CLOUD CONTACT CENTER SOFTWARE

Ziwo – Overview :

Cloud Call Center Software deployed instantly.

Simply.
Talk To Your
Clients.

Capterra ★★★★☆ **4.5**

Full API based. CRM plugins. Connect real or virtual agents. Virtual phone numbers in any country.

TRY FOR FREE   **WORK FROM HOME**

Voice   **WhatsApp**   SMS

Features in our Roadmap: Email, Chat & other social media - Sentiment Analysis - ChatBot - Trends and Analytics
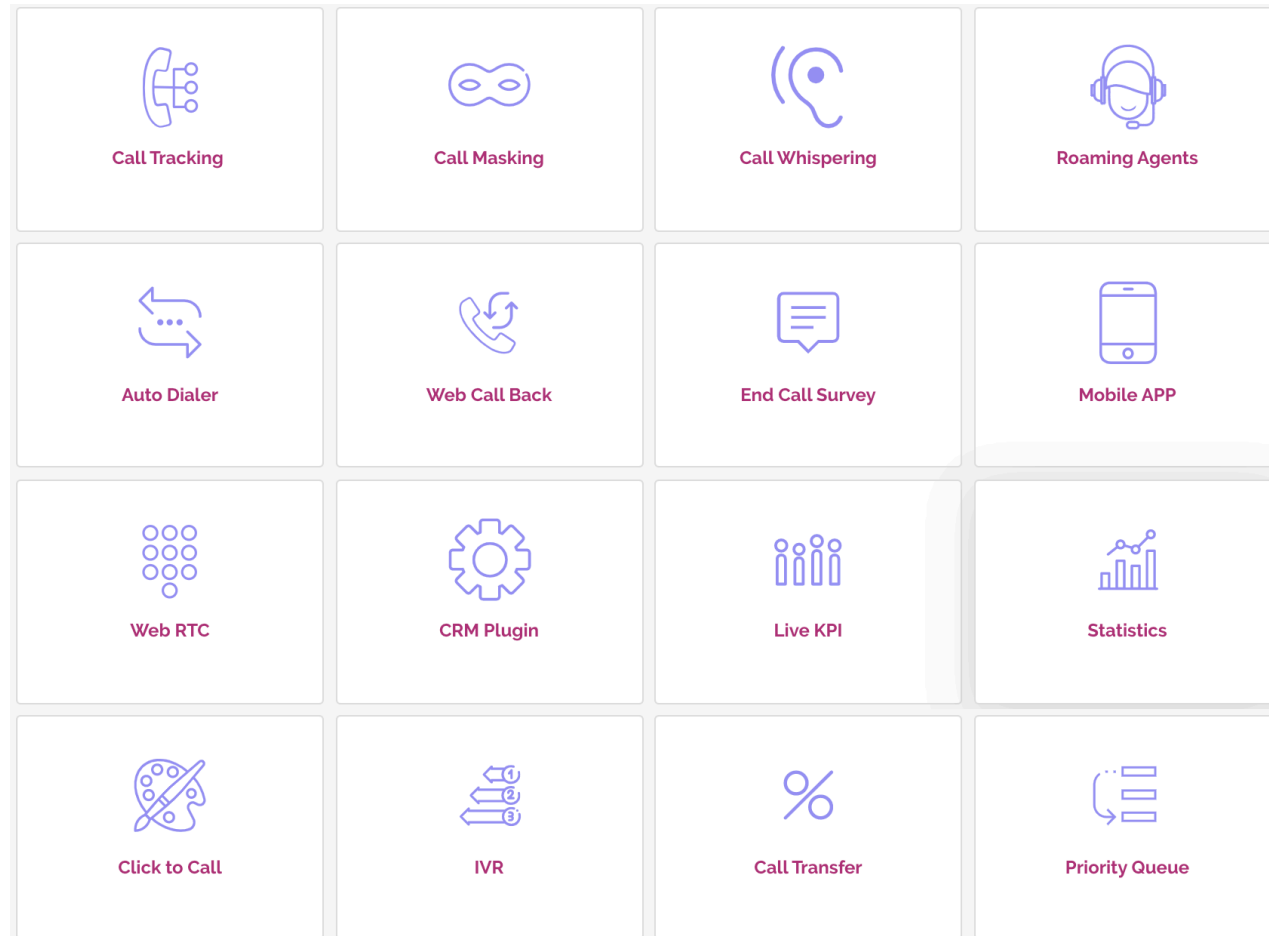
Ziwo – Future ready platform :

CALL CENTER PLATFORM

The Platform

Simply. Take a walk in the clouds.

Access anywhere directly on Google Chrome, get started in no time and easy to learn.

Call Tracking	Call Masking	Call Whispering	Roaming Agents
Auto Dialer	Web Call Back	End Call Survey	Mobile APP
Web RTC	CRM Plugin	Live KPI	Statistics
Click to Call	IVR	Call Transfer	Priority Queue

And many more features………

ZIWO – Integration is at the heart of ZIWO

Connect your apps **instantly**

Non-Developers

Developers

Fully open architecture
to integrate with anything

zendesk

Microsoft Dynamics CRM

salesforce

SAP

freshdesk

ZOHO

zapier

freshsales

infobip

CM.

sigfox

API

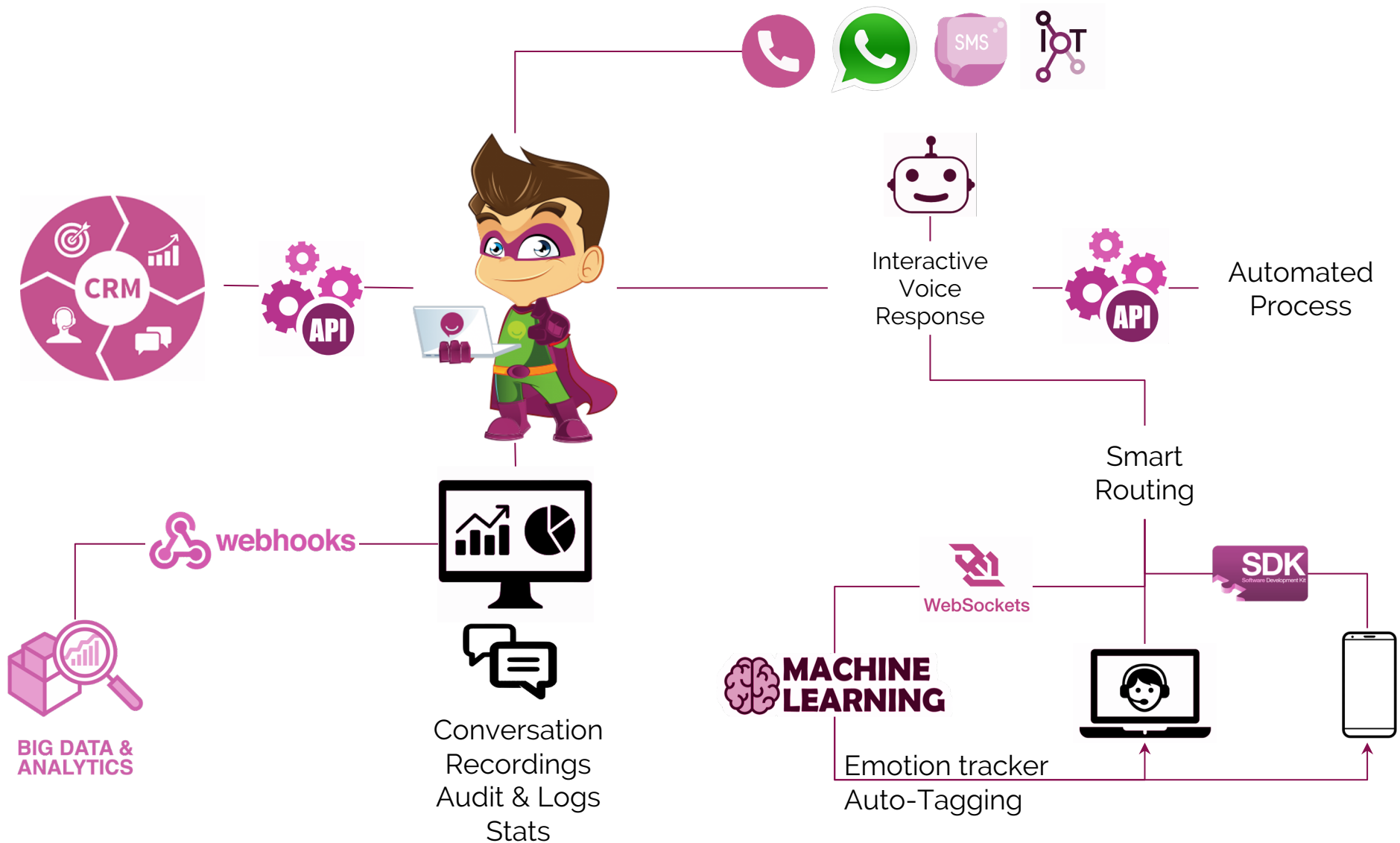WebSockets

webhooks

SDK
Software Development Kit

```
ipt>

    REL CONFIGURATION
    // Contact center configuration
    et contactCenterName = ''; //If left empty Jorel will
be in non call center specific mode. User will have to
enter its call center name on login.

    // Default display configuration
    let defaultPosition = 'top-right'; //Choose between
'bottom-right', 'bottom-left', 'top-right' and
    if (contactCenterName) localStorage.setItem('_jorel-
ccName', contactCenterName);
    localStorage.setItem('_jorel-default-position', defa
```

158M API calls/month - 99.68% uptime
27M Call Recording for Machine learning
Our subsidiaries: UAE - Saudi Arabia - France - USA - India
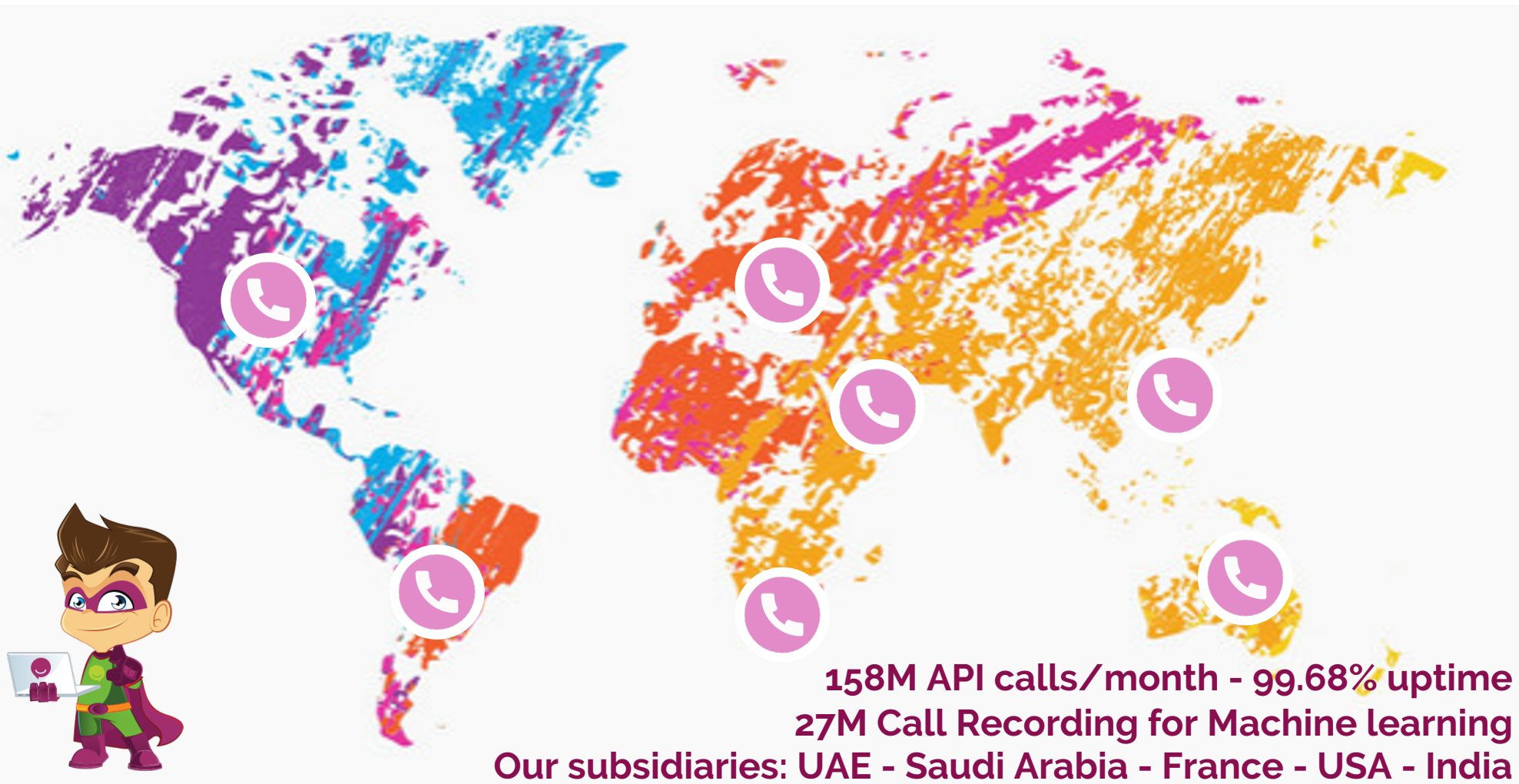
ZIWO - A superhero for your contact center operations

The problem we solve :

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?

ZIWO - A superhero for your contact center operation

Ziwo is Simple, Secure and Reliable

ZIWO runs on any public or private cloud

Azure

99.68%
Availability*

Client access over **Google Chrome, IOS** or **Android** apps

Single tenant, 1 Client / 1 VM rule

SSL and SSH Encryption of Data

Regular 3rd Party **Penetration Test**

Role based access control, **audit and logs**

GDPR Compliant

*Average from 1st to 30th April 2020 over all ZIWO customers over 151M API requests

They trust us for their most precious customer moments

Thank You