SMARTZ SUITE

smartz SOLUTIONS

Simplifying communications, no matter how complex the world becomes.

We simplify the complex. A complete CCaaS & UCaaS platform in one — every channel, every agent and your business telephony, from one provider.

COMMZ

Contact centre (CCaaS) on every channel, fully recorded.

ANALYZ

Live reporting across every channel and agent.

ENGAGE

Staff management & QA, built in.

PABX

Cloud business telephony (UCaaS) on the same platform.

OUR MISSION

Simplifying communications, no matter how complex the world becomes.

Customers
expect instant responses.

Employees
expect seamless tools.

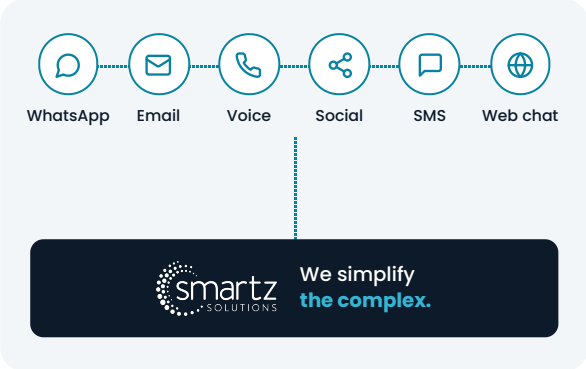
Organisations
are expected to do more with less.

PAIN IN YOUR CONTACT CENTRE?

Communication has never been more complex.

Your customers move between WhatsApp, email, voice, social media, SMS and web chat without thinking about it. Let us show you how to simplify it — **and take away that pain.**

We simplify the complex. A complete CCaaS & UCaaS platform in one — no need to get two providers to work together — so agents make sure **customers never get lost in a cycle of repetition.**



WHAT WE BRING TOGETHER

Omnichannel engagement
One connected customer journey across voice, email, messaging, social media and digital channels.

AI-powered customer service
Automate routine interactions while agents focus on conversations that need human expertise.

Real-time visibility
Turn customer interactions into actionable insights with live reporting and performance analytics.

Connected operations
Bring people, processes, channels and data together so every interaction has the context it needs.

Seamless integrations
Connect your customer experience ecosystem without creating additional complexity.

THE SMARTZ SUITE · CCAAS + UCAAS IN ONE

Manage & measure it all in one platform.

COMMZ
Contact centre (CCaaS) on every channel, fully recorded.
PAGE 03 →

ANALYZ
Live reporting across every channel and agent.
PAGE 05 →

ENGAGE
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PAGE 06 →

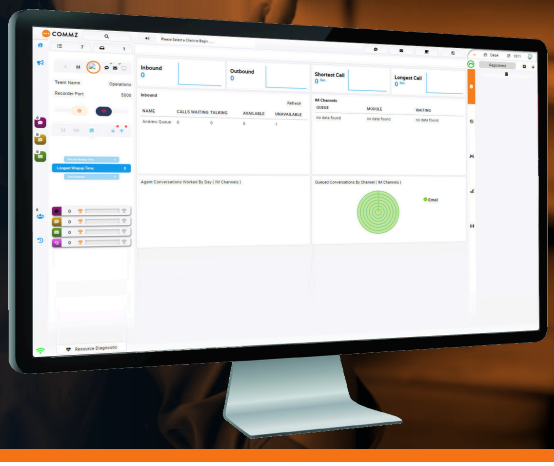
PABX
Cloud business telephony (UCaaS) on the same platform.
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COMMZ

smartz SOLUTIONS

Unifying the communication journey.

A full-suite CX solution for inbound and outbound communication across every channel — a true omnichannel platform, all in a single screen.



9
voice and digital channels in one agent desktop

76%
improvement in positive wrap-ups reported by a Commz client

1
pane of glass for the complete customer journey

WHAT IT DOES

Complete voice & omnichannel
Voice, video, email, SMS, web chat, WhatsApp, Telegram, Social media and i-Templates — with full recording.

Real-time sentiment
Follow every conversation as it happens and step in before it turns sour.

NPS, CSAT & CES ratings
Act on negative ratings immediately — no waiting for third-party data.

Intelligent routing
Skills, priority, personal and AID (Automatic Intelligent Routing) behaviour & empathy-based routing.

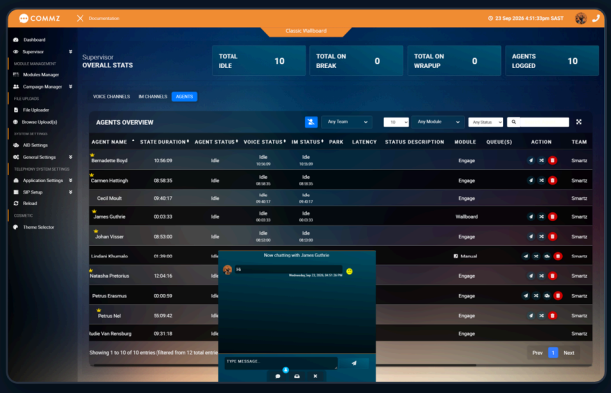
Bots & FAQ automation
A visual flow designer to automate chat and FAQ journeys.

API & webhooks
Integrate your CRM and third-party applications in both directions.

IN ACTION

Classic Wallboard — live supervisor view

See every agent's voice and IM status, idle, break and wrap-up totals in real time — then chat with agents, change their status or reallocate campaigns straight from the wallboard.

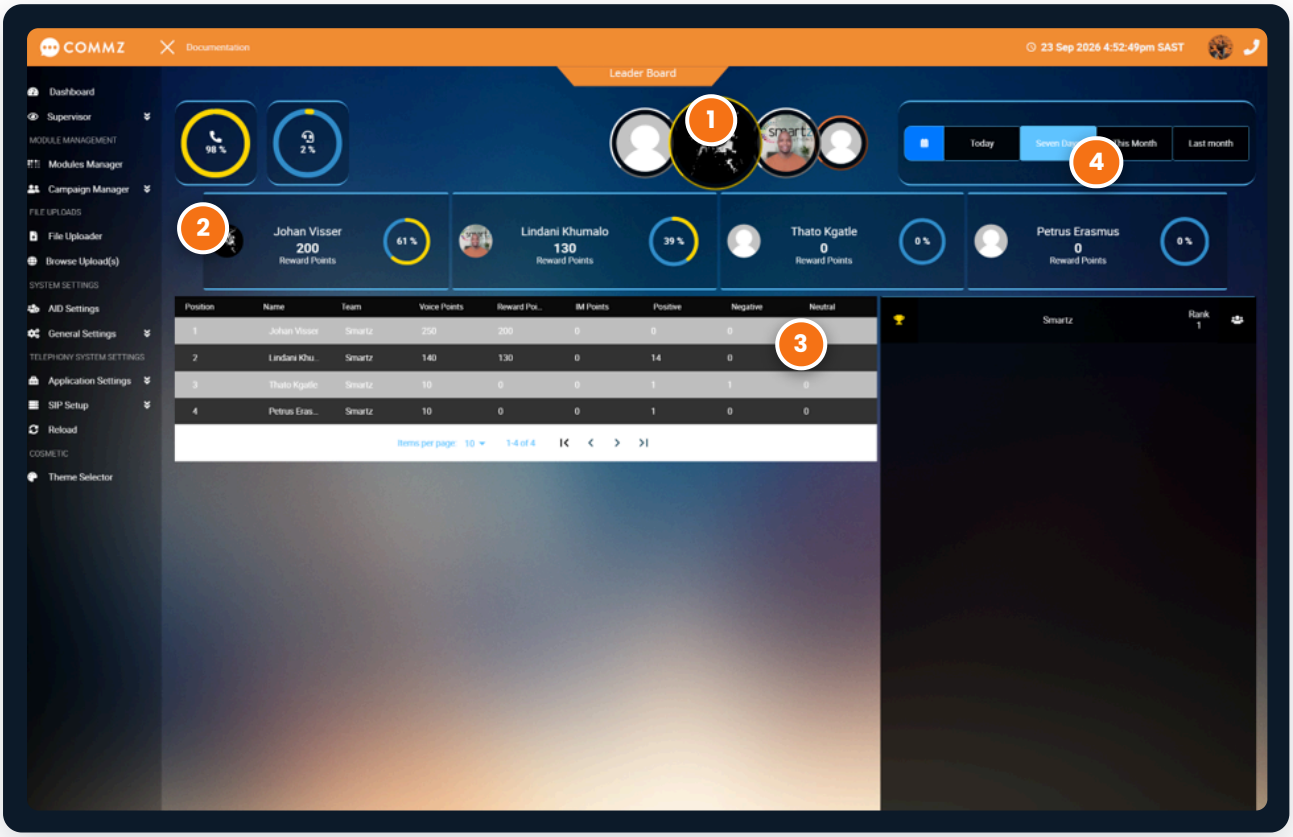


WHAT'S NEW

- Ticketing from any channel
- AID (Automatic Intelligent Routing)
- FAQ automation
- Video calling
- Desktop recorder
- Speed Email
- Meta Messenger

Turn performance into a game your teams want to win.

Motivation drives results. Commz gamification turns everyday targets into friendly competition — rewarding the right behaviour, not just call volume, and keeping every agent engaged from the first login to the last wrap-up.



1 The podium
Top performers are celebrated live, with profile pictures ranked on the leaderboard for the whole floor to see.

2 Reward points
Every agent earns reward points, with a progress ring showing their share of the team's total.

3 Points by outcome
Voice, reward and IM points sit alongside positive, negative and neutral outcomes — so quality counts, not just volume.

4 Any time frame
Switch between today, seven days, this month or last month, and see each team's overall rank.

146%
productivity increase reported by a Smartz client using gamification

BUILT IN

- Leaderboards
- Badges
- Competitions
- Collaboration
- Points by disposition
- SUPER rating in Analyz

ANALYZ

smartz SOLUTIONS

Stay data-driven.

A reporting and BI platform with real-time dashboards and historical reporting across the customer and employee journeys — so every stakeholder sees the right numbers in time to act.



25+
dashboards built on data-visualisation best practice

200+
reports across Commz, Engage, ticketing and audit

3
export formats — Excel, CSV and PDF

WHAT IT DOES

Intuitive
Dashboards and reports structured so you find what you need, fast.

Lead change
The most useful KPIs in clear-cut dashboards, including leaderboards and user KPIs.

360° CX view
Channels, queues, campaigns, agents and customer satisfaction in one place.

Employee insight
HR, QA, e-learning, attendance and recruitment dashboards from Engage.

Scheduled & exportable
An automated report scheduler, with export to Excel, CSV and PDF.

Off-the-shelf meets bespoke
Tailored views, deep-dive analytics and custom reporting on request.

IN ACTION

Wallboards & dashboards

Real-time wallboards with colour-coded alerts, channel overviews and a 360-degree view of modules, users and customer satisfaction.



WHAT'S NEW

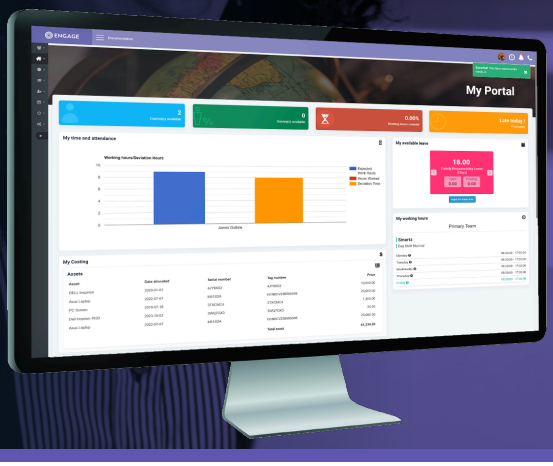
- Report scheduler
- PDF export
- SUPER performance rating
- QA analytics
- Audit & licensing reports
- Ticketing dashboards

ENGAGE

smartz SOLUTIONS

Empower employee engagement.

An employee management and engagement application that works seamlessly with Smartz Commz — because great customer experiences start with great employee experiences.



146%
productivity increase reported by an Engage client using gamification

59%
Engaged employees are 59% less likely to look for a new job

45%
staff turnover in customer service can reach 45%

WHAT IT DOES

Core HR
Employee details and timelines — a 360° view of the employee life cycle.

Quality assurance
Rules-based, multi-tiered assessments for every Commz channel.

e-Learning
Courses, exams and training sessions linked to QA results.

Surveys
Drag-and-drop employee and customer surveys with real-time NPS.

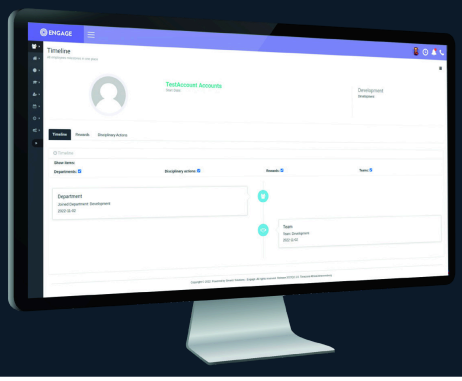
Time, attendance & leave
Working hours, adherence, leave requests and a full leave calendar.

Recruitment
Requests, candidate portal, pipelines and psychometric tests.

IN ACTION

My Portal & employee timeline

Every employee sees their profile, career journey, leave, courses, evaluations and adherence in one self-service portal.



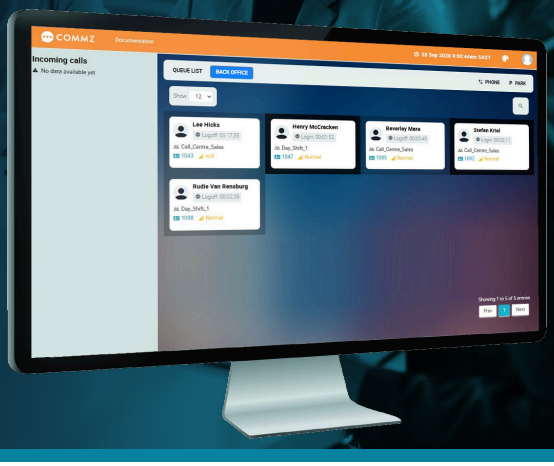
WHAT'S NEW

- QA disputes
- Auto-evaluations
- Mobile clock-in
- Psychometrics
- Health check
- Gamification badges
- SSO & 2FA

PABX

Your business phone system, built in.

Smartz UCaaS brings a full cloud PABX onto the same platform as your contact centre — unifying front office and back office in a single application.



1
platform for PABX, contact centre and back office

Any
SIP carrier — with trunk routing you control

All
users get a softphone, with access to multiple lines

WHAT IT DOES

Auto attendant & IVR
Multi-level IVR with time conditions, holidays, announcements and Text-to-Speech.

Ring groups & forwarding
Ring groups, forward to phone and no-answer call forwarding.

Transfers & extensions
Blind or attended transfers, extension-to-extension calling and a phonebook for external transfers.

Conferencing
3-way calls and a conference bridge with dynamic PIN support.

Voicemail & music on hold
Voicemail at user and queue level, with custom announcements and MOH.

SIP trunks & routing
Bring your own carrier, with CLI numbers, groups and outbound trunk selection.

IN ACTION

Front office and back office, unified

Every employee is reachable on the same platform as your agents — with call recording, video calling and the Smartz Switchboard in one application.



WHAT'S NEW

- Conference bridge dynamic PIN
- Voice print 2FA login
- Video calling
- Queue name whisper
- Time zones & daylight savings

EXTEND THE PLATFORM

Add-ons that plug straight into the suite.

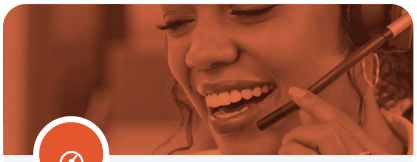
Same agents, routing, reporting and security as the Smartz Suite — switch each one on when you need it.



SMARTZ BOT

Conversational AI

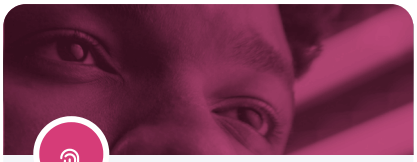
Instant answers 24/7 on web chat, WhatsApp, Telegram, Meta Messenger and SMS — with handover to an agent.



INTELLIGENT DIALLER

Predictive outbound

Proprietary algorithms pace dialling to your abandon target, with 93%+ voicemail detection and SLA-based blending.



VOICE BIOMETRICS

Third-factor authentication

AI speaker verification on voice, IVR, web, mobile, chat and bots — your voice is the password.

WORKFORCE MANAGEMENT

Forecast, schedule, adhere.

Next-generation cloud WFM — forecasting, scheduling and real-time adherence, connected through Smartz APIs.

20%+ lower workforce costs, service levels kept

SMARTZ ACADEMY

Learn and get certified.

Role-based learning paths for customers and partners, from 5-minute micro-lessons to certified courses.

44 courses across 7 role-based learning paths

SPEECH ANALYTICS

Every call, not a sample.

Automatic transcription with automated QA scorecards, sentiment and compliance checks across calls, texts and email.

100% of calls analysed — no manual listening

AGENT ASSIST

Guidance in the moment.

Live prompts, next-best-action and compliance alerts on-screen while the call is happening.

Live in-call guidance, scripts and customer context

BEST-OF-BREED ARCHITECTURE

Your cloud. Your telco. Your pace.

Containerisation gives every client their own environment — deployed and upgraded within minutes.

Any cloud

Hosted in Azure, AWS, Google or private infrastructure — storage on-premise or in the cloud.

Any carrier

Link to your preferred telco, with SIP trunk routing and dedicated outbound trunks.

Always current

Auto upgrades and container licensing through Smartz Central.

PROVEN RESULTS

Simplifying experiences. Proven results.

76%
improvement in positive wrap-ups with Smartz Commz

146%
productivity increase using Engage gamification

93%+
voicemail detection on the Intelligent Dialler

Results reported by Smartz Solutions clients.

ENTERPRISE READY

Secure, compliant and always on.

The questions every enterprise and public-sector buyer asks — security, uptime, data residency and scale — answered on one platform, with the certificates and references to prove it.

99.95%
platform availability commitment, in line with the Microsoft Azure uptime SLA — reported monthly

100%
uptime over 12 months for South Africa's largest utility provider

24/7/365
support available as an optional extra, with quarterly releases of fixes and new features

CERTIFIED & COMPLIANT

- ISO/IEC 27001:2022
- PCI DSS v4.0.1
- POPIA
- GDPR
- HIPAA

TRUST BUILT IN

Security and compliance by design.

Certified security
ISO/IEC 27001:2022 certified across software development and operations, and PCI DSS v4.0.1 certified — with annual independent penetration testing.

Your data stays local
Hosted by default in Microsoft Azure South Africa North, recordings included — no cross-border transfer unless you ask for it. Or run in any cloud, private cloud or on-premise.

Protected at every login
Microsoft single sign-on, 2FA by email PIN or voice print, after-hours login blocking, sensitive data blurred in screen recordings and column-level encryption.

PROVEN AT SCALE

When volumes surge, Smartz scales.

600 → 1,200
concurrent call capacity scaled within 48 hours for a national power utility

150,000
calls handled over a single weekend during the same crisis

870,000
WhatsApp Bot interactions in 24 hours — live in under a day

440
agents across seven contact centres moved to the cloud with no downtime

OPEN BY DESIGN

Connects to the systems you already run.

APIS & DATA
- Open REST APIs & webhooks
- Postman API collection
- Secure SFTP imports
- Analyz API to your BI tool

CRM & DESKTOP
- Screen pop & data dips
- CRM split screen in Chatterbox
- Embedded web CRMs
- 360° customer journey

MICROSOFT
- Microsoft Teams calling
- Outlook & Microsoft 365 email
- Entra ID single sign-on
- Azure-hosted by default

CONNECTORS
- CallBi speech analytics
- Payment gateway
- Puzzel & Verint WFM
- Any SIP carrier (BYOC)

ABOUT SMARTZ SOLUTIONS

Managing customer and employee experiences through enabling technology.

Smartz Solutions provides one of the most comprehensive cloud-agnostic contact centre suites available — supporting fully cloud-based, work-from-home, hybrid and on-premise contact centres. Our culture is built by professionals who believe in best-in-class technology, support and service at every step of the journey.

With more than 250 years of combined experience in the team, we deliver products that help companies offer great journeys to their customers and agents — measuring the employee experience from cradle to grave and linking it to the customer experience.

CX Customer Experience + **EX** Employee Experience = **TX** Total Experience

WHY SMARTZ

Our competitive advantage.

Partner network
An indirect model that scales through trusted local partners.

Intelligent routing
Skills, priority, personal, AID (Automatic Intelligent Routing) and empathy routing.

Workflow designer
Visual tools for IVR, FAQ automation and business workflows.

Human asset management
Engage HR built in — not bolted on.

Intelligent dialler
Smartz proprietary algorithms with 93%+ voicemail detection.

Sentiment analysis
Real-time sentiment for customers and employees.

AI & bots
Conversational automation across digital channels.

Containers & Docker
Every client in their own environment, upgraded via Smartz Central.

smartz SOLUTIONS

Let's simplify the complex.

Get Smart. Get Smartz. · Let's talk.

Request a demo →

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