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Call Centre as a Service : *A Managed Marketplace Model*

Problem

Call centres have been around since 1996, no innovation in the last 30 years!

Call centres are traditional, brick & mortar shops with rigid processes and broken tech pieces

The monthly avg. attrition rate in call centres is 15-20%

The call centre industry is waiting for disruption

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Solution

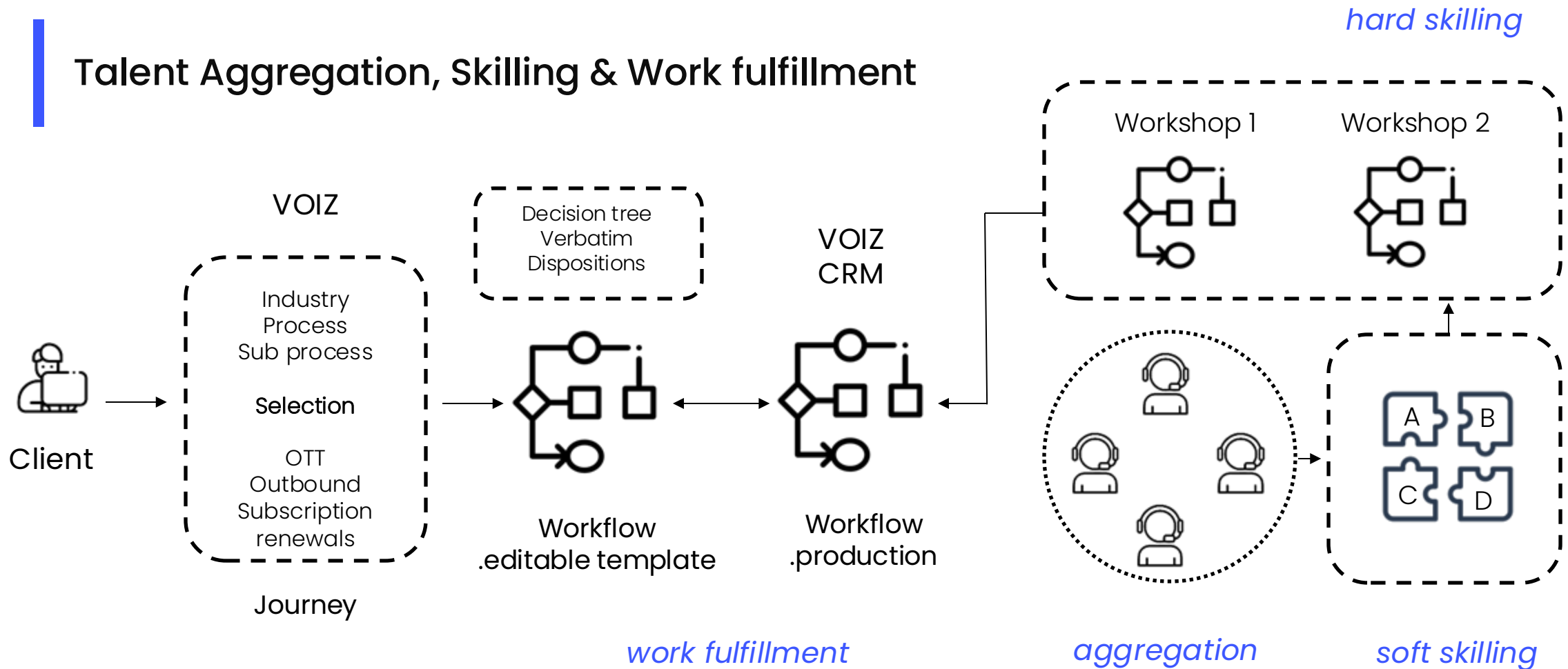*A tech-enabled 'Smart' Call Centre Service that offers **Human + AI experience** = 1-Solution*

Talent Marketplace - We have aggregated call centre experienced human resources to solve for talent

Full Stack AI Tech - We have built a robust tech platform containing talent, training, production, quality, security, collaboration and automation functions to enable seamless call centre operations on a plug & play model

We run call centres on Remote, On-prem & Captive models

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Blueprint

Talent Aggregation, Skilling & Work fulfillment

hard skilling

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Decision tree
Verbatim
Dispositions

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CRM

Workshop 1   Workshop 2

Industry
Process
Sub process

Selection

OTT
Outbound
Subscription
renewals

Client

Workflow
.editable template

Workflow
.production

Journey

work fulfillment   *aggregation*   *soft skilling*

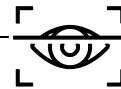A B
C D

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Tech

Ai Products

Customer Management

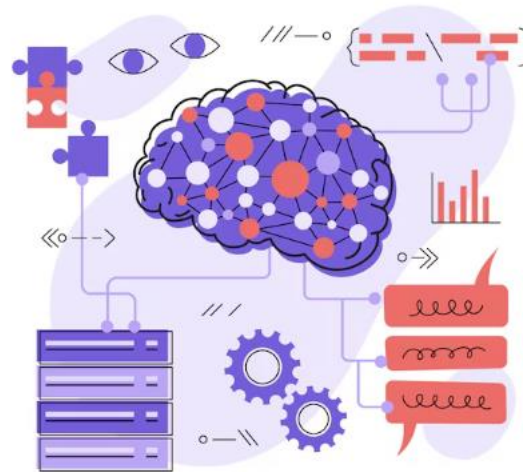Learning Management

Talent Management

Security & Governance

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Ai

Recruitment

Ai caller

L1 agent recruitment

Direct on ATS

Production

Agent assist via CRM

Real time prompts

Iteration-1 handling in agent voice

Training

Ai trainer led training

Avatar delivery

Knowledge base
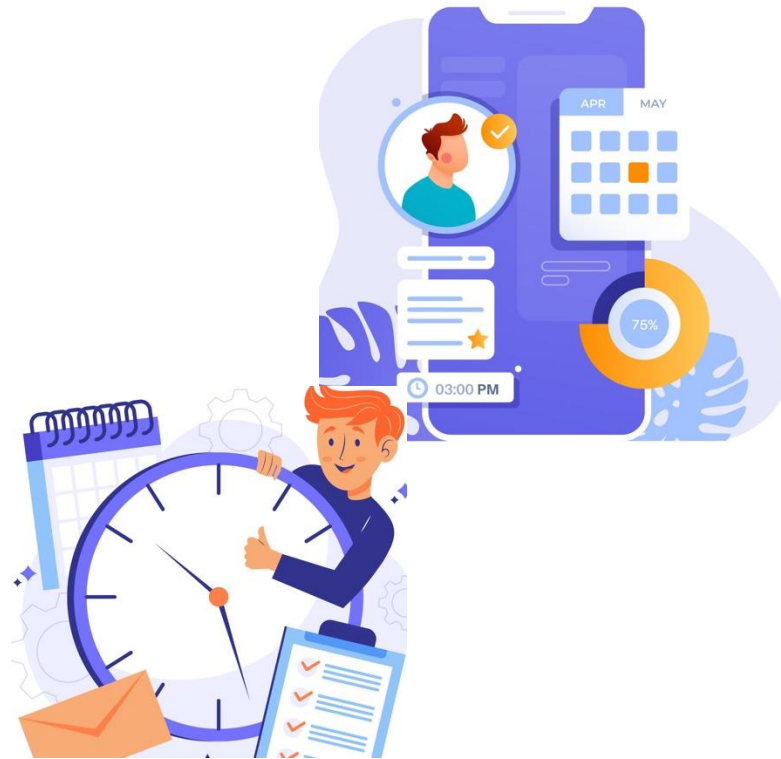
Quality Analysis

Audit every call

Real time recommendations

Automated BQ journeys

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Secure app

Face ID Login

Attendance Management

Screen monitoring
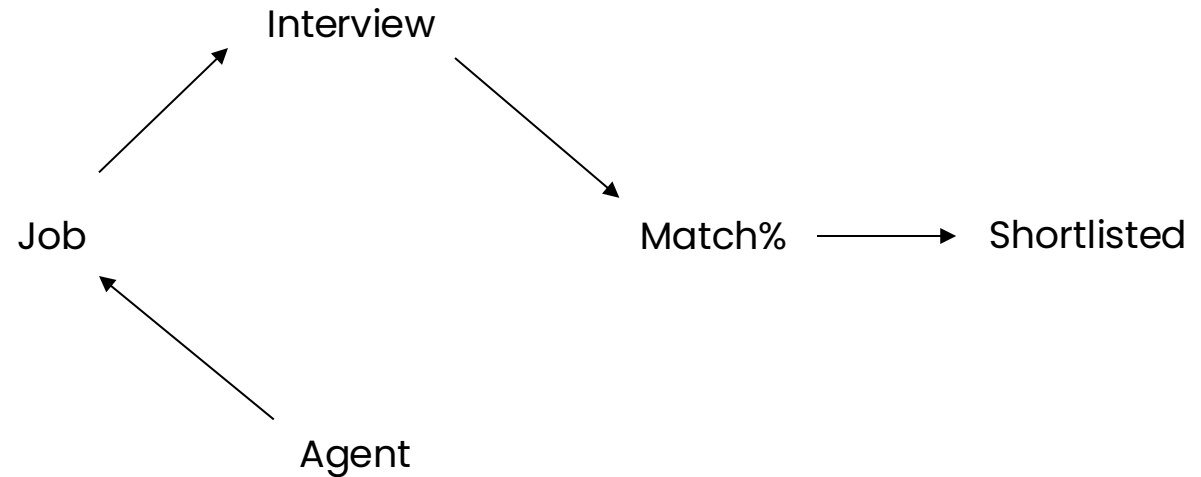
Time sheets

Video monitoring

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ZOVI Ai - Recruiter

Used for: Interviews + Mock calls

Features:

- Inbound feature
- Ai interviews agents
- Runs through L1 questions
- If match% is good, will go for L2
- Records responses with analytics

Interview

Job → Interview → Match% → Shortlisted
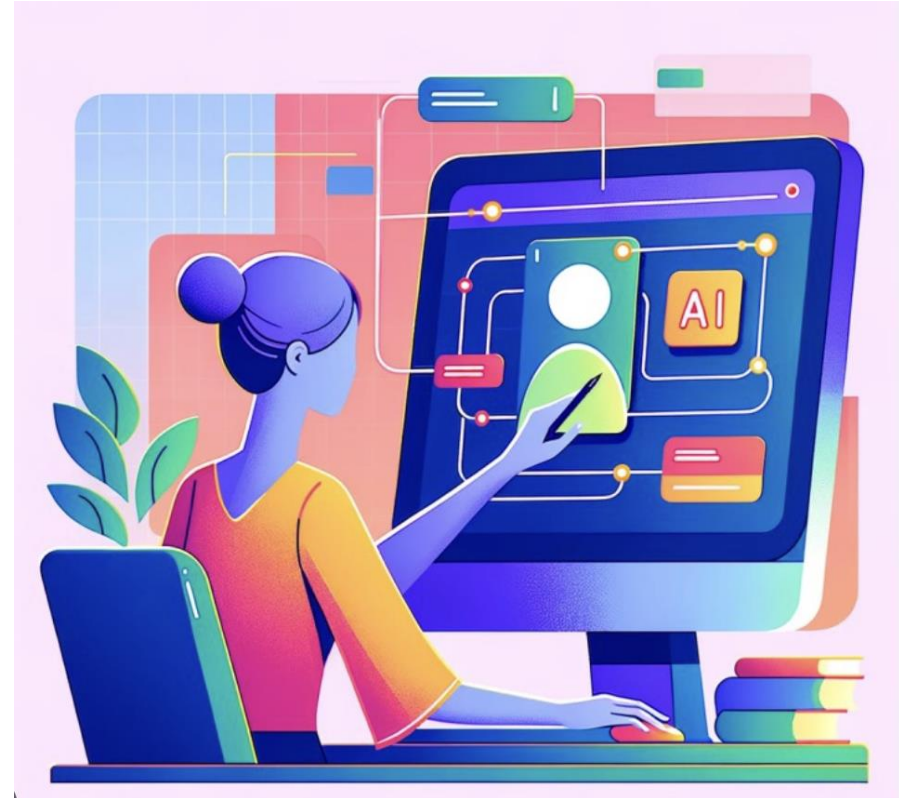
Agent → Job

Mock call sample

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VIZO Ai - Trainer

Used for: Training + Simulator

Features:

- 1 – 1 trainer led training
- Learning path
- Interactive sessions
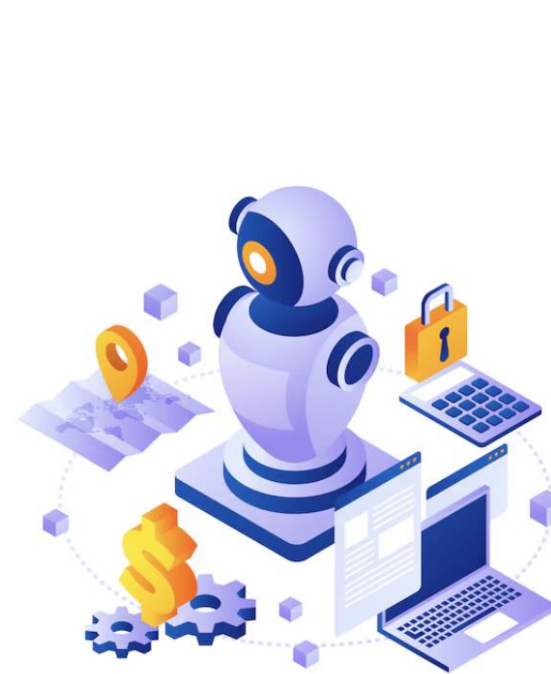- Builds assessments
- Recorded sessions for refresher

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Product

Templated Workflows

Multichannel & API ready integrations

Pre-trained Human Agents

Security App

Ai & Automation

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Value

Experienced & Sticky Agents – High quality, experienced & committed workforce.
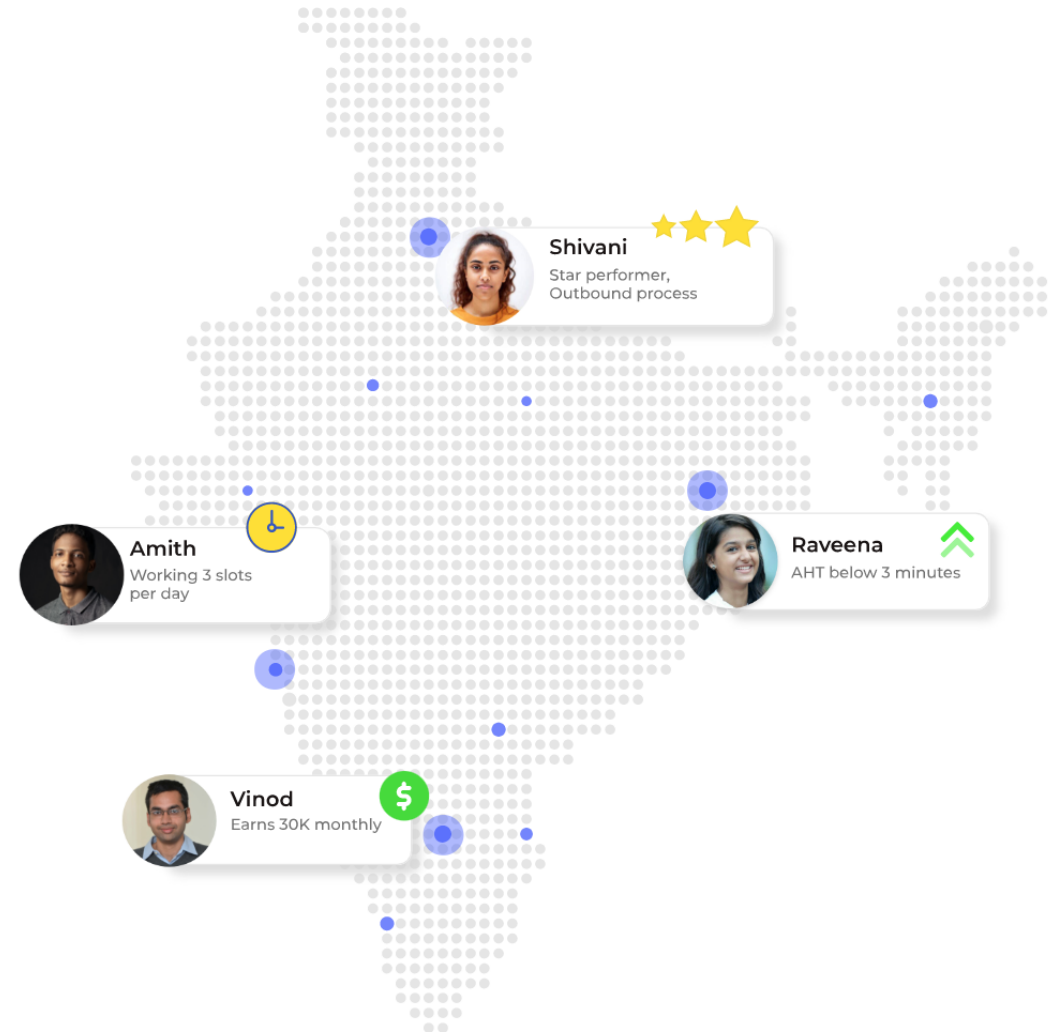Diverse specialties: languages, industry experiences etc.

Cost Effective – No capex and opex overheads, leading to much lower costs than an on premises set up

10X more Scalable – 1 to 10 to 100 agents' scale capability. Fast to market, go live in 7 days & scale in 30 days

Flexible & Fungible – Seamless BAU, surge demand & fractional demand capability

Shivani
Star performer, Outbound process

Amith
Working 3 slots per day

Raveena
AHT below 3 minutes
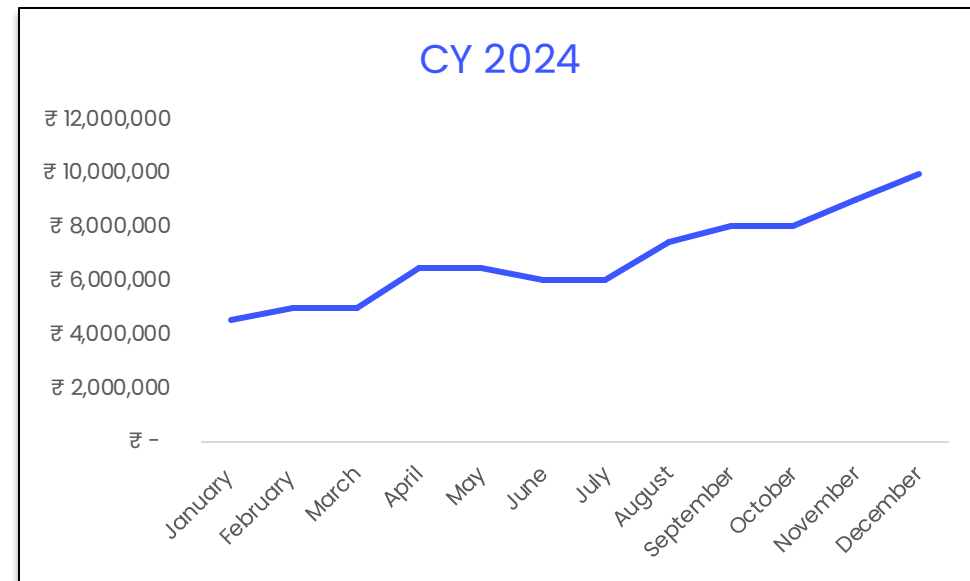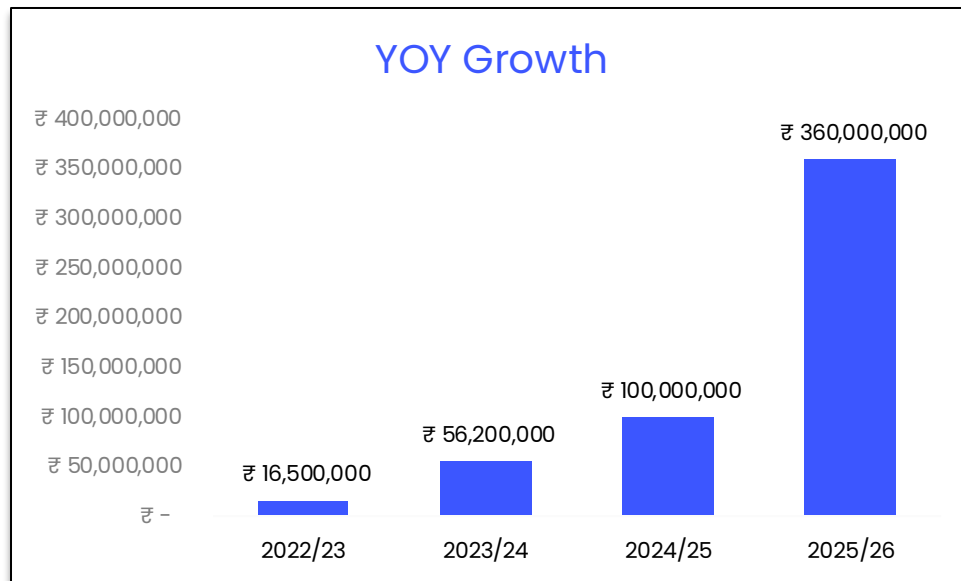
Vinod
Earns 30K monthly

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IP

Technology – Full stack for a call centre industry that can operate both on-prem and remote. Stack includes Talent Marketplace, Learning Management System, CRM, Automation, Multi-channel, Security & Ai

Supply Aggregation – Currently a pool of 13,000 experienced WFH agents. The bigger the pool, the more the barrier for competition

Content – A data and content driven decision tree + verbatim + dispositions, highly customized templates built to suit several industries and functions, configured in a plug and play system

Processes – Science backed, battle tested Hiring, training, production, quality audit processes

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Traction

YOY Growth

- ₹ 16,500,000 — 2022/23
- ₹ 56,200,000 — 2023/24
- ₹ 100,000,000 — 2024/25
- ₹ 360,000,000 — 2025/26

CY 2024 (January–December)

FY 2022/23 = 1.65 + 5.3 Cr

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Key Accounts

Account	Current Seats	Recur. Revenue	Growth Revenue
S&P Global	62 > 200	₹ 18,00,000	₹ 60,00,000
Livspace	70 > 100	₹ 17,50,000	₹ 25,00,000
Shriram Prop	70	₹ 15,00,000	₹ 15,00,000

Account	Current Seats	Recur. Revenue	Growth Revenue
Smartcoin	25 > 50	₹ 5,00,000	₹ 10,00,000
Girnar	25 > 50	₹ 5,00,000	₹ 10,00,000
Sarovar Ho	10 > 50	₹ 2,70,000	₹ 15,00,000

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Players

	VOIZ	SQUAD	FUTWORK	AWIGN
Gig Segment	Grey	Grey	Grey	Blue, White, Grey
Business Model	Marketplace	Call Centre	Call Centre	Staffing
Location	Remote, on-prem, captive	Remote, on-prem	Remote	Remote
Founded	2020 (4 years)	2014 (10 years)	2020 (4 years)	2016 (8 years)
GMV, 2023	$1M	$7M	Unknown	$15M
Funding / Val	$2M / 8M	$25M /	$3.5M /	$20M / 30M (Exit)

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People

Vineet Patil - CEO & Cofounder

Strategy, sales, people, process

2 ventures prior – Gaming (exit), Laundry app

4 years in Corporate, 14 years in Startups

Sandeep Nyamati - CTO & Cofounder

Product, technology, finance, legal

2 ventures prior – Tech services, Tech product

4 years in Corporate, 14 years in Startups

Ashwin Kamath - CBO

New initiatives

Entrepreneur – auto industry

18 years in business

Vijay Iyer - CSO

Sales

The Oberoi Group, Four Seasons

20 years in hospitality, 2 years in VOIZ

Andy Ambli - COO

Operations & supply

Vineet's core team from Gaming

8 years with same team members

Venkatakrishnan Ganesh - Head Engineering

Technology

Sandeep's founding team from Tech company

4 years in Corporate, 14 years in business

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Trusted by

Some of India's well-known BFSI companies

Trusted by

Other well-known brands in India

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