

Sytel Consultant Briefing

Agenda – 1.5 hrs

Introducing the Sytel Components

Product demo –

- Set up an inbound or outbound campaign
- Design and lay out a script
- Navigate through IVR
- Transfer to scripted agent
- Make live TDM/ IP calls
- Monitoring/ coaching
- Record call
- Transfer the call and session data to another agent for confirmation
- Send SMS/ email confirmation to customer
- View management reports

Why Work with Sytel?

Established 1994

Currently in use in over 40 countries

Excellent track record, many reference sites available

Platform built to grow with your customer – 5 agents to 10,000+

One stop shopping for all call center components

Sytel and Future Markets

The rise of IP

Servicing the hosted model

The software-only solution, or virtual contact center

Design for total security, reliability and scalability

Consultant Opportunities

Implementation

Value-add components

Application design using Sytel components



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