







-  20% reduction in Average Handling Time
-  40% increase in First Time Resolution
-  25% reduction in Training Time
-  30% reduction in Cost to Serve

**synTelate**<sup>®</sup>, provided by Inisoft Ltd is one of the most advanced contact centre desk-top solutions in the market today. Used by contact centres worldwide, synTelate<sup>®</sup> is proven to deliver both an exceptional customer and advisor experience.

## Why choose **synTelate**?

### Customer Satisfaction

**synTelate**<sup>®</sup> is specifically designed to provide a consistent customer experience through standardised scripting, dynamic data displays from 3rd party systems and previous contact history. It provides both your customers and employees with the information they need, when they need it.

### Rapid Return on Investment

**synTelate**<sup>®</sup> can be installed and operational within days, delivering clear business benefits to any organisation. With no technical knowledge required to configure or create, organisations can quickly ensure they are reaping the benefits of delivering a consistent experience whilst capturing valuable insight to improve product offerings.

### Enforced Compliance

In today's heavily regulated market-place, the ability to ensure your organisation is compliant is imperative. **synTelate**<sup>®</sup> can help achieve compliance by ensuring that all advisors are prompted at the appropriate juncture. Any required data and acceptance is captured through mandatory check-points that are fully reportable.

### Increase Revenue

**synTelate**<sup>®</sup> is dynamic and real-time, meaning that any amendments to existing campaigns or the creation of new ones can be created quickly and easily, ensuring that revenue opportunities are maximised.

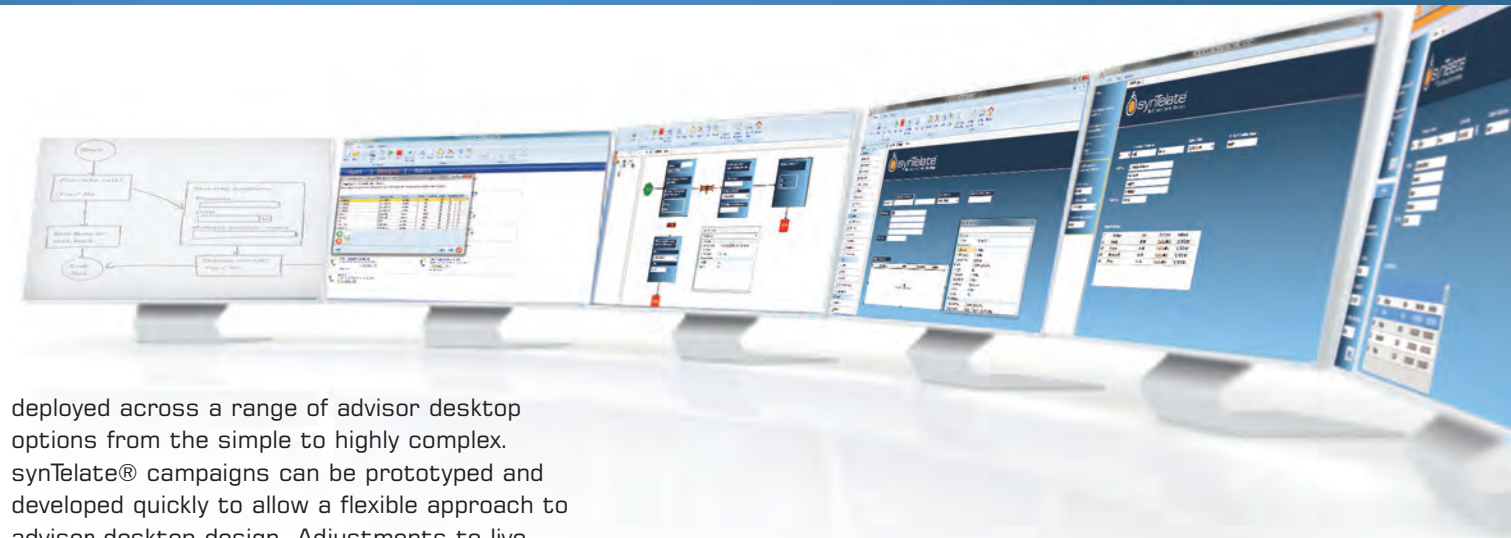
## What is **synTelate**?

**synTelate**<sup>®</sup> is a market leading desktop customisation and scripting tool for use on the contact centre advisor desktop and has been specifically designed to allow operational users to create highly intuitive screens and scripts without the requirement for programming knowledge. The powerful integration capabilities build the entire call process into a single unified advisor desktop allowing the advisor to focus on the customer rather than navigating through a number of different systems.

**synTelate**<sup>®</sup> utilises your existing telephony and business applications to ensure that your advisors instantly have the client information, scripting and data collection screens they need to service any customer interaction.

**synTelate**<sup>®</sup> is developed by experienced contact centre operatives who understand the needs of both operational and technical stakeholders.

**synTelate**<sup>®</sup> **Designer** is a highly graphical design tool which generates campaigns that can be



deployed across a range of advisor desktop options from the simple to highly complex. **synTelate**<sup>®</sup> campaigns can be prototyped and developed quickly to allow a flexible approach to advisor desktop design. Adjustments to live campaigns can be easily implemented to allow refinement of the script or rapid reaction to changes in requirements.

**synTelate**<sup>®</sup> **Enterprise Agent** is the windows application for deployment on agent desktops.

**synTelate**<sup>®</sup> **WebAgent** is the browser based desktop designed to deliver the **synTelate**<sup>®</sup> desktop in either a server based or cloud architecture.

**The synTelate**<sup>®</sup> **Enterprise Agent** and **synTelate**<sup>®</sup> **WebAgent** versions can co-exist, providing the contact centre with ultimate flexibility in deployment decisions while protecting existing investments in IT infrastructure and campaign creation.



To discover how **synTelate**<sup>®</sup> can provide your business with a unique competitive advantage contact us today at **[info@inisoft.co.uk](mailto:info@inisoft.co.uk)** or call **+44(0)800 668 1290**