

Call Control

Real-time call monitoring and routing

Diverting calls quickly, easily and in real-time makes attaining high levels of customer satisfaction much easier, however, there are few services which enable users and call centre managers complete flexibility when re-routing call traffic. Using Syntec for your call control activity is a cost effective solution which enables numbers to be re-pointed easily – leaving you free to deliver the level of responsiveness expected by today’s time-poor callers.

Syntec’s call control service is an established and proven network solution utilised by businesses across Europe and beyond. It not only enables numbers to be re-routed and re-pointed throughout your main call centre, but across your entire network of centres (including home-workers if required). Linked to your IVR network (whether this is internal or hosted), Syntec delivers reliability, responsiveness and flexibility across your inbound and outbound call traffic.

Syntec offers multiple call control features, enabling support to set to desired parameters or to be ‘flexed’ to fit changing business needs, fluctuating telecommunications activity levels and shifting circumstances. Automatic functionality designed to ensure customer response levels remain high include real-time alerts for missed calls and queue delay details accessible via a web based interface. The system re-routes calls quickly to accommodate agent availability; activity peaks and troughs; even disaster recovery, whilst call centre managers retain overall system control.

Effective call control enhances customer satisfaction rates and minimises queues, missed calls and customer hang-ups. It offers numerous benefits for established and growing operations.

Cost effective

Network based call control delivers cost efficiency benefits. Accessible to all sizes of call centre, Syntec’s call control capability integrates easily with an existing IVR system without the need for additional hardware investment or line rental costs. Using Syntec for call control also delivers a comprehensive view of call activity and is infinitely scalable, saving money in the longer term.

Swift response

Syntec take pride in providing high levels of support at all times however in the event of a problem at any point on the network (ours or others), your disaster plans can be put into action quickly. Should call centre resources be unavailable, or systems at one branch go down for example; calls can be re-routed at the touch of a button to alternative destinations, including home-worker teams where appropriate. Syntec’s network provides high levels of resilience.

Easy communication

Keeping call queues to a minimum - and meeting customers’ needs out of hours - is increasingly making a real difference to customer satisfaction levels. With call control, customers can make contact with you via a designated voice mail service or be automatically directed to an alternative call-centre facility when caller traffic exceeds a pre-set level. Once triggered, voice mail can also intercept the call and encourage callers to leave a message. An alert is then sent via email (with a voice file attached) which can also be accessed in the system directly.



Ultimate flexibility

Syntec offers a range of call control options designed to deliver complete flexibility of call routing. Time switches activate voice mail or call divert out of hours or during breaks – giving callers an immediate response. Geographic routing automatically sends callers to their nearest branch. Ratio weighting options allow for traffic volume to be split appropriately between locations or centres to match available resources.

Responding to varied customer needs quickly

Diverting calls is just one way to improve customer service. Syntec gives the added flexibility of mid call transfers, carried out across the network. Agents are able to source the right department for each caller quickly using a three digit short code. With the option to pre-configure up to 1,000 short dial codes, agents can speak directly to other individuals on the network before transferring the call.

Key features at a glance

- Full integration with IVR network means minimal set up time and cost
- Voice mail interception and out of hours support increases customer satisfaction
- Missed call alerts
- Divert and mid call transfers to meet customer needs quickly
- Automated time or ratio call distribution
- Swift re-routing maximises call centre up time

Technical specification

- Fully integrated with call stats in web browser
- (IE 5.5+ FireFox 1.5+)
- All routing changes take immediate effect
- Routing decision types:
 - Divert on busy, noans, fail, call limit, ratio, sequence, round robin, geo distribution or any combination of these
 - Timeswitches have 1 minute resolution. Up to 10 period types and unlimited periods per day with day of week and holiday support.
- In network Mid call transfer - up to 1000 pre-programmed destinations per plan. Multiple transfers per call

- Disaster plans can be built to allow instant reroute of all numbers with a single click
- Delivery via PSTN, private circuit or VoIP (sip, H323 or IAX with choice of G729, G711 or GSM codec)

If you want to discuss your management reporting requirements or request a live demo, simply call our sales team on 0800 091 8003. We're always happy to help.

The Syntec range of fully supported telecoms services also includes the following:

Call recording

Capture and store inbound and outbound calls on a minimum cost basis

Agent system

Live monitoring of home workers with maximum flexibility

Queue management

A flexible platform for the comprehensive control of call queues

Real-time reporting

Accurate and accessible management information and statistics

Easy integration

A holistic view across previously unconnected telecoms systems

In-call surveys

Capture customer feedback and respond quickly

About Syntec

Syntec UK Ltd is an independent provider of network and telecommunications services for businesses, government, service providers and resellers. Established in 1998, we operate our own switches and transmission equipment via a highly resilient high capacity network. Syntec supports clients across the UK, North America and Europe.