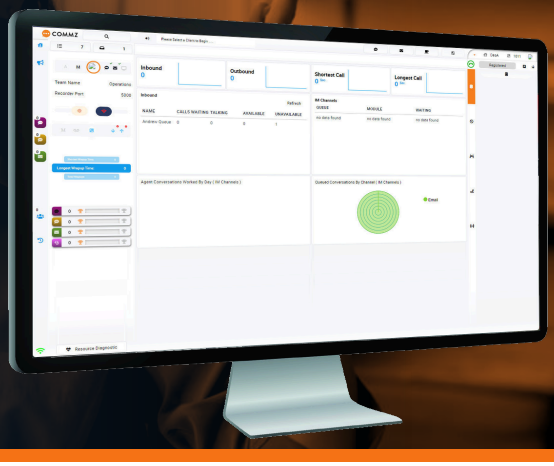
COMMZ

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.

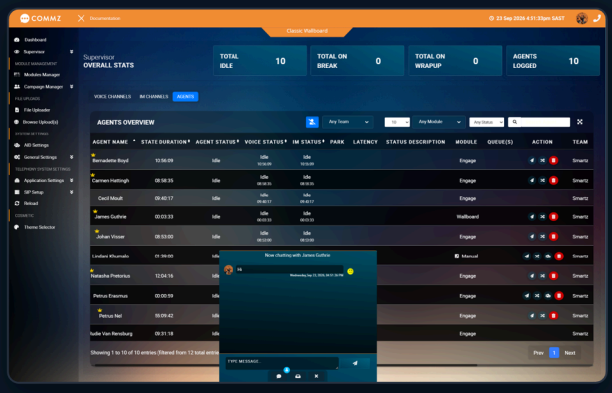
### Bots & FAQ automation
A visual flow designer to automate chat and FAQ journeys.

### 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 routing
- FAQ automation
- Video calling
- Desktop recorder
- Speed Email
- Meta Messenger

BUILT FOR THE WAY YOU WORK

# Every conversation, routed and remembered.

Commz doesn't just connect channels — it remembers every customer, routes them to the agent most likely to help, and lets your own team change the journey without a developer.

**50**
queue priority levels, with agent skills rated from 1 to 10 stars

**10**
concurrent chats per agent per module, routed by AID

**Every**
interaction can be rated with CSAT, NPS or CES — not just a random sample

### Routing that learns

AID (Automatic Intelligent Routing) sends a returning customer to the agent who gave them the best experience last time. Voice uses ACD with eight ring strategies, overflow and call-back from queue.

### IVR Workflow Builder

Drag-and-drop IVRs with live data dips into your CRM, text-to-speech that reads back account data, and a different menu for every number — built by your team, no developer needed.

### One customer journey

Every interaction is linked by phone number, email or social handle. Agents see and replay the full history, with screen pop and a built-in CRM in a split screen.

EVERY CHANNEL, DONE PROPERLY

# The details competitors leave out.

**EMAIL**

- Outlook & Gmail (OAuth2)
- Unique reference on every reply
- Auto-reply loop detection
- Keyword routing & spam wrap-up

**WHATSAPP & SOCIAL**

- Window-expiry reminders
- Auto wrap-up when it closes
- One number, keyword departments
- Meta Messenger, X & Telegram

**WEB CHAT & SMS**

- Branded per campaign
- Pre-chat fields to the agent
- Any two-way SMS provider
- Opt-out keywords & auto replies

**VIDEO & TICKETS**

- Customer video by link
- Recorded KYC sessions
- Tickets from any channel
- CAPTCHA-protected web form

**Supervisors in control.** Monitor, whisper, barge or chat from the wallboard — every barge is audited. Agents hear the queue name and how long the caller waited before they say hello.

**Secure by default.** Every interaction carries a unique reference and is recorded centrally — AES-256 encrypted at rest, TLS 1.2+ in transit, hosted by default in Microsoft Azure South Africa North.

ON A CERTIFIED PLATFORM

Commz runs on the same platform as the rest of the Smartz Suite — ISO/IEC 27001:2022 and PCI DSS v4.0.1 certified, independently penetration-tested every year, and hosted by default in Microsoft Azure South Africa North with a 99.95% availability commitment.

PART OF THE SMARTZ SUITE
**CCaaS + UCaaS in one.**

CX + EX = TX Total Experience

ONE PLATFORM
Commz · Analyz · Engage · PABX

WHAT'S NEW

# New & Enhanced

NEW

### Ticketing from any channel

Create, categorise and prioritise tickets with severity levels, SLA-breach alerts and a CAPTCHA-protected public web form.

NEW

### AID routing & sentiment

(Automatic Intelligent Routing)

Behaviour and empathy-based routing alongside skills, priority and personal routing — with configurable strategies.

NEW

### FAQ automation

A visual flow designer and builder to automate frequently asked questions across web chat and messaging.

ENHANCED

### IVR workflow designer

Build multi-level IVRs, time conditions, announcements and Text-to-Speech prompts — no code required.

NEW

### Video & desktop recording

Switch calls to recordable video, and capture multiple agent screens to a central repository with the Smartz Desktop Recorder.

ENHANCED

### Speed Email & smarter inbox

IMAP and EWS-OAuth2 for Outlook and Gmail, loop detection, spam filters and search across queued emails and attachments.

FULL CAPABILITY

# Everything your contact centre needs.

### VOICE

- ACD & skills-based routing
- Multi-level IVR & voicemail
- Live coaching, whisper & barge
- Conference bridge with dynamic PIN
- CTI screen-pop & click-to-call
- Post-call surveys

### DIGITAL

- WhatsApp, Telegram & Meta
- Web chat with brand matching
- Two-way SMS & keyword routing
- i-Templates with merge data
- Business broadcast variables
- Queue prioritisation for IM

### AGENT DESKTOP

- Call blending & campaign allocation
- Day, Night & Classic modes
- Sensitive data blurred on playback
- Encrypted columns & forced wrap-ups
- Supervisor chat & presence
- 2FA via email PIN or voice print

### PLATFORM

- Webhooks & CRM integration
- DNC opt-out lists
- Dynamic datasets across channels
- Gamification & leaderboards
- Multi-language UI
- Auto upgrades via Smartz Central

BEST-OF-BREED ARCHITECTURE

# Your cloud. Your telco. Your pace.

### 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.

> We've been able to intervene in more interactions between agents and customers before they turn sour, resulting in an improvement of 76% in positive wrap-ups.
>
> **Smartz Commz client**

smartz SOLUTIONS

## Let's simplify the complex.

Get Smart. Get Smartz. · Let's talk.

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HEAD OFFICE
Mauritius

OFFICE
South Africa

Request a demo →