



# Syntellect Solutions

AWARD WINNING CONTACT CENTER PRODUCTS



SPEECH TECHNOLOGY



EXCELLENCE AWARD™



Technology has become an increasingly important element in providing a high level of service to customers, but many companies fail to embrace new solutions developed to make customer interactions easier. Interaction management tools improve communications for both customers and employees while simultaneously lowering overall contact center operating costs. These solutions allow for a seamless, end-to-end integration of communication resulting in higher customer satisfaction.

Each year Syntellect's contact center products win numerous industry awards for innovation in customer relationship management technology. In 2007, Syntellect was the recipient of the Speech Technology Market Leader Award, TMC Excellence Award, and Product of the Year by Customer Interaction Solutions. At the heart of Syntellect's award winning products is the Customer Interaction Management (CIM) and Interaction Vault (iVault) solutions.

## SYNTELLECT CIM

Syntellect CIM handles customer interactions of all types, including telephone, Interactive Voice Response (IVR), voice mail, email, web chat, web transactions, fax and agent tasks. Interactions can be viewed and attended to based on a number of factors such as real-time value and agent experience. The CIM platform is designed to make your operations more efficient and profitable. Features of Syntellect CIM include:

- Call routing to experienced agents
- Ability to handle multiple sites and virtual contact centers
- Quality monitoring
- Decreased time-to-answer
- Agents can push/pull interactions

# Syntellect Solutions

- Identify the value of customers and interactions prior to handling the communication

## iVAULT

Syntellect understands that communications not only represent what's happening at the present time, they also represent a customer's history and provide a course for future action. As a component of Syntellect CIM, the iVault module is a unique application for complete Interaction lifecycle history. The browser-based application provides a complete picture of your contact center as an email handling environment and assures the quality of the correspondence. Benefits of iVault include:

- Record and archive all platform supported interaction types
- Retrieve valuable interaction data quickly and efficiently
- Cradle-to-grave data display including voice and text transcripts
- Displays available customer data during customer follow-up contact
- Review interaction histories as a text display or using an audio playback of interactions

Customer interaction through Syntellect CIM includes five key components: Voice, Email, Web, Fax and Task. One or more of these components can be integrated into the existing system, or they can each be purchased and deployed as a stand-alone product. The Syntellect CIM solution is scalable to meet the contact center's needs, no matter how small or large.

## SYNTELLECT CIM: VOICE

Voice interaction remains the predominant method used by customers for contacting businesses with 61% of all interactions made by telephone. Syntellect provides a comprehensive way to handle and manage all voice interactions, including direct inbound and outbound calls, queued inbound and outbound calls, abandoned callbacks and voicemail. Features of the Syntellect CIM Voice component include:

- Interactive Voice Response (IVR) automating self-service transactions using speech recognition or touch-tone
- Call recording and monitoring
- Outbound preview dialing
- Advanced Speech Recognition with the ability to deploy successful natural language speech applications
- Automatic Call Distribution (ACD) of incoming calls to distribute to the agent best experienced to handle it
- Universal Computer Telephony Integration (CTI) optimizing agent productivity by providing real-time data pops and driving enterprise line-of-business applications
- Outbound Campaign with the ability to create, configure and manage automated calling campaigns
- Switch independent integration with existing infrastructure, either circuit-based, Voice over IP or both
- Easy-to-use graphical applications development tool

## SYNTELLECT CIM: EMAIL

Syntellect's full-featured Email component enables contact centers to efficiently handle emails and web form submissions. This component analyzes content and automatically answer inquiries or intelligently routes the inquiries to the agent who can most readily respond. Agents are assisted with a suggested response screen pop and email productivity tools for fast, accurate and



# Connecting

you and your customers through  
integrated communications

# Award Winning Products

consistent responses. Prioritization rules and visual queuing enables timely response to the most important email interactions.

Syntellect's Email solution is built on an open, standards-based platform supporting the flexibility, reliability and scalability demanded for business applications. Email is a standalone application, which can be implemented with or without other Syntellect solutions. Features of the Syntellect CIM Email component include:

- Auto-acknowledgement and responses to email and web form submissions to establish customer expectations
- Detailed, real-time management and monitoring tools for analyzing performance and response quality to improve work performed by agents
- iVault component to track and archive email and web form submission interactions
- Email archives with searchable transcripts for rapid quality assurance or problem resolution
- Integrated response libraries, hot-key phrase inserts and dynamically-defined message templates
- Outbound email supporting rapid response and proactive customer communication
- Compatible with all industry standard mail servers

## SYNTELLECT CIM: WEB

Syntellect CIM includes a live web interaction handling tool providing a two-way, real-time chat session. This advanced technology for live chat interaction includes web collaboration capabilities to guide visitors through a live web transaction and telephone call back. The web solution increases customer retention and satisfaction, improves agent productivity and provides a more cost-effective live communication channel alternative to the traditional phone call. Features of the Syntellect CIM Web component include:

- Secure web chat to ensure private conversations with customers
- Web co-browsing to allow agents to assist customers browsing the business web site, finding the right information, quickly and efficiently
- Web site telephone call back allows customers to submit the best time for the business to contact them regarding their non-urgent inquiry

## SYNTELLECT CIM: FAX

The fax component of Syntellect CIM automates all inbound and outbound fax communication and saves faxes to the archive. The software-based fax server can receive multiple inbound

faxes simultaneously and intelligently route incoming faxes to the appropriately skilled agents based on business rules. Outbound faxes can be sent from the agent's desktop or can be sent automatically from the Syntellect IVR in response to frequently asked questions.

VOICE



EMAIL



WEB



FAX



TASK



Features of the Syntellect CIM Fax component include:

- Route inbound faxes to the appropriate skilled agent
- Track and archive all faxes sent into iVault to monitor the quality of correspondence and customer service
- Automated fax response to inbound voice requests
- Outbound fax responses from agent desktop
- Eliminate the distraction and waste of paper faxes

## SYNTELLECT CIM: TASK

Syntellect CIM's Task component enables businesses to prioritize and manage any task activities, offline work, document management and other tasks that are important to the contact center. The Task component tracks internal contact center activities such as meeting schedules, training session attendance and daily time report completion. These types of task interactions serve as a reminder of things to be done and track the actual time spent performing the tasks.

Features of the Syntellect CIM Task component include:

- Create escalation rules to launch a task based on how an agent handles a customer interaction
- Optimize workforce management
- Manage and prioritize offline work

## ABOUT SYNTELLECT

### PARTNERSHIP

We engage with our customers through a long-term, consultative, business process-oriented partnership. We focus on providing our customers with solutions that provide great service to their customers. We continuously facilitate business process improvement across the entire organization. We attain the dual-goal results of improving your business while delivering superior service to your customers.

### EXPERIENCE

We have extensive expertise in self-service applications, contact center solutions, speech applications and best practices in application design and development. We have strong domain experience in numerous vertical markets, including utilities, financial services, government, high technology and healthcare. We apply our experience and domain expertise to deliver customer intimacy. We create a consistent and differentiated brand experience across all customer contact channels.

### SOLUTIONS

Our solutions are designed to provide individualized and personalized service, no matter which contact channel a customer prefers. We enable your customers to reach their destination and be remembered when they return. We fit into your enterprise and can scale your solution over time using the flexibility of our core architecture to maximize the return on your investment.

### TECHNOLOGY

At Syntellect, we help our customers create, maintain and continuously improve superior end-to-end service for their customers. With over two decades of pioneering leadership and thousands of solutions deployed globally, Syntellect is a premier provider of enterprise-class contact center solutions.

Syntellect is headquartered in Phoenix, Arizona, with additional offices in North America and United Kingdom.



## HIGH-POWERED, ROI-DRIVEN solutions

- ShoreTel TPP Certified
- iVault
- Enterprise-class scalability
- Skills-based routing
- Integrated business continuity
- Multi-site and virtual contact center
- Workforce management
- Quality monitoring
- Multi-channel blending
- Call Recording
- Decision Manager
- Survey Manager



VOICE



EMAIL



WEB



FAX



TASK