

## Why Choose Synergy?

The Power of Team + Innovation = **Synovation**

### Phenomenal Service

Increases Customer Satisfaction You don't have to be a multi-million dollar international conglomerate to benefit from professional customer contact solutions. You can benefit from the same experience and knowledge that we apply when serving some of the largest companies in the world to offer your customers the highest level of service. Synergy Solutions can improve your business model, your customers' satisfaction, and your bottom line by filling in gaps in your current customer contact strategy. Don't just outsource – Synergy Source.

### Call Centralization Creates Service

Consistency Business growth is always a welcome change, but it is not without challenges. One such challenge can be offering uniform customer service and support across all business segments and locations. With Synergy, you can be sure that each and every customer will receive professional and comprehensive support, regardless of their location or the nature of the call.

### Connect with Customers, Reach out to Prospects

Creating a successful service or sales campaign requires a high level of relevant experience and practical know-how. Synergy Solutions brings experience to both to business-to-business and business to-consumer contact efforts to delight your customers, increase your market share and improve your bottom line. We are experts at contact center operations and project management which includes a critical focus on recruiting, training, employee engagement, coaching and development, analysis and reporting, dynamic and flexible technology, compliance and an unwavering commitment to customer service.. Consider the possibilities with a partner who cares about your success and your customers as much as you do.

### Capabilities

Our seasoned team of professionals excel when it comes to providing clear, concise service for high value customer segments. We have the skills to handle complex interactions requiring navigation of multiple systems and the utilization of sensitive data. With 24/7/365 availability and unmatched bilingual services, Synergy is more than capable of handling your most challenging customer contact needs.

### Talent

Synergy Solutions enjoys a stellar reputation because employees based exclusively in the United States are the best in the industry. From recruiting to hiring, training to ongoing professional development, we invest in our people so that they may provide the very best service each and every day. We offer solutions that include dedicated, shared or hybrid staffing models to best suit your business needs. We also have proven success at being nimble during periods of increased staffing needs such as holiday or enrollment seasons.

### Technology

Our advanced technology infrastructure allows us to customize each program with maximum flexibility and speed to market. Whether you want to design an entirely new application or re-tool an existing program, we have a seamless solution for you. Our webbased environment utilizes proven call center technology and open architecture to enable us to capture and integrate customer data across all channels of communication which translates to an immediate impact to your bottom line and the best possible customer experience.

### Compliance

Compliance is at the forefront of our minds as we interact with clients, build programs, and deliver services. As a result, Synergy is a recognized leader in contact center compliance. We are a PACE-SRO Accredited company and standard-bearer of best practices in our industry. We operate in compliance with PCI standards, HIPAA and CMS.



### Business to Business:

- Lead Qualification
- Lead Generation
- Appointment Setting
- B2B Sales
- Technical Support
- Customer Service
- Answering Service
- Database Verification
- Market Outreach
- Inside Sales Support
- Account Management

### Consumer Solutions:

- Customer Service
- Member/Donor Support
- Technical Support
- Retention
- Sales
- Up-sells/Cross-sells
- Surveys
- Activation and Welcome Calls
- Outreach
- Reminder Calls

### Service Solutions:

- Inbound Phone
- Outbound Phone
- Email
- Chat
- IVR Self Service
- Social Media
- Multi-Channel Integrated Solutions

### For More Information:

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