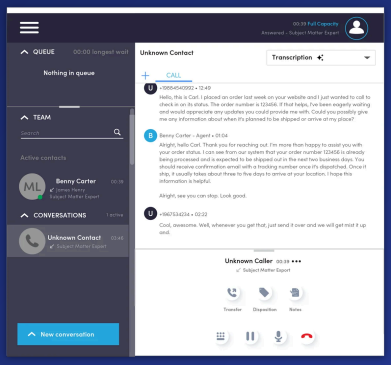
SYNERGY CONNECT

CONNECT CONTACT CENTER

Manage interactions across channels

Create a high-quality inbound and omnichannel communications experience for your customers and employees.

Connect Contact Center goes beyond basic call center features, with the full customer history on screen for every interaction, whether it's voice, SMS, web chat, email, or social, in a clean, intuitive interface.



Key features

Queue treatments

- Skills- and language-based routing
- Queue actions and rules
- Callback in queue and abandoned callbacks
- SMS keyword responder

Channel types

- Voice
- SMS
- Web chat
- Email
- Facebook for Business

Agent experience

- Web-based workspace or downloadable client
- Browser-based softphone; desk phone support
- Call dispositions and notes; agent states
- Screen pops, agent scripting, contact history
- Canned responses

Quality assurance

- Call recording
- Agent computer screen recording
- Coaching and silent monitoring
- Post-call surveys

Dashboards & reporting

- Standard and custom reports; report subscriptions
- Customizable, real-time agent and queue dashboards
- Export data for external analytics

AI-driven solutions

- Live transcription, summarization, and AI-generated reports
- AI Sidekick and AI Prompts
- Real-time supervisor alerts for keywords and sentiment
- Sentiment analysis and topic detection

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Nationwide service, rooted in NJ, PA & DE

More features

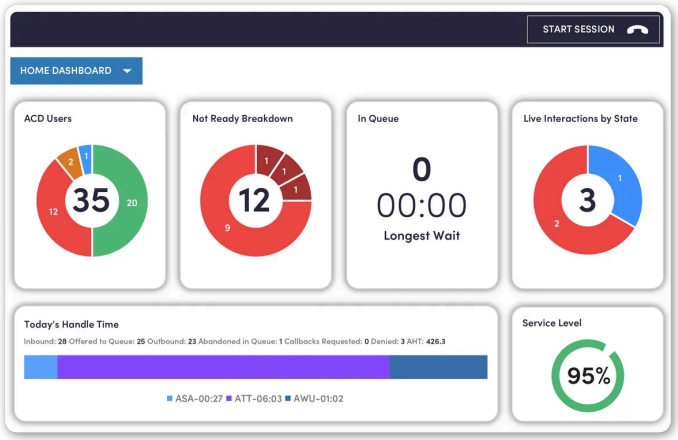
Integrations

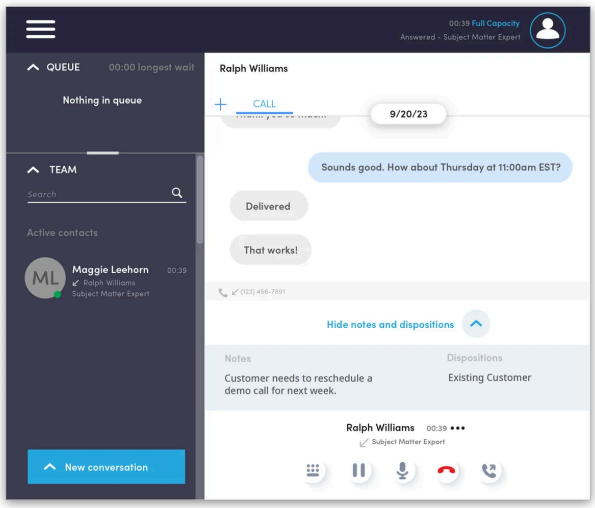
- HubSpot (voice and SMS), Salesforce, and more CRMs
- Microsoft Teams
- Cloud storage: AWS, Google, Azure, SFTP, FTPS
- Workforce management and chatbot support

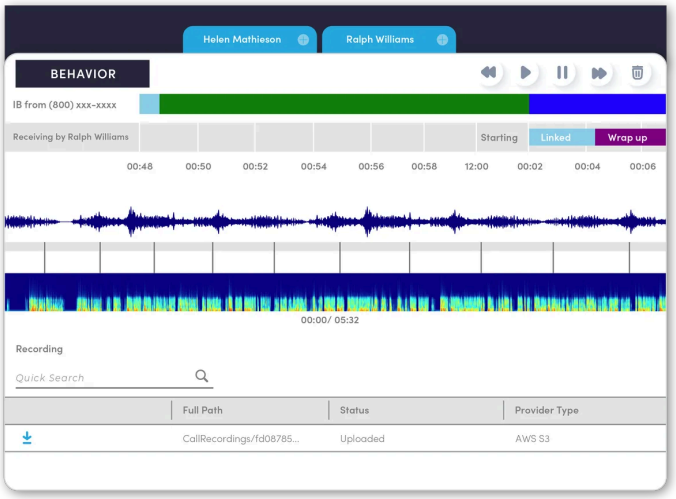
Other features

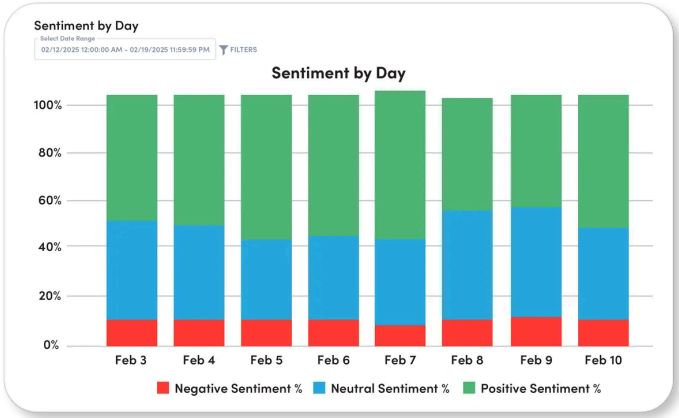
- Callback in queue and abandoned-call callbacks
- Call recording, coaching, and post-call surveys
- Single sign-on; two-factor authentication
- Redundant, high-availability architecture

Real-time dashboards, recording, and customer history









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