



Press Release
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Sytel Adds Outbound Call Center Services to Nexogy Communications Offering

Sytel partners with Nexogy to add predictive dialing, scripting, reporting, multi-media

Sytel Limited, a leading vendor of contact center software with predictive dialing, and Nexogy, a hosted communications solutions provider, today announce a partnership to offer enhanced features and functionality with a new outbound call center solution. The offering provides businesses with a complete cloud-based call center solution with centralized management.

Sytel brings the following features to Nexogy's call center capabilities:

- Predictive Dialer: automatically call multiple contacts and connect answered calls with available agents.
- Multi-media support: support for email, chat, social media, SMS handling
- Agent Scripting: script and workflow designed to deliver a consistent message.
- Real-Time Reporting: personalized dashboards and real time statistics on queues, campaigns, etc.

Mike McGowan, Sytel's vice president of sales, North America, commented, "We're happy to bring our support and advanced contact center technology to Nexogy's suite of existing services. Today's consumer wants to communicate in their preferred medium, be it email, phone, web chat, Facebook or anything else. By partnering with Sytel, Nexogy can now offer that flexibility. We also bring unbeatable predictive productivity, dialing under FTC/FCC regulation, to customers who want the best in predictive dialing while staying strictly within the rules for silent calls. The increase in productivity we offer over progressive dialing means that payback for an outbound solution can be measured in weeks and months, rather than months and years."

Nexogy CEO, Carlos Lahrssen commented: "One of the areas of rapid change in the contact center is the growth of diversified media services that provide all-in-one offerings,

ranging from IP-based telephony through email, SMS, instant chat, video and the latest integrated web services. By adding Sytel's outbound call center services, we back our commitment to bringing our partners and customers the latest, most advanced call center technologies available."

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About Sytel

Sytel Limited delivers secure, resilient IP telephony and media infrastructure software for carriers, enterprises and hosted contact centre providers, connecting and managing calls and media sessions, without boundary. Sytel solutions provide high-volume routing and media processing on a distributed host-based platform, and are driving inbound, outbound and blended telephony, email, SMS, chat and other media types in over 50 countries. Sytel's toolsets deliver advanced capabilities to subscribers via the web, including scripting of call processing, real-time reporting and configurable dashboards.

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