



## Enterprise Capital Streamlines Customer Communications

A growing financial firm leverages Ozonetel’s cloud contact center to give customers direct access to agents anytime, anywhere.

Use case	Industry	Integration	Impact
Service	Finance	Zoho	25% higher agent efficiency



### Challenges

Customers often called Enterprise Capital’s agents directly on their extension numbers or mobile phones. A solution was needed to route and track these calls while using the company’s existing DID numbers.



### Solution

Ozonetel's CCaaS integrated with Enterprise Capital's telecom provider to leverage their existing DID numbers and would seamlessly route customer calls to agents' mobile phones when they were not at their desks.



### Results

Enterprise Capital’s customers could now connect with their relationship managers anytime, anywhere. The system would log 100% of calls within Zoho while improving agent productivity.

## Focus on Strong Customer Relationships

Enterprise Capital (bizcred.com) is a lending marketplace that helps business owners grow with equipment financing and working capital loans. They have built a team that consists of professionals with deep knowledge of the industries their clients represent. Each agent builds strong relationships with clients and provides personalized solutions.

## Enabling Personalized Attention for Every Customer

Enterprise Capital’s clients were accustomed to a high level of personal attention. They often called assigned representatives directly, either on their extension numbers or mobile phones.

Enterprise Capital required a contact center solution that could enable these interactions while integrating with Zoho CRM. Additionally, Enterprise Capital had purchased several SIP trunks with multiple DID numbers. They wanted a solution that wouldn’t require them to change telecom providers.

## Ozonetel’s Contact Center Solution for Enterprise Capital

Ozonetel offered Enterprise Capital a cloud contact center solution with Zoho integration enabling the firm to leverage it’s existing telecom investments. Using this solution, Enterprise Capital’s customer calls would get seamlessly routed to their respective relationship managers during and after office hours.

## Direct, Personal Interactions Maintained

Ozonetel's cloud solution allows agents to remain available and looped in even when they are not at their desks. When the customer dials their relationship manager's extension number, the system automatically redirects calls to their mobile devices while masking agents' personal phone numbers for privacy.

## Easy Call Monitoring & Tracking

The system tracks incoming and outgoing calls and automatically logs them into the Zoho CRM, making it easy to track, add notes, stay organized, and follow up. This integrated approach provides visibility into team performance while reducing after-call work.

## Existing Telecom Investment Kept in Place

Ozonetel also enabled advanced front-end features such as IVR, Skill Hunting, Mobile Call Forwarding, and Reports & Analytics while keeping Enterprise Capital's existing telecom provider on the back end.

## Key Benefits

- Achieved CSAT score of over 75%
- Auto call logging & 100% tracking
- 25% higher agent productivity
- Fastest deployment
- Personalized onboarding
- Time to market - 48hrs

## Why Ozonetel?

- Plug & play solution
- Ultrafast implementation
- Personalized onboarding
- Transparent pricing - No hidden charges
- 24x7x365 support



Not only are the Ozonetel telephony products highly integrable into our CRM with special workflows to automate processes, the technology is reliable and well-priced. The team is great. Meraj and Shane have helped us to no end to find a product and support this good. We've been with them for years now and will continue to rely on them to scale our operations. Thanks again guys!

Josh Phelps, CEO, Enterprise Capital

## About Ozonetel

Ozonetel is an industry leader within the Customer Experience (CX) space, offering businesses a robust, omnichannel platform to manage end-to-end communication. The AI-powered platform has enabled 2,500+ businesses to manage and analyze interactions at every step of their customer journey — across both voice and digital channels.

Call us +1- 408- 440- 5445

Write to [sales@ozonetel.com](mailto:sales@ozonetel.com) for any queries

[SCHEDULE DEMO](#)



**Ozonetel**