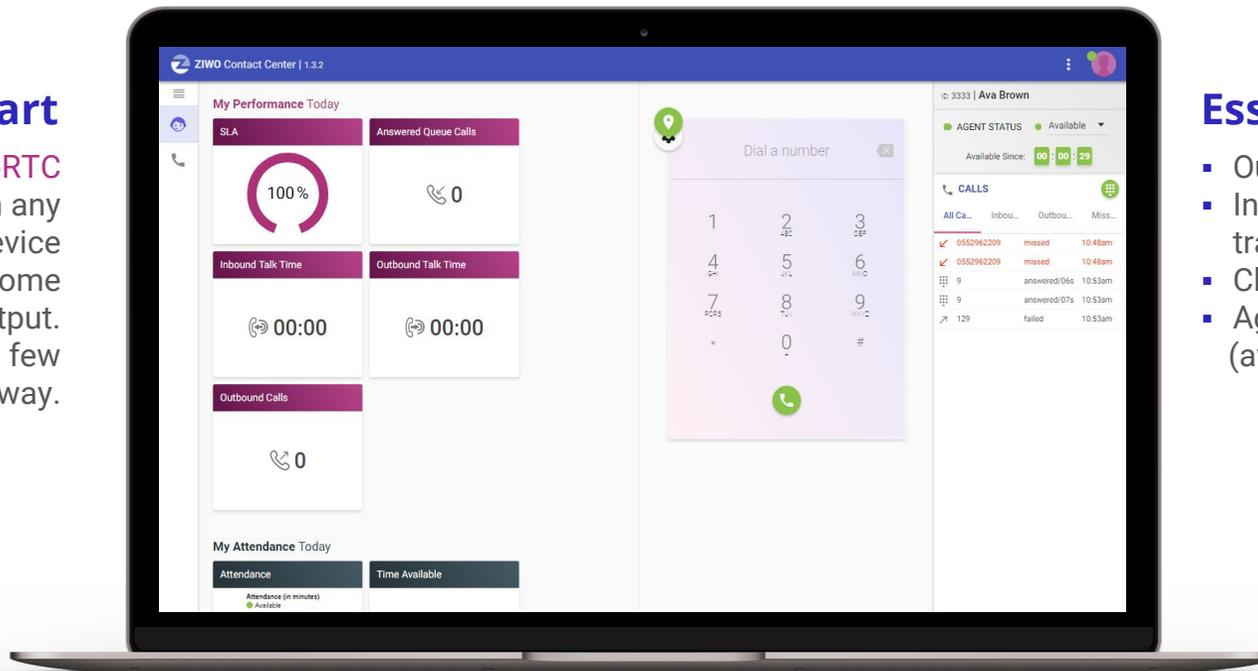
Your agents ready to call in minutes

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...)

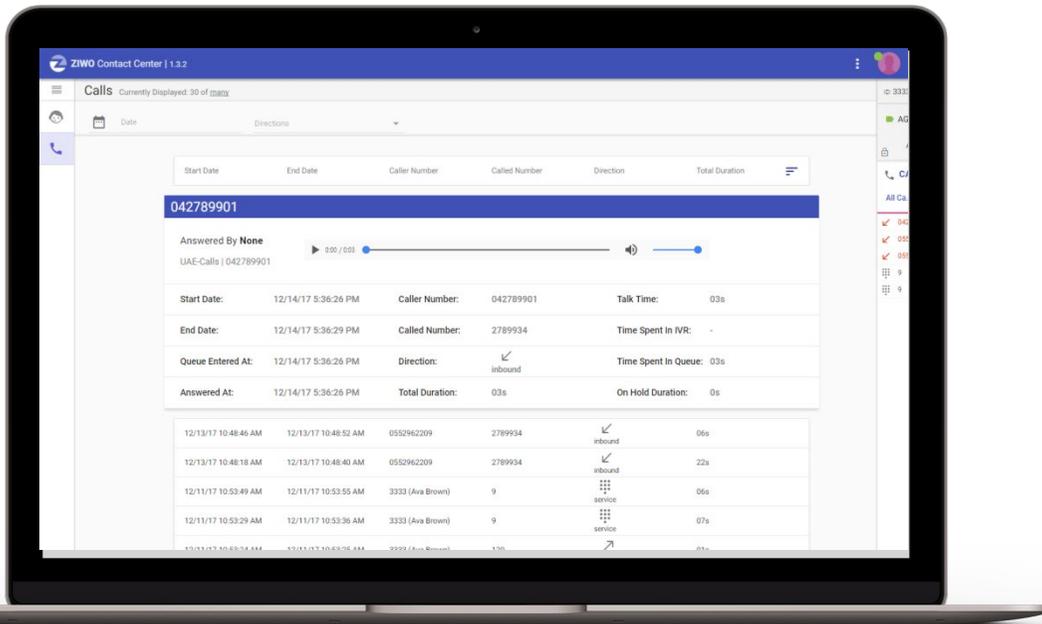


WebRTC by ZIWO

QUICK START

WEBRTC FUNCTIONS

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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

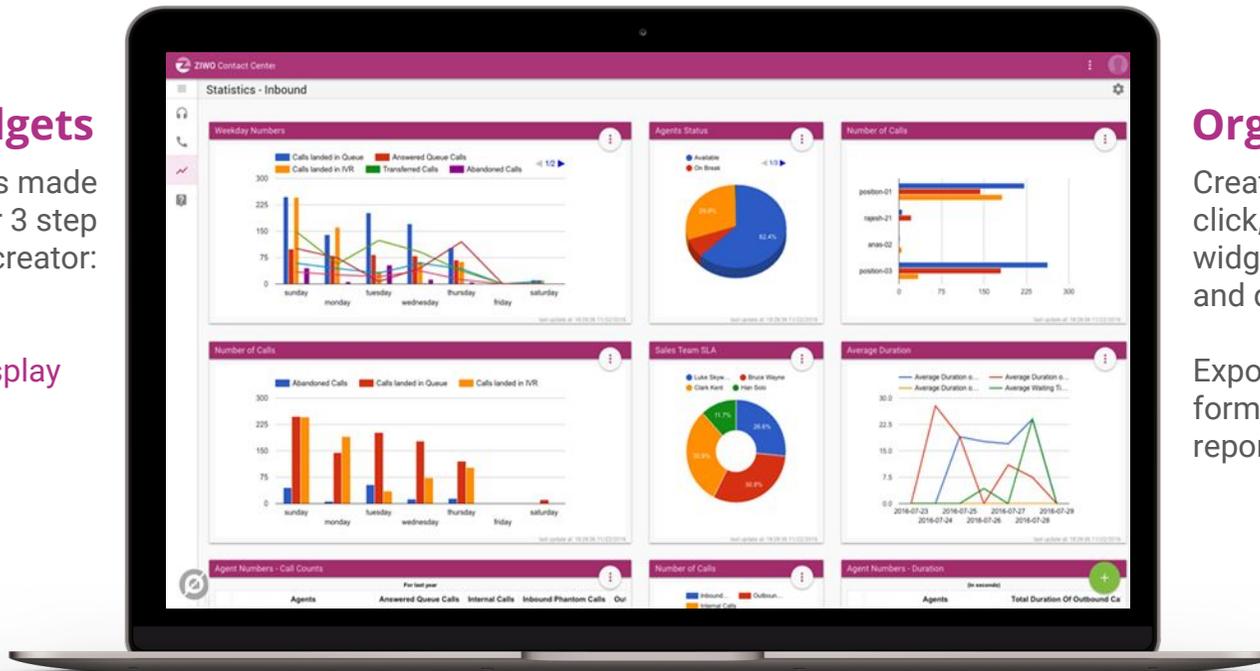
Create your own widgets and organize your content

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

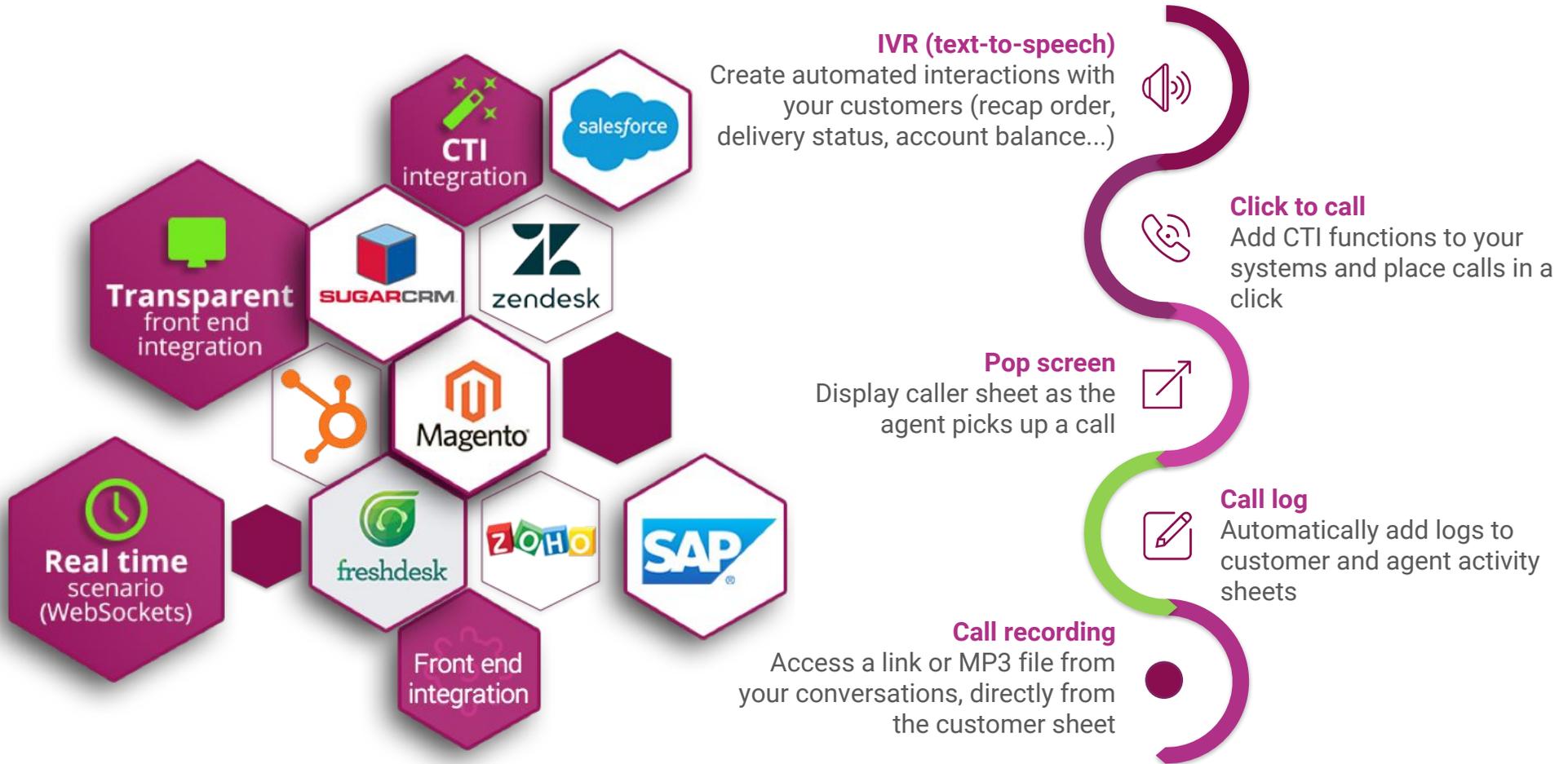
Create new dashboards in a click, place, move and resize widgets with a simple drag and drop.

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



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

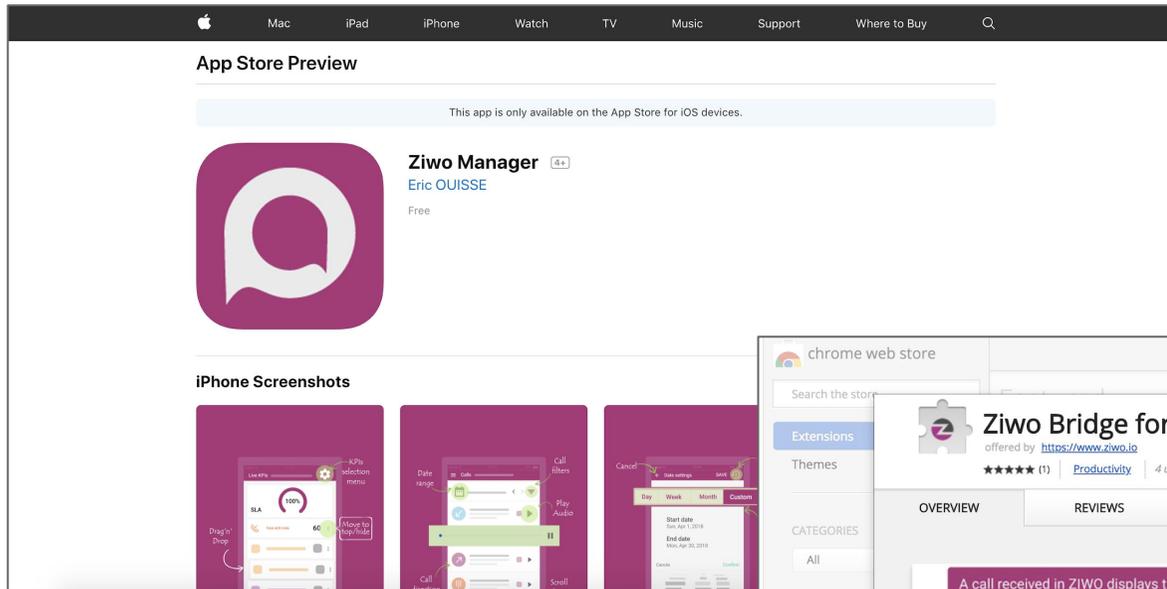


Ticketing system
All claims are monitored in our internal ticketing system, keep track of your claims statuses and get the right answer in a timely manner



One last thing...

You may also find us there:

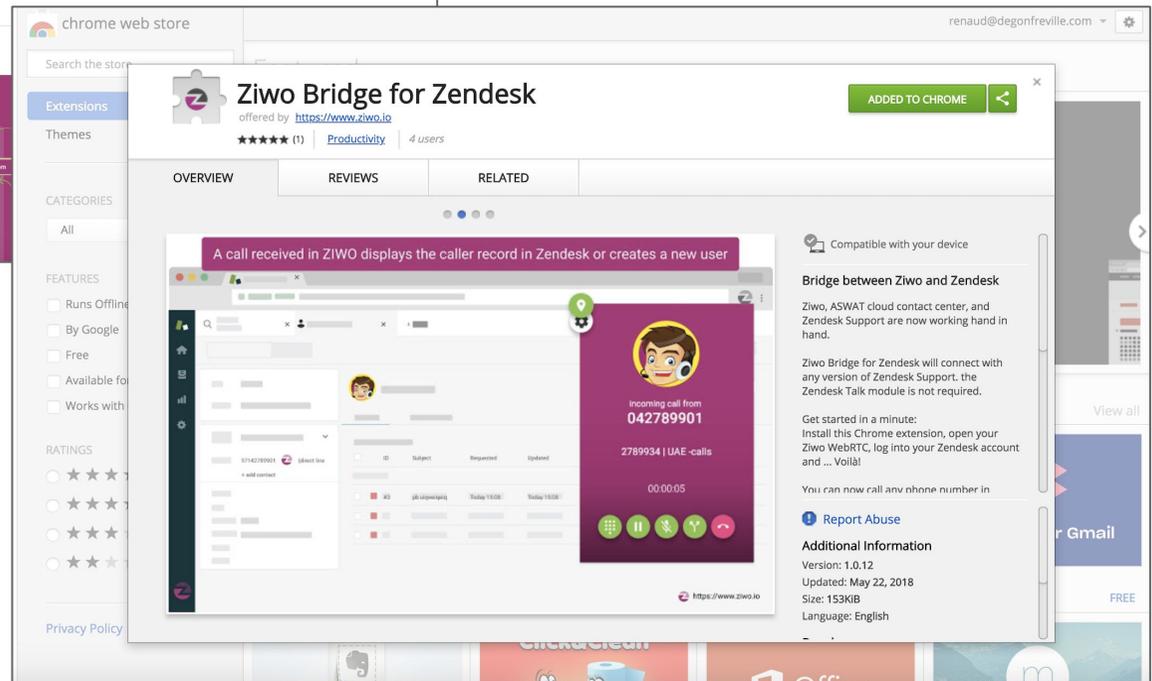


ZIWO MANAGER

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