

Sytel Dialer CATI Solutions

Since 1997, Sytel Limited has supplied best-of-breed software components and full-service solutions for contact centers in over 40 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 Nebu, Nipo, SPSS and GMI, and others as demand dictates
 - Any digital PBX or VoIP gateway
- Deployment is easy, quick and clean.

Performance AND compliance

The Sytel predictive dialer was purpose built to meet the stringent regulations that are now emerging e.g. in the UK (Ofcom) and the US (FTC/ FCC).

But, compliance is not enough! Only the Sytel dialer provides world-beating performance under compliance.

Sytel provides free access to its predictive option so that customers can see the increased productivity for themselves, whilst assuring themselves that this is not gained at the expense of extra nuisance calls.

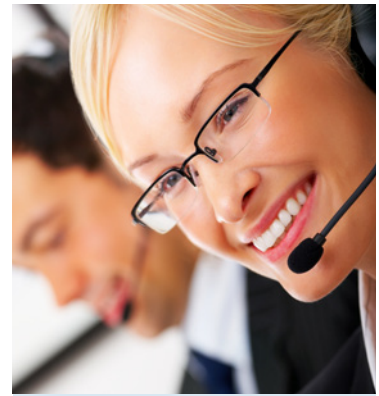
Powering your CATI solution

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

Focus on your CATI issues and let us manage your dialing, seamlessly.

For more information please contact:-

Ken Brompton - Sales Director
Sytel Limited, 1 Cromwell Court, New Street,
Aylesbury, Bucks. HP20 2PB UK
T: +44 1296 381200
E: kenb@sytelco.com
W: www.sytelco.com



More key features

- Supports predictive, preview and progressive dialing
- Handles inbound calls through sophisticated ACD features
- Scalable from 5 - 10000+ users
- VoIP-ready - reduced call costs - fast deployment - easy system management
- Secure multi-tenancy throughout Supports distributed and home workers
- Remote management capability
- Powerful and easy to use scripting tool available
- Call recording
- Message playback
- Real-time reporting
- Easy integration of IVR
- Monitoring and coaching of live interviews

“ 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 dialler 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

