

Voice · Smartz Contact Centre, delivered by FirstNet

# Every interaction. One connected view.

Bring voice, email, webchat, SMS and digital conversations into one browser-based workspace. Smartz combines customer engagement, operational control, quality management and analytics in a modular contact centre platform.

## Omnichannel

voice, email, SMS, webchat and social channels

## 1 workspace

one agent view with interaction history

## Real time

wallboards, reports and dashboards

## Modular

add capabilities as requirements evolve

## Who it is for

- Contact centres replacing fragmented or legacy tools
- Service teams that need a complete customer interaction history
- Operations that need real-time visibility, QA and reporting
- Organisations with office, hybrid or remote agents
- Supervisors who want to monitor, coach and review quality

**AI and automation options.** Sentiment analysis, bots, automated QA, transcription, summaries and agent assist, subject to scope and licensing.

## Three connected Smartz modules

### Commz CONVERSATIONS

Customer conversations: inbound and outbound voice, email, webchat, two-way SMS and supported digital channels.  
Browser-based (WebRTC) · Configurable queues and IVR · Skill-based routing

### Engage PEOPLE AND QUALITY

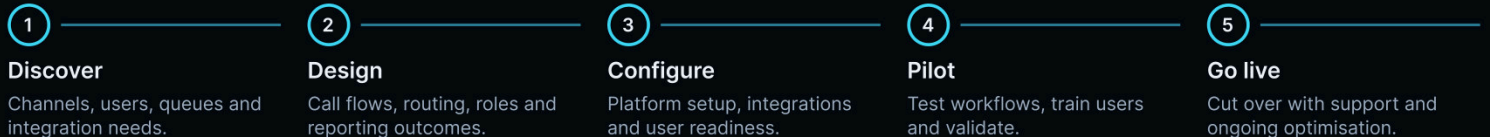
People and quality: quality assurance, scorecards, surveys, workforce and employee engagement.  
QA scorecards · Surveys · Coaching

### Analyz INSIGHT

Insight and reporting: historical reports, configurable dashboards, channel performance and interaction analytics.  
Wallboards · Dashboards · CRM integration (REST APIs, webhooks)

Secure call recording and role-based operational access come standard.

## What FirstNet does for you



## Key customer outcomes

- ✓ **A consistent view** of each customer journey for every agent.
- ✓ **Better routing**, response handling and first-contact context.
- ✓ **Measured service** through wallboards, reports and customer surveys.
- ✓ **Stronger supervision** with monitoring, coaching and quality reviews.

## Getting started

- 1 Scope your environment.** Confirm users, channels, integrations and service outcomes.
- 2 Design the experience.** Map queues, workflows, routing, reporting and quality requirements.
- 3 Pilot and launch.** Validate with users before a broader rollout.

## Let's elevate your customer experience.

Book a Smartz Contact Centre scoping session with your FirstNet account team.

[firstnet.co.za](https://firstnet.co.za) →

0861 989 896 · [sales@firstnet.co.za](mailto:sales@firstnet.co.za)

Features, availability and outcomes depend on solution design, scope, selected modules and the signed customer agreement. Optional AI, digital channels, integrations and advanced capabilities may require additional licensing in a scoped statement of work. Smartz is a trademark of its owner.