

Why Synergy Source?

Improved 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 outbound campaign requires a high level of relevant experience and practical know-how. Synergy Solutions brings both to business-to-business and business-to-consumer contact efforts to increase your market share and improve your bottom line. We are experts at list management and lead generation and are highly adept at direct marketing follow-up, customer acquisition, and win-back campaigns. Our professional customer contact representatives will make the calls that your customers will be happy to receive to create opportunities, drive sales through up-sell and cross-sell efforts, and perform market outreach. Consider the possibilities with a partner who can get you in sync with those who matter most.

Capabilities

Our seasoned team of professionals excel when it comes to providing clear, concise service for high value customer segments. Some of these segments include interaction with seniors, fraud prevention, high-security work, and campaigns that require licensed insurance agents. 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.

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 web-based 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 and standard-bearer of best practices in our industry.



The Power of Team + Innovation

Business to Business:

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

Consumer Solutions:

- Sales
- Service
- Retention
- Lead Generation and Qualification
- Up-sells/Cross-sells
- Surveys
- Activation and welcome Calls
- Reminder Calls
- Technical Support

Engagement Channels:

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



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