

# Sytel Dialer Solutions for Users of Confirmit® CATI

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.

#### **A software-only dialer fully integrated with Confirmit®**

Sytel's Softdial Contact Center™ and Predictive Dialer solution is fully integrated with Confirmit® CATI software.

#### **Built for Market Research**

Sytel has extensive experience working with CATI products and doesn't just integrate with Confirmit® CATI 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**

- Full hosting capabilities
- 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



Confirmit

## **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, 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

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Version 1.0