



Softdial Contact Center™ (SCC)

Top Ten Features for CCaaS Partners



1	Full tenant separation	<p>Each tenant can be configured exactly to their requirements, with separate tenant instances of services such as the routing/ dialing engine, configuration, reporting, scripting and campaign management.</p> <p>This means that any customisations and upgrades within these services will not affect any other tenants, so carry zero risk. This separation allows more users per platform, and enables partners to service larger tenants. And secure partitioning of all customer and performance data ensures no security risk between tenants.</p>
2	Fast tenant deployment	<p>Partners can deploy new tenants easily in minutes, rather than hours, days or weeks, managed from a single interface.</p> <p>Cloud capacity can be ramped up, quickly adding VMs and assigning roles and services, and scaled back as demand requires, with no downtime. Pay only for the services you use.</p>
3	Flexible deployment - cloud, on-premise or hybrid	<p>The SCC platform is proven on all major cloud providers. As the same software can also be deployed on-premise, a unique tailored hybrid approach can be taken to fit any business requirement.</p>
4	Low cost footprint in the cloud	<p>The SCC platform has a best-in-class resource footprint requiring minimal processing power and memory. Server processing resources, spreading across any number of virtual servers, may be managed simply and easily. The cost of getting started is low.</p>
5	Open and comprehensive APIs	<p>SCC was designed from the ground up with open and comprehensive APIs, which are used internally by the SCC modules themselves. These APIs allow a tight fit with any surrounding applications, e.g. CRM, ERP, workforce management, database, with direct ready-to-go integrations to Salesforce, and third party apps such as collections, market research and generic apps such as text-to-speech, speech recognition and AI Bots.</p>
6	Omnichannel, with multi-session agent desktop	<p>SCC manages engagement across all channels - voice, web chat, email, social, etc. Customers can make contact on their channel of choice, and switch between channels to continue the conversation with the same agent. These seamless customer journeys deliver faster resolution with less effort, so more satisfied customers.</p> <p>The web-based Agent Desktop allows agents to handle multiple text-based contact sessions at the same time, switching easily between them, while still available to take voice calls whenever required. With all media channels presented in a single, consistent UI, the agent's life is made easier and more varied, increasing job satisfaction, improving agent retention and lowering training costs.</p>

7	Fully automated, real-time workload balancing across all queues	SCC is aware of the state of all resources within the contact center – which agents have capacity on which media channels, moment by moment. Its 360 degree view of all contact activity enables it to make 'best-available' decisions on balancing between SLAs, and assigning sessions to agents with the right skills, so that their time is optimised. This can boost agent productivity by 20% or more, and leads to a more agile and flexible organisation, where supervisors focus on getting the best from their agents, not their technology.
8	The only effective and truly compliant predictive dialer	SCC's best-of-breed AI dialer provides maximum predictive performance, automatically keeping agents busy and controlling the dial rate, while staying within any and all guidelines for abandoned/ nuisance calls, typically delivering an improvement of 15-20 minutes extra talk time per hour over progressive dialing.
9	No-code script design for IVR, chat and live agents	Agent performance can be enhanced by custom-designed response scripts to guide them through a conversation, giving access to business databases, all updated on the fly. With SCC's drag-and-drop workflow design tool, Softdial Scriptor™, users with minimal experience can design and deliver complex scripts for live agents, IVR, conversational AI and text-based bot services, in a fraction of the time of conventional programming methods.
10	Tracking, logging and reporting on all customer interactions	<p>All screen and audio activity for agent contact sessions can be recorded, searched and reviewed via Softdial Recording Monitor™.</p> <p>Comprehensive data is generated from all contact sessions, and is available as a feed to any database or 3rd party analytics tool, or as text or XML output. Or data can be displayed within SCC's own graphical data display and analytics tool, Softdial Reporter™ 5, which presents charts, tables and real-time statistics, so supervisors and managers can keep an eye on all aspects of performance and take action where necessary.</p>

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