



# scc Client for salesforce™

Sytel's SCC Client for Salesforce™ provides contact center agents and supervisors with easy and intuitive access to the powerful multi-channel, multi-session functionality provided by Sytel's Softdial Contact Center™ (SCC) cloud platform, automatically connecting and managing inbound and outbound sessions across all contact channels. Users can handle multiple concurrent customer interactions across different session types such as voice, email and chat (including WhatsApp, Telegram and other social media) .

With the SCC Client, users can also

- connect incoming contacts to the most suitable agent with Sytel's ASD® (Automatic Session Distributor)
- Run automated outbound voice campaigns with minimal wait times between calls with Sytel's world-leading predictive dialer

## Key Benefits

1. Specify sophisticated routing rules to ensure the most suitable agent handles each contact
2. Maximise agent productivity when contacting customers by combining Sytel's industry-leading predictive dialer with Salesforce contact and lead management
3. Never miss an inbound customer contact by automatically reallocating outbound agents to handle inbound spikes
4. Simultaneously handle chat, email, voice and other media types
5. Link each session directly to Salesforce by querying and updating data
6. Allow users to work from anywhere they have an internet connection, using Sytel's embedded WebRTC browser-phone

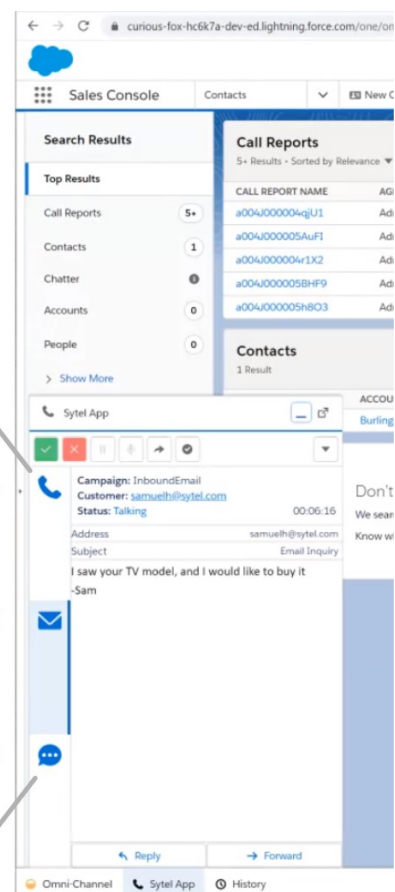
WebRTC phone

Voice

Email

Chat

Can also handle  
WhatsApp, Telegram, etc



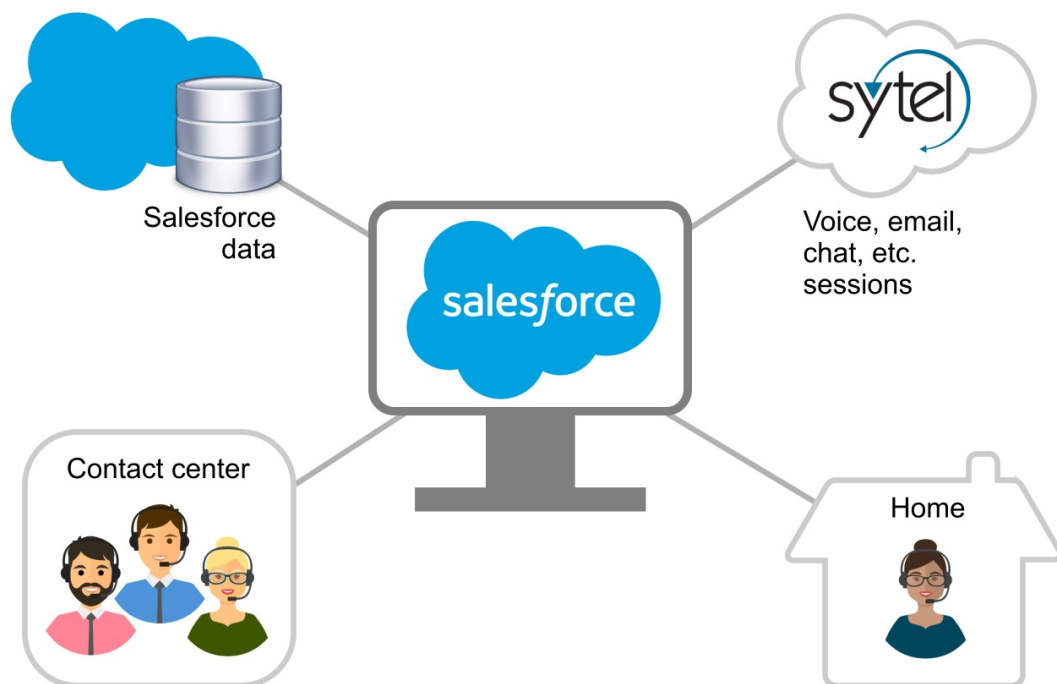
Sytel's contact center solutions also provides:

- a powerful reporting suite to track contact center efficiency
- recording of all sessions (voice and text-based)

## Cloud Connectivity

The Sytel solution is software-only, so can easily be deployed on a public cloud, allowing agents to be located anywhere – at home, remote or in a contact center. All communication is secure and can be over the internet, so an agent only needs

- a PC/ laptop/ tablet
- a headset (for voice calls)
- an internet connection



Sytel is an industry leader in state-of-the-art, cloud-based contact centre and telecommunications technology. Our products include inbound and outbound switching, agent desktop scripting, media processing, voice recording, data management, reporting and integration services. This suite of components can be delivered as an integrated solution, or instead, partners can easily integrate individual components with their own architecture.

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