Softdial Cloud™

Top Ten Features for CCaaS Subscribers

1	Subscription service, run by Sytel	Softdial Cloud™ is a Contact Center as a Service (CCaaS) subscription facility, needing no upfront investment in software. It is managed and supported directly by Sytel, the manufacturer. Hosted on AWS, security, reliability and interoperability are guaranteed. Setup is fast and efficient; we just tailor to your business needs and you are up and running. Day-to-day operation is supported by Sytel experts 24/ 7/ 365, so you don't need to hire and train IT staff. We take care of the software, so you can take care of business.
2	Enterprise-scale ACD in the cloud	The intelligent routing within Softdial Cloud™ is designed and optimised for efficiency at scale in the cloud. It automatically connects customers quickly, on whichever channel they prefer, to the agent/ queue best equipped to help them first time. Let Softdial Cloud™ choose the best agent according to their experience, knowledge and skills.
3	The only effective and truly compliant predictive dialer	Our 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. It typically delivers an improvement of 15-20 minutes extra talk time per hour over progressive dialing.
4	Fully automated, real-time workload balancing across all queues	Softdial Cloud™ is aware of the state of all resources within the contact center, including 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 workloads, maintaining 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.
5	Omnichannel, with multi-session agent desktop	Softdial Cloud™ 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 customer satisfaction. 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.

6	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 our drag-and-drop workflow design tool, 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.
7	Instant scaling whenever you need	Respond quickly to peaks in demand, special projects or short-term changes in business priorities, adding 10 agents or 1000 as required, and releasing them instantly when demand allows. Pay only for what you use.
8	Work-at-home/ remote agents	Support a more diverse, distributed workforce with agents working at home, or remotely, with just a laptop, headset and internet connection. No software to install, no configuration at their end. Just log in and start working.
9	Tracking, logging and reporting on all customer interactions	To support the QA effort, all screen and audio activity for agent contact sessions can be recorded, searched and reviewed. 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 our own graphical data display and analytics tool, 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.
10	Open and comprehensive APIs	Softdial Cloud™ is designed from the ground up with open and comprehensive APIs, which are used internally by the 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.

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