

Synergy Outbound Dialler

Boost your campaign effectiveness and agent efficiency with automated, omni-channel outreach.

EMPOWER YOUR AGENTS TO ENHANCE CUSTOMER ENGAGEMENT

Achieving a positive customer experience can be a battlefield whether you are looking for more satisfied customers via an outbound sales and marketing campaign or positive action from a debt collection campaign. Agents need concise data to succeed with their brief.

Synergy's Cloud-based outbound dialler simplifies the process by maximising your agent's phone time by accurately predicting when customers will be available, optimally pacing dialling, and filtering out unproductive calls.

A personalised experience is ensured, and metrics around agents' success can be tracked to improve your call centre. Automated outreach via additional channels such as SMS, email and social media ensure your message breaks through the clutter.

For 20 years, Synergy has worked alongside businesses to deliver unparalleled technical and commercial expertise and provide continuous support to help our clients flourish in an ever-changing digital world.

BENEFITS & KEY FEATURES



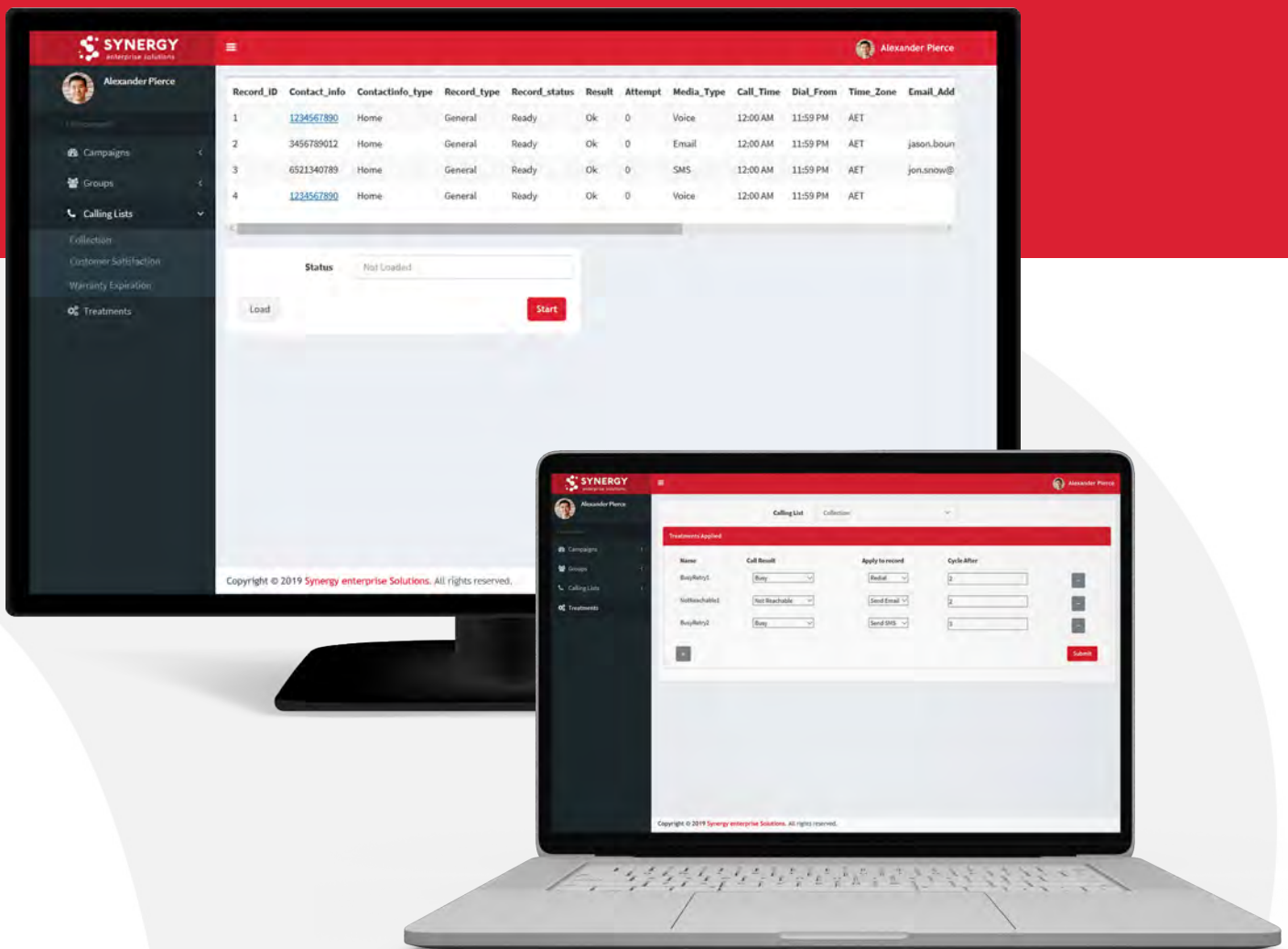
BENEFITS

- Streamline outbound campaigns with increased connection rates
- Improve operational efficiency and reduce costs
- Maximise agent productivity and reduce idle time
- Integration with business systems including Salesforce CRM
- 100% Cloud-based with Software as a Service (SaaS) model



FEATURES

- Preview, Progressive and Predictive capability
- Orchestrate customer interactions via voice, SMS, email and other channels
- Screen-pop customer information and campaign messaging
- Integrated agent scripting and analytics



WHY SYNERGY?

We are leading **CRM and Cloud-based Contact Centre experts** supporting clients to achieve their strategic goals.



HIGHLY ACCREDITED AND EXPERIENCED TEAM

Broad business, technical and integration expertise across CRM, contact centre, CX and IT disciplines - including telephony, CTI, analytics, IVRs, programming, networking, unified communications, collaboration and ITIL framework. Approved supplier to NSW and VIC Government.



CUSTOMER SUCCESS STORIES

Hundreds of successful customer projects across all industries and sizes within Australia, New Zealand, Asia and the UK. Sectors include banking and financial services, government, telecommunications, health care, travel, education and retail.



BEST IN CLASS PARTNERSHIPS

Partnering with the world's leading cloud-based technology vendors including Twilio, Freshworks, Genesys and Jabra.



LOCAL SUPPORT AND GLOBAL REACH

Australia owned and operated with offices in Sydney, Melbourne and Christchurch, NZ. Global projects delivered in Asia, New Zealand and the UK.

CONTACT US

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