

Voice · Zoom Contact Centre, delivered by FirstNet

Every channel. One agent screen.

Voice, webchat, SMS, video and social in one screen, with AI helping on every interaction. FirstNet adds licensed South African calling, queue and IVR design, CRM integration and local 24/7 support.

Omnichannel

voice, video, SMS, webchat and social in one place

Local SA voice

licensed South African calling included

AI-ready

sentiment, summaries and virtual agent

One partner

platform, voice and delivery from FirstNet

Who it's for

- Mid-market and enterprise contact centres replacing legacy systems
- Existing Zoom Phone customers scaling into full contact centre
- Regulated operations across finance, healthcare and public sector
- Outsourcing operations running campaigns into South African markets

Pilot, then cut over with confidence.

Pilot a small group, run alongside your current system, then cut over with a rollback plan.

Three editions to match your contact centre

Essential

Voice contact centre

Everything a voice contact centre needs to get started.

Voice queues · Basic IVR · Agent consoles · Reporting · Call recording

Premium

Digital channels

Everything in Essential, plus digital channels and basic workforce engagement.

Webchat · SMS · Social · Inbound email · Basic workforce engagement

Elite

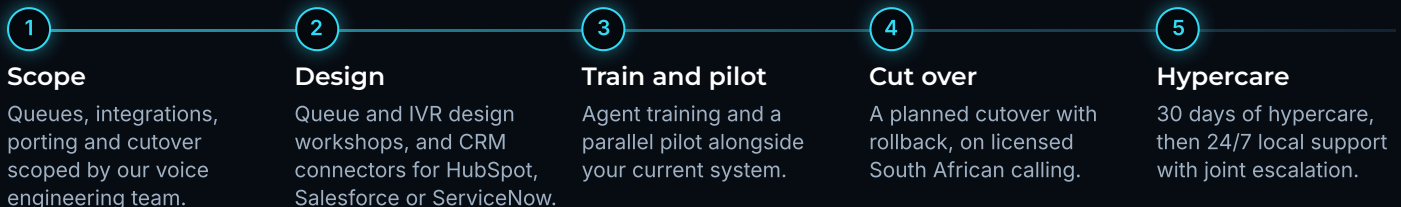
AI-powered

Everything in Premium, plus AI on every interaction and advanced workforce tools.

Sentiment analysis · Call summaries · Real-time agent assist · Advanced WFM and analytics

Optional add-ons: Zoom Virtual Agent for self-service, Zoom Quality Management and Workforce Management, Compliance Recording, Clarity Call Analytics for Zoom, and Zoom Phone for back-office users.

What FirstNet does for you



Why FirstNet

- ✓ **Certified Zoom Provider Exchange partner**, delivering SA calling over ICASA-licensed interconnects.
- ✓ **Implementation, not just licences.** Queue and IVR design, CRM integration, training and a parallel pilot.
- ✓ **Local support** 24x7, in English and Afrikaans, with joint escalation.
- ✓ **We own the outcome.** We deliver it. We support it. ISPA member, bound by the ISPA Code of Conduct.

Getting started

- 1 Scope your deployment.** Contact FirstNet to discuss your channels, agents and current system.
- 2 Design.** We scope queues, integrations, porting and cutover before you commit.
- 3 Pilot and go live.** Enabled on your Zoom tenant, piloted with a small group, then cut over.

Talk to us: contact FirstNet to scope your Zoom Contact Centre deployment with our voice engineering team.

Let's elevate your customer experience.

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

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

0861 989 896 · Umhlanga Ridge, KZN