Sytel Dialer Solutions for 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.

Sytel's Softdial Contact Center™ solution is flexible, reliable, powerful, simple to use, easy to integrate and competitively priced.

Built for Market Research

Utilizing our open and robust APIs, and using industry standard high quality components, Sytel are experts in integration with 3rd party software and services, e.g:

- CATI products such as **IBM SPSS, Quancept**, **Nebu**, **Nipo**, **CfMC, Askia, Confirmit** and others as demand dictates
- Any digital PBX or VoIP gateway

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.

Predictive capability, without peer

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

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

sytel

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.

> *Constantly improving the quality of service to our clients is one of our major concerns here at JRA Research. We therefore required a dialler solution which would deliver exceptional performance whilst being assured of compliance. Sytel's predictive dialer has proven to be a comprehensive, easy to use, and an affordable solution for our business. JRA are delighted with both the solution and ongoing responsiveness from Sytel.*

Paul Summers,
Managing Director
JRA Research, UK

For more information please contact:-

Sytel Limited,
1 Cromwell Court
New St
Aylesbury
Bucks HP20 2PB

T: +44 1296 381200
E: sales@sytelco.com
W: www.sytelco.com

sytel