



Vezeti

Business Proposal

Vezeti Call Center
& Customer Experience
Solution

Vezeti for Business

1. EXECUTIVE SUMMARY

Vezeti Services Limited proposes the deployment of its Vezeti Call Center & Customer Experience Suite, an enterprise-grade, omnichannel communication platform designed to help organizations deliver efficient, secure, and scalable customer engagement across voice and digital channels.

The solution enables businesses to centralize customer interactions, improve service quality, optimize agent productivity, and gain real-time operational insights—while remaining flexible enough to scale across departments, locations, and countries.



2. UNDERSTANDING THE BUSINESS NEED

Modern organizations face increasing pressure to:

- Manage high volumes of customer interactions across multiple channels
- Maintain consistent service quality and compliance
- Reduce response times and abandoned interactions
- Enable remote and distributed teams
- Gain actionable insights from customer data

Traditional call center systems often lack flexibility, real-time visibility, and omnichannel capabilities. Vezeti addresses these challenges with a unified, cloud-based customer experience platform.



3. PROPOSED SOLUTION

Vezeti proposes the implementation of its Customer Experience Suite, a single platform that integrates:

- Voice and digital communication channels - Intelligent call routing and automation
- Agent, supervisor, and management tools
- Real-time analytics and reporting
- Secure, API-driven integrations

The solution is delivered as a cloud-based service, requiring minimal infrastructure while ensuring high availability, security, and scalability.

WHY CHOOSE VEZETI?



NCC Licensed:

Fully compliant with Nigerian regulatory standards.



Data Protection:

Fully compliant with Nigeria's Data Protection Commission (NDPC), NITDA regulations, and Europe's GDPR, ensuring strict security and privacy for all customer data.



Proven Track Record:

Trusted by leading organizations in Nigeria and internationally.



Scalable Solutions:

Tailored to meet the evolving needs of your business.



Cost-Effective:

Competitive pricing with no hidden charges.



Reliability:

99.9% uptime guarantee with robust technical support.



Over 10 years of experience

More than a decade of excellence in delivering communication solutions.

4. KEY CAPABILITIES & FEATURES

4.1 Omnichannel Customer Engagement

Vezeti enables seamless interaction with customers across:

- Voice & Video Calls
- Web Chat
- Email
- SMS
- WhatsApp
- Facebook & Instagram
- Twitter (X)
- Telegram & Zalo

All channels are managed from a unified interface, ensuring a consistent customer experience.

4.2 Intelligent Call Management

- Multi-Level IVR for efficient self-service
- Skill-Based and Priority-Based Call Routing
- Sticky Agent for interaction continuity
- Queue Callback and Abandoned Call Dialing
- DID and CID-Based Routing
- Holiday and After-Hours Call Handling

4.3 Agent & Supervisor Enablement

- Agent and Team Management
- Configurable Agent Scripts
- Callback Scheduling
- Real-Time Monitoring, Barge-In, Coach & Monitor
- Internal Agent–Supervisor Chat
- Document Sharing

4.4 Dialer & Campaign Management

- Manual, Power, Predictive, and Progressive Dialers
- Inbound and Outbound Campaign Management
- Answering Machine Detection (AMD)
- Outbound Job Scheduling and Job Hopper

4.5 CRM, Ticketing & Disposition

- Built-in Internal CRM for customer data management
- Integrated Ticketing System for issue tracking
- Multi-Level Disposition and Callback Rules
- Customer Mapping and Interaction History

4.6 Analytics, Reporting & Quality Management

- Real-Time Dashboards for Agents, Supervisors, and Management
- Live Call Monitoring and Queue Status
- Agent Performance and SLA Tracking
- Call Recording, Playback, and Secure Downloads
- Quality Analysis, Surveys, and Customer Feedback
- Custom and Scheduled Reports

4.7 Security & Compliance

- Role-Based Access Control (RBAC)
- Multi-Factor Authentication (MFA)
- Single Sign-On (Google & Microsoft)
- Encrypted Call Recordings
- Do-Not-Call (DNC) Management
- IP Whitelisting and Blacklisting

4.8 Integrations & Extensibility

- Open APIs for third-party integrations
- CRM integrations with Zoho, Zendesk, Freshdesk, and Salesforce
- WebRTC-based webphone and customizable widgets
- Support for external softphones and IP phones



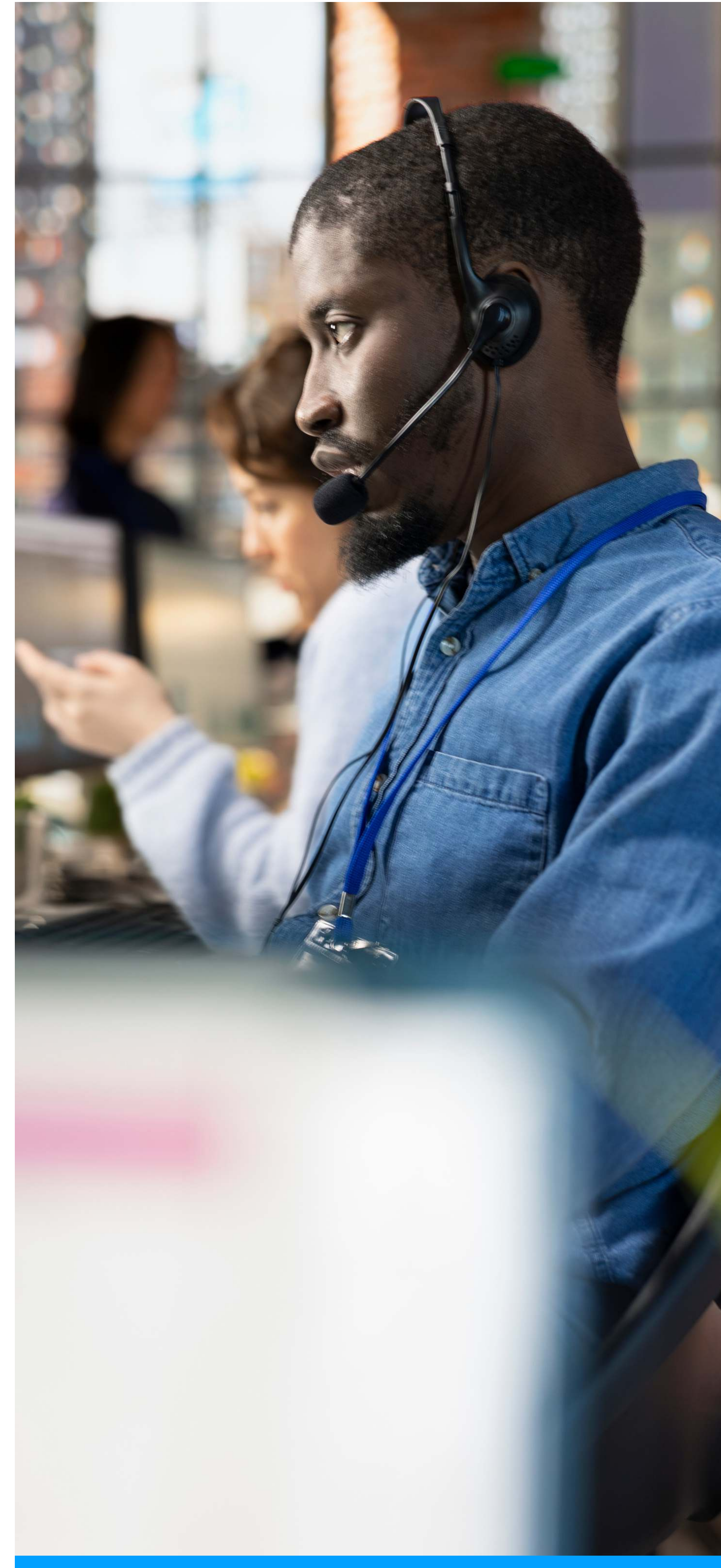
6. IMPLEMENTATION APPROACH

Vezeti will manage the implementation through the following phases:

1. Requirements review and solution design
2. System configuration and call flow setup
3. Integration and testing
4. User training for agents and supervisors
5. Go-live and post-deployment support

7. BENEFITS TO THE ORGANIZATION

- Improved customer satisfaction and reduced wait times
- Increased agent efficiency and productivity
- Centralized visibility across all customer channels
- Scalable platform supporting future growth
- Reduced operational and infrastructure costs



8. SUPPORT & SERVICE

Vezeti provides:



9. COMMERCIALS

Detailed pricing, licensing, and subscription terms will be provided separately based on:

- Number of agents
- Required channels and add-ons
- Integration and customization scope

10. CONCLUSION

Vezeti Call Center & Customer Experience Suite provides a robust, secure, and scalable foundation for modern customer engagement. By adopting Vezeti, your organization gains a future-ready platform designed to deliver consistent, high-quality customer experiences across all channels.

CONTACT & SUPPORT



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We welcome the opportunity to demonstrate the solution and discuss how Vezeti can support your customer experience objectives.

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