

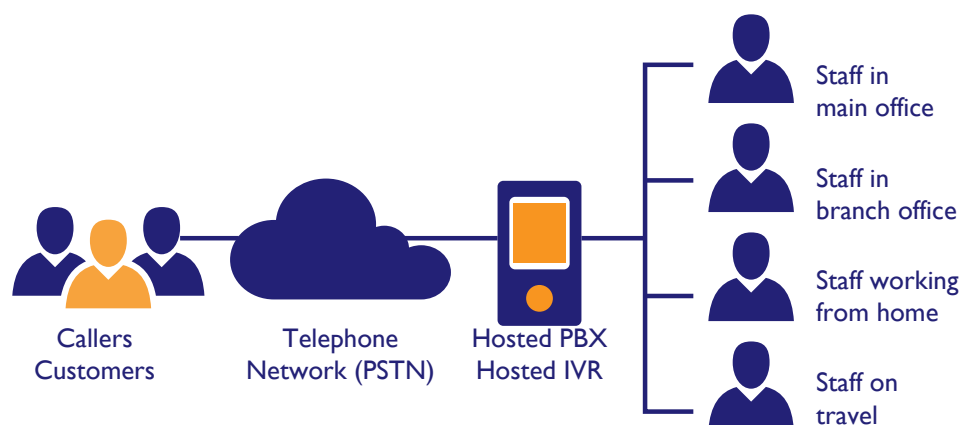


SimbaVCC

We enable you speak more easily with your customers.

SimbaVCC is cloud based call centre solution. Customer has capabilities of creating his own scenarios for inbound and outbound campaigns. It consist of cloud base application used by the administrator to create scenario and application hosted at agents machines. There are few different type of dialling that increase productivity – like predictive dialling (increases actual talk time to 45 minutes comparing to regular 30 minutes talk). A great solution for our call centre clients.

Our solution has been developed with data security, easy accessibility, and smooth handling in mind – all designed to support improved customer efficiency



Features

As compared with conventional solutions:

- Flexible usage
- Fast to install
- No initial investment
- Continuous upgrades
- Accessibility from anywhere in the world.
- Perfect for telecommuters/ remote workers

As compared with cloud-based solutions:

- Unique & innovative
- High-level availability (SLA 99.99%)
- Focussed on efficiency and quality management
- Outstanding customer support
- High level data protection and security

Benefits

Top management and financial managers:

- Result-oriented, cost-effective corporate solution
- Decades of market experience, stable financial backing
- Wide-scale market references
- Flexible Contract
- Project - level financial analysis

Business managers:

- Efficient work organisation and operation
- Guaranteed continuous downtime- free work
- Universally available custom settings
- Real time easily accessible statistics
- Innovative, up-to-date solutions

IT managers:

- High level of data protection and security
- Extensive integration opportunities
- High level of availability
- Flexible and scalable solutions
- Automated software updates

Managing outgoing calls

Our intelligent predictive dialler & individual script hosts make it easy, quick, and efficient to reach existing and potential customers.

Thanks to automatic email transmission, quota-setting, and other functions, it is possible to manage a large number of outgoing calls in such areas as:

- Telemarketing and phone sales
- Market and opinion polling
- Meetings administration
- Lead generation
- Debt management
- Data co-ordination and database creation
- Customer surveys

Managing incoming calls

Functions such as interactive voice response (IVR), incoming call queuing, automatic call distributor (ACD) & skills-based routing (SBR) make providing high-quality customer service easy.

Calls can be dealt with by the appropriate operator, required professional standards can be guaranteed with the built-in quality management (QM) function & real time SLA monitoring. This makes SimbaVCC perfect for such areas as:

- Customer service
- Error/problem reporting
- Product information lines
- Help desk & Helpline



Project, user, and database management

Management function makes it easy to access all functions needed for day-to-day operations. Even if you are not an IT expert, management is simple and efficient, requiring only a small number of employees. Solution is also perfect for remote workers & is easy to for call centres that handle frequently changing projects.



Voice recording, online monitoring, voice storage

It is possible to listen into in-progress conversations, and even to contribute to conversations. In addition, all conversations may be recorded and easily retrieved. Thanks to the central voice storage service, they can be listened to at any time.



Incoming calls

IVR menu can be set-up simply and flexibly to effectively manage the number of incoming calls required by your service. Call distribution is handled by a number of distributors (ACD, SBR), operating according to several different intelligent strategies.



Outgoing calls

Intelligent, programmable power and predictive dialler makes customer contact easy and very cost effective. The efficiency of outgoing campaigns can be increased still further with script interface, online reporting system and Quality Management Module (QM).

About SimbaNET

SimbaNET is a member of Wananchi Group - A Licensed East African Public Data Operator with both Regional and International presence providing high-speed data & Internet Services over Fiber, LTE/4G & VSAT.

We have been in business for over 10 years providing telecommunications services in Africa. Our direct footprints include Kenya, Tanzania, Uganda, Zambia, Malawi and UAE. However, through our partners, we offer services in other countries such as Rwanda, Burundi, SA, Mozambique, Nigeria, Ghana, South Sudan and DRC.

Our Connectivity Solutions includes MPLS, IPLC, DPLC and VSAT.

We're not just about networks, we can also supply voice, security, mobility and cloud services in a Managed Model - acting as the single point of responsibility and ownership for your complete ICT solution.

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Redefining Connectivity