



Cloud telephony & Contact Center Software deployed instantly

# Simply. Talk to your Clients



Trusted by:



# Customer Experience is vital, right?

But today in the GCC you have the choice between expensive On Premise Solution or bad quality call (VOIP)



Packet loss



Jitter



Latency



## That's why we have created **ZIWO**

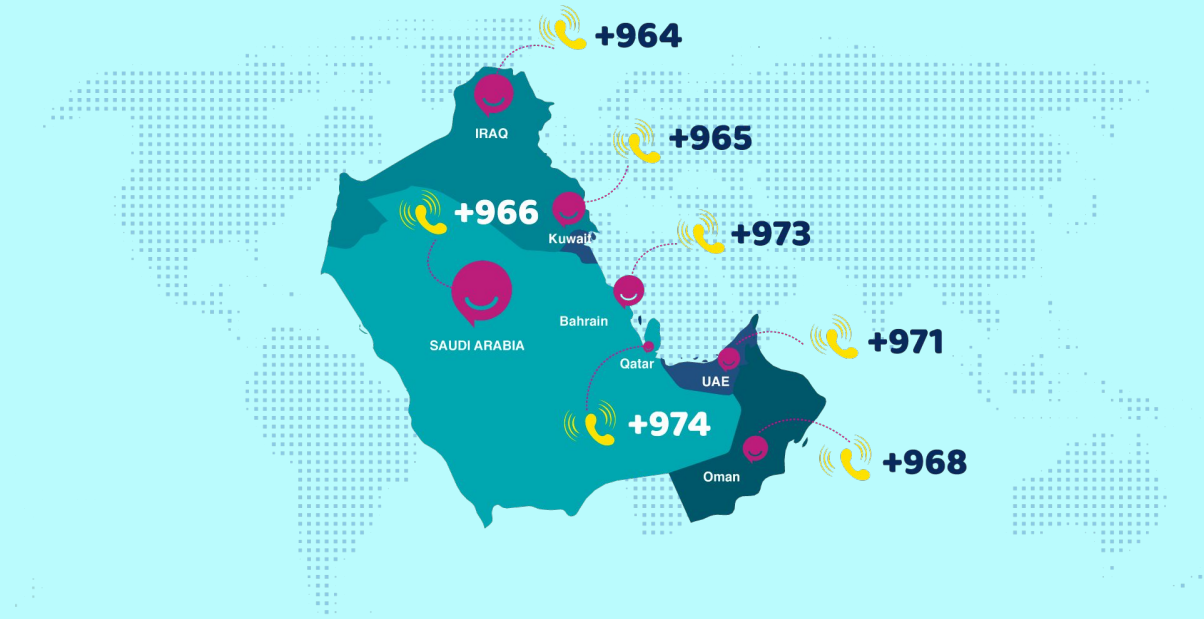
The first **Cloud Contact Center Software** with Crystal Clear Quality Call in the GCC



# Call Everywhere with Crystal Clear Quality

Connect **150+ countries** instantaneously to your business

Increase your market reach & odds to convert your calls by getting your phone numbers in every market you operate.



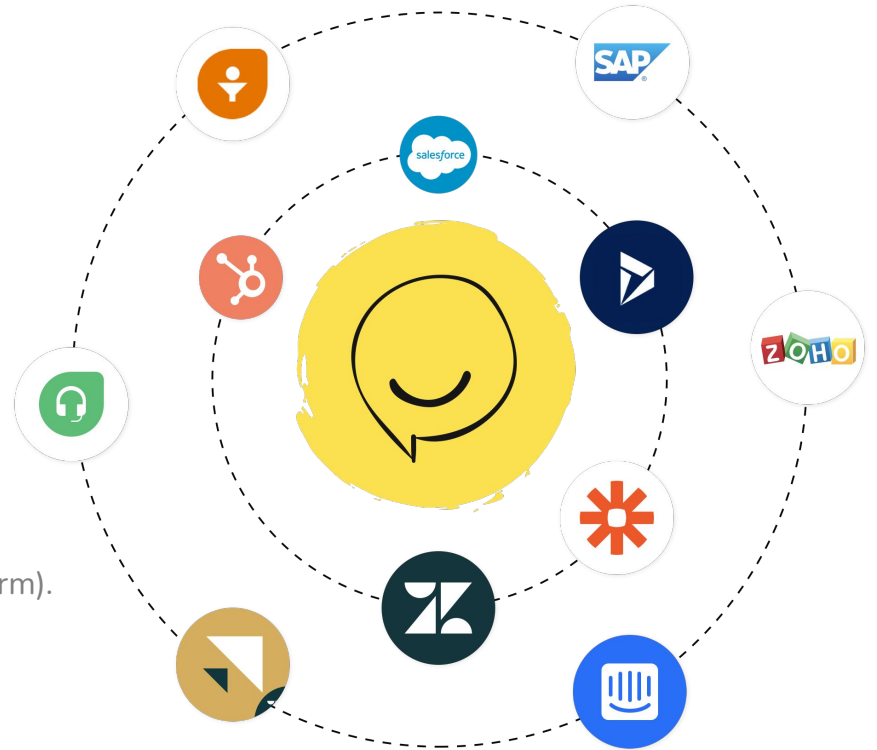
## Our Secret Sauce

**Voice Services** provided only by local telecom operators & premium international carriers

Everything you need to have an Optimum customer experience in one place

## Integrate **ZIWO** instantly with 13 Business Applications

With ready-made plugins for CRMs and popular Apps, **ZIWO** makes the 360 complete customer vision a reality. Customize, Automate and Integrate your way (Full API Platform). Professional Services Team at your disposal.

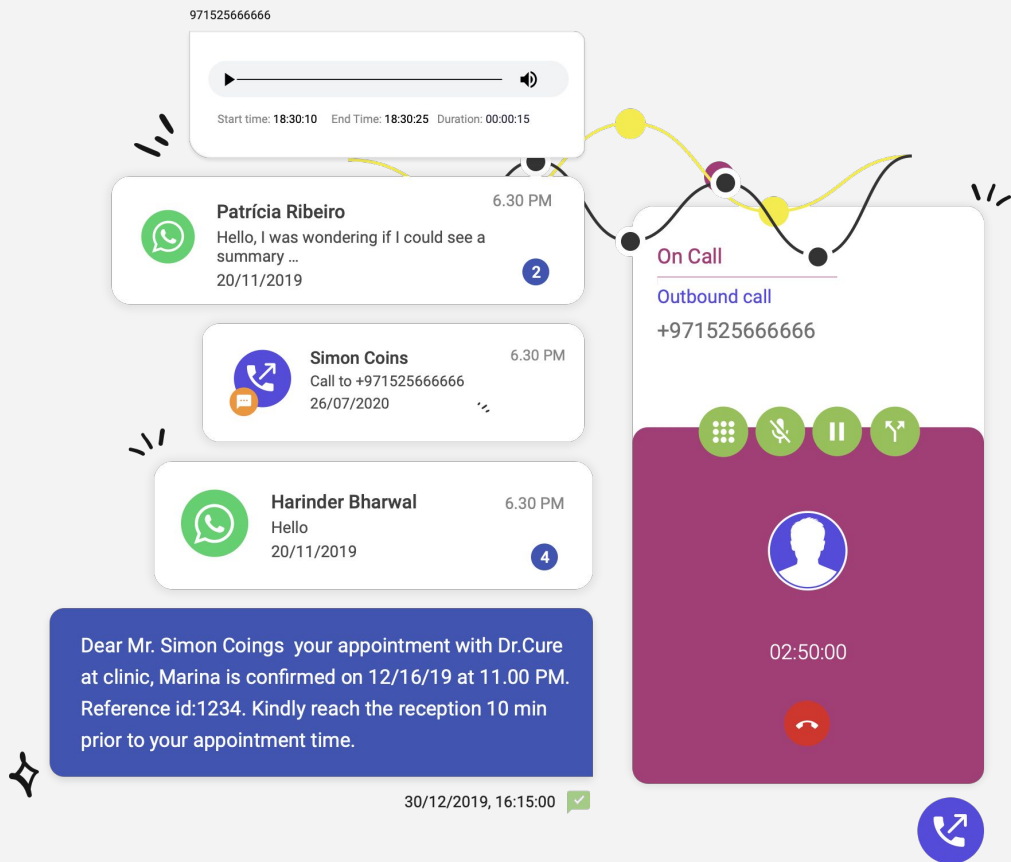


Remote working has become the new normal

## Access **ZIWO** from anywhere

**ZIWO** is accessible from the Web Browser, Agent & Admin Mobile App as well as Desktop App.





## Omnichannel Solution

Talk to your clients on the channel they want

Manage all your **Voice, WhatsApp, & SMS** conversations seamlessly in one place.

Easily maximize agent productivity and customer journey continuity with this simple to use call center software.

# Achieve new heights in **Customer Experience** with the best value for money ever

**+50% Productivity**



“**74%** of agents are saying they work **1.5x faster** with **ZIWO**. Issues are handled much more effectively. We couldn't work without it”

**Harry Cheeseright**  
**Head of Customer Care**

**Cost ÷ 3**



“Udrive was an on premise Call Center Solution. I can pretty much be sure it was at least **3 times the cost** of just moving to **ZIWO**”

**Nicolas Watson**  
**Managing Director**

**+50% NPS & CSAT**



“In October 2020 alone, **11 000 calls** were received through **ZIWO** with 90% response rate. **ZIWO** helped us achieve our objective”

**Moala Al Fadhel**  
**Head of E-Commerce**

# ZIWO is simple, secure, reliable & cloud agnostic

ZIWO runs on any public or private cloud



★ >99.99% Uptime

★ 500+ API

★ **SSL and SSH**  
Encryption of Data

★ Regular 3rd Party  
**Penetration Test**

★ **PCI DSS**  
**Compliant**

★ **GDPR**  
**Compliant**

★ **SOC 2 (In progress)**

★ **ISO 27001 (In progress)**







High Performer

FALL

2021



# Customers Love ZIWO !



**My work experience** became much better & **listening to calls** helps us identify key areas for improvements.



**Friendly customer service.** They will call you and check that everything is up & running with you  
**(Support is 24/7)**



I like that **ZIWO developers** always try to improve **ZIWO** & make it better and better



**Quality of call** without any glitches that is what I love about **ZIWO**



**User-Friendly App** with call history track

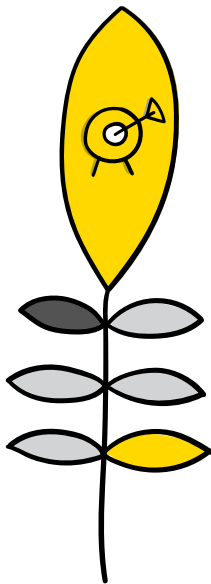


# To support your Business **Anywhere you want to go**

**24/7**

Amazing support  
team

**Investors:**



**40**

Passionate  
Talents

**200 000**

calls/day

**Subsidiaries in:**

UAE - USA - France - Saudi Arabia - India

# Join hundreds of companies that are willing to Talk To Their Clients. **Simply.**



# Customer Success Stories

Companies are recognizing the importance of delivering a **Customer experience** that makes them stand out from the competition



DISC - Why we switch from a PBX system to **ZIWO**?

[Watch Story](#)



FlexxPay - **ZIWO** gives FlexxPay Scalability to Support Growth

[Watch Story](#)



How UDrive drives better customer experience and faster support with **ZIWO**

[Watch Story](#)

# Customer Success Stories

Companies are recognizing the importance of delivering a **Customer experience** that makes them stand out from the competition



How Houza is creating value with **ZIWO** Call Tracking solution?

[Watch Story](#)



MySyara Auto Car: Customer Reviews

[Watch Story](#)



Join hundreds of companies making happy client's with **ZIWO**

# Enabling so many Companies Success Stories



**JAMAC**  
كاملان

“230 Sales rep calling from Salesforce interface using **ZIWO dialer.**”



**FLOWARD**  
فلورد

“Grew its contact center from 7 to 43 agents in GCC and UK. Adding 50 agents for a one promo week for Valentine 2021.”



**talabat**

“With call tracking and call masking, marketplaces can monetize better their audience while protecting the privacy of the end-users.”



**deliveroo**

“Started its new call center in Kuwait in just 1 hour.”

**Start your  
Free Trial Now**



**Simply. Talk To Your Clients.**

[www.ziwo.io](http://www.ziwo.io)

