

# Sytel Dialer Solutions for IBM SPSS® Data Collection 6

market research

Since 1997, Sytel Limited has supplied best-of-breed software components and full-service solutions for contact centers in over 50 countries around the world.

## **The only software-only dialer integrated with IBM SPSS®**

Sytel's Softdial Contact Center™ and Predictive Dialer solution is fully integrated with IBM SPSS® Data Collection 6, and is the sole software-only solution, available today.

## **Built for Market Research**

Sytel has extensive experience working with CATI products and doesn't just integrate with the IBM SPSS® Data Collection 6 product but provides robust support to help ensure non-stop productivity. The predictive dialing performance is simply best in class and can deliver significant benefits, even on campaigns with long talk times

## **Minimal IT requirement**

Sytel solutions for market research are delivered as software only and are quick to integrate and easy to manage, keeping your IT costs down and delivering a faster ROI.

## **Deployment without disruption**

Deployment is easy, quick and clean. A Sytel solution can be up and running in days, not months, with no impact on your day-to-day operations. When you are ready, the shift is easy.

## **One dialer, multiple sites**

Many physical sites can be driven by a single central dialer, which continually maximizes agent productivity by balancing the load.

## **One dialer, multiple CATIs**

Campaigns can be run simultaneously using different CATI systems, each tightly integrated with the dialer, giving you freedom to choose the best CATI tool for each individual job.



## **More key features**

- Supports predictive, preview and progressive dialing
- Scalable from 5 - 10000+ users
- Secure multi-tenancy throughout
- Supports distributed and home workers
- Remote management capability
- Message playback
- Real-time reporting
- Multi-language support



## **Predictive capability, without peer**

Sytel's world-leading algorithms and its unique agent management system means that the predictive benefits, for the first time in the industry, supported by IBM, can significantly impact the bottom line.

## **VoIP as standard**

As well as saving you money on calls, native VoIP support means that Sytel solutions can be software-only. This removes the need for expensive telephony hardware, and means you can buy your servers locally, avoiding expensive shipping costs.

## **Powerful IVR**

Use our powerful visual scripting tools to utilize outbound IVR as a gateway to agents or even create an IVR-only campaign.

## **Versatile call recording**

Conversations can be recorded as required: every call, per campaign, team or agent, even triggered at a certain point in a script. Recordings are archived and can be searched and played quickly and easily.

## **Monitoring and coaching**

Live interviews can be monitored remotely. Sometimes you need covert access, sometimes you need to enter the conversation. The functionality you expect is a button-click away. Using native multi-tenancy, supervisor access can be limited to specific campaigns only.

## **24/7 support**

No matter where you are in the world, we offer a response time of just 1 hour, backed up by remote support from qualified and knowledgeable engineers.

## **Powering your research solution**

No solution for market research has the range of features of Sytel's product and just works! Contact us to find out what we can do to power your research. Or ask to talk to some of our users.

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