

The logo consists of a white circle with a smaller white dot in the center, resembling a target or a stylized 'O'.

OneCenter

# Problem



## Long Wait Times

Customers complain of long menus & hold times.



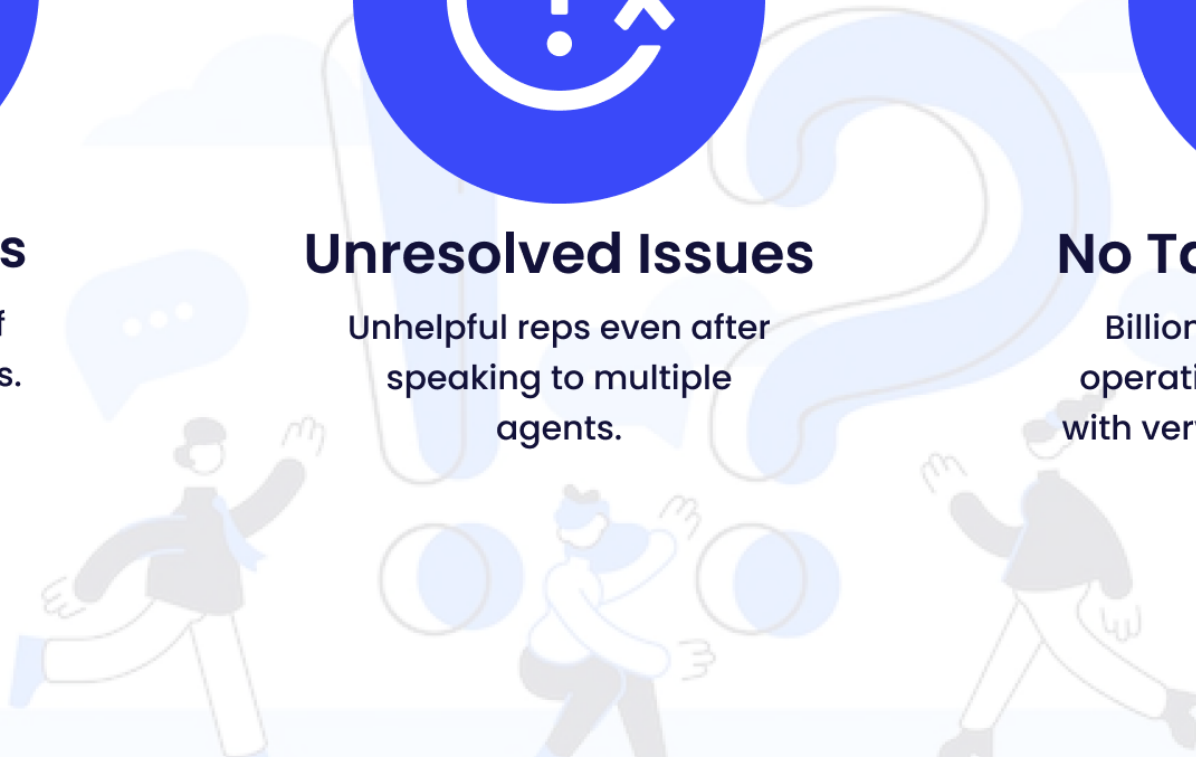
## Unresolved Issues

Unhelpful reps even after speaking to multiple agents.



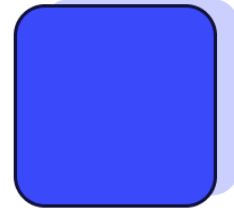
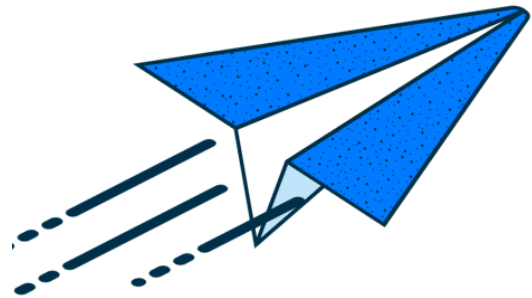
## No Tangible Results

Billions spent on call center operations and management, with very little results to account



# Solution

**OneCenter** is a next-gen call center agent that provides 24/7 support, with the ability to simultaneously answer multiple calls effectively



Cost Effective  
Automation



Personalized Interactions



Scalability and Flexibility



Data Driven Insights



# **Why now?**

**Market Saturation**

**Evolving Customer  
Expectations**

**Cost-Consciousness  
of Business**

**Increased Digital Adoption**

**AI Breakthrough**

# Team



**Shuaibu Ziyad**

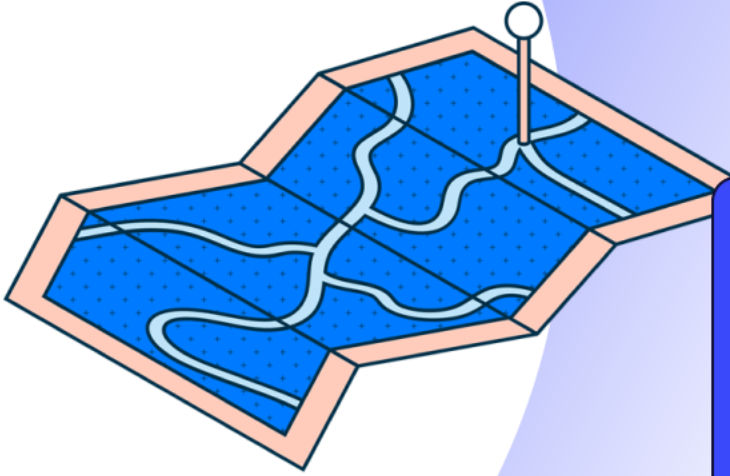
Co-Founder, Product  
Manager, Software  
Engineer



**Ibrahim Aliyu**

Co-Founder, Software  
Engineer & User  
Experience

# Size Of The Market



**\$8.4B**

Total Available  
Market (TAM)

**\$840M**

Serviceable  
Available Market  
(SAM)

**126M\$**

Serviceable  
Obtainable Market  
(SOM)



# Target Market: Startups

with a customer base of 5000 users  
and above

## Key Characteristics

- **Tech-Savvy**
- **Cost-conscious**
- **Value Innovation and Automation**
- **Prioritize Customer Experience**



# Our Models Current Features

## AI Call Center Agent

Onecenter introduces an advanced AI-powered call center agent for efficient query resolution via voice calls.

## Scalability for Startups

Tailored for startups, Onecenter is designed for scalability, accommodating growing business needs without compromising service quality

## Dynamic Multilingual Support

Onecenter is breaking barriers by offering dynamic multilingual support, facilitating communication in various languages

## Faster Query Response Time

Leveraging RAG (Retrieval Augmented Generation), Onecenter ensures remarkably faster response times, enhancing overall customer experience.

## Admin Task Automation

Empowering startups with the ability to automate administrative tasks, providing a seamless solution for enhanced efficiency

## Phone Number Assignment for Seamless Dialing

Onecenter assigns dedicated phone numbers to partner companies, enabling users to initiate voice calls directly from their phones.



# Revenue Model

Onecenter's Revenue will be generated through

## Enterprise

Create tailored solution  
"OneAssist" for businesses

## Partnerships

Businesses are partnered and  
priced based on customer size  
and data

# Analyzing Competitors

There are no direct competitors for an AI Call Center agent in Nigeria

## Gaps

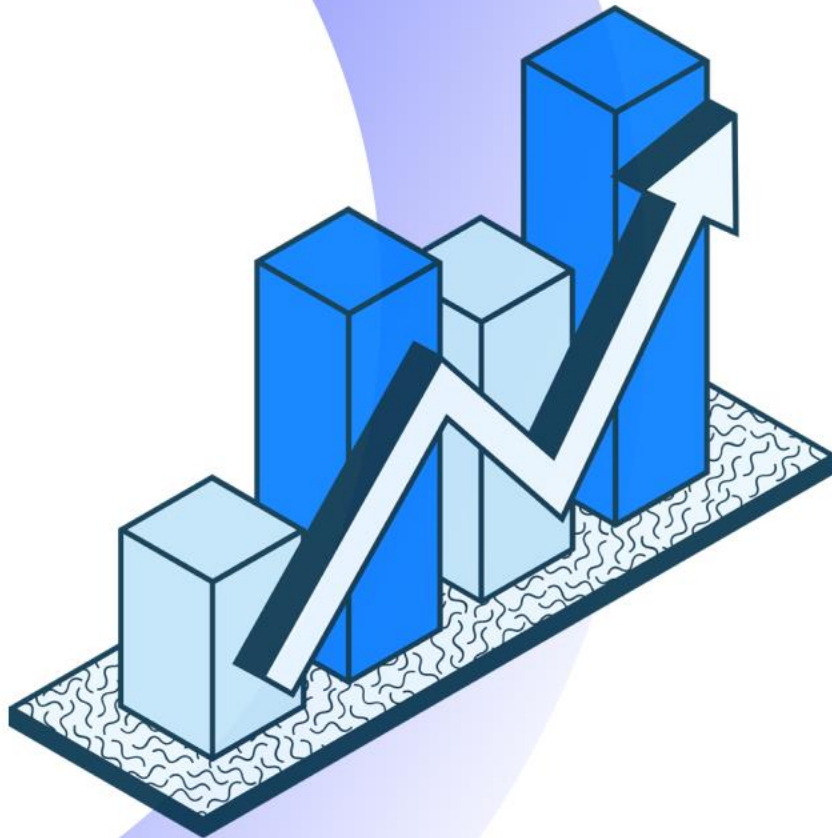
- Limited Interaction
- Personalization Challenges
- Complex Onboarding and Integration
- Handling Complex Queries can be challenging

There are indirect competitors, in the form of chatbot development companies, such as, Azumo, Intellia, Zummit Africa, etc.

## How are we better?

- Dynamic Integration
- Tailored Responses
- Flexible Onboarding and Integration
- Complex Query Handling

# Traction



- MVP Creation
- 4 time Hack-a-thon winner
- Alpha testing of 50+ users
- Feedback/Data collection
- Waitlist creation
- Tested with 5 Companies
  - Schoola
  - Bamboo
  - iT Central
  - LiteWeight

# Future Plans

Secure partnerships and perform diverse testings with Onecenter

Train Onecenter to be able to seamlessly integrate with startups infrastructure

Train Onecenter to be able to efficiently and autonomously perform tasks.

Real-time Transcription

## Roadblocks

- **Lack of funding**
- **Lack of Development Tools**
- **Lack of Guidance & Mentorship**