UCaaS Platform

The Industry's Leading Platform for Unified Communications

SYNERTECH CLOUD empowers businesses with comprehensive, high-quality, reliable, and end-to-end cloud communications services.

OVERVIEW: SYNERTECH CLOUD UCAAS PLATFORM

SynerTechCloud is a transformative UCaaS (Unified Communications as a Service) platform that empowers businesses with comprehensive, high-quality, reliable and end-to-end cloud communications services.

Use SynerTechCloud's modern business communications solutions and competitive features to create productive and enjoyable calling, meeting, chat, collaboration and video experiences for employees and customers.

SynerTech
CLOUD SOLUTIONS

Solutions & Features That Matter

SynerTechCloud meets the needs of modern business communication & collaboration with highly reliable, feature rich, competitive cloud communications solutions including:

SynerTechCloud Hosted PBX & VoIP

Replace outdated telephone closets and move into the cloud with SynerTechCloud's hosted voice services. Hosted PBX & VoIP transform business communications by improving efficiencies and lowering costs. With Hosted PBX and VoIP, you'll remain connected from anywhere, adding stability, flexibility, and scalability to your business.

SynerTechCloud UC & Mobile

SynerTechCloud UC & Mobile combines a feature-rich Unified Communications (UC) client and fully-integrated mobile app, enabling seamless, effective communication and collaboration from anywhere and on any device. It eliminates roadblocks and headaches often associated with working remotely, and maximizes the productivity of every communication interaction.

SynerTechCloud SMS

SynerTechCloud SMS allows users to send SMS (text) or MMS (images/videos/documents) through their business phone number via SynerTechCloud Name] UC. The user's personal number is never displayed, increasing professionalism while engaging with customers and coworkers via texting, the communication channel that's become front-and-center for users of all ages across all industries and verticals.

SynerTechCloud Voice to Text

With SynerTechCloud Voice to Text visual voicemail, users receive instant text transcriptions of voice messages delivered via email, SMS text, SynerTechCloud UC, or SynerTechCloud mobile. Voice to Text is a convenient, time-saving tool that makes it easy to remain connected to critical information at all times. Whether on the go, sitting in meetings, concentrating deeply while set to "Do Not Disturb", or any other time when listening to messages isn't ideal, Voice to Text enables users to prioritize messages at-a-glance.

SynerTechCloud Contact Center

SynerTechCloud Contact Center (CC) is an omni-channel customer engagement platform that allows businesses to provide extraordinary customer experiences via voice, live chat, SMS (text), or email. Contact Center's advanced functionalities empower managers and agents to increase First Contact Resolutions (FCR), improve operational efficiency, lower operational costs, and deliver the kinds of loyalty-building customer experiences that keep businesses competitive.

SynerTechCloud WFM for Contact Center

SynerTechCloud Workforce Management (WFM) adds built-in scheduling, forecasting, and adherence tools to SynerTechCloud Contact Center, allowing businesses to exceed their performance goals and guarantee accountability with onsite and remote agents. WFM capabilities lead to higher-performing agents, happier customers, reduced operational costs, and allow managers to focus on what matters: making informed, data-driven staffing decisions and providing real-time coaching and support to their teams.

SynerTechCloud IVR

SynerTechCloud Interactive Voice Response (IVR) enables automated inbound and outbound messaging to customers in your database. With IVR, businesses can streamline critical but time-consuming tasks like appointment reminders and satisfaction surveys, and provide customers with 24/7 phone-based self-service support.

SynerTechCloud SIP Trunking

A Session Initiation Protocol (SIP) Trunk is a virtual phone line that utilizes a Broadband connection for access. Utilizing SIP Trunking improves a business' continuity, and disaster recovery capabilities. And with unlimited or metered calling plans, SIP Trunking delivers savings of up to 40% over traditional telephone lines.

SynerTechCloud SD-WAN

SD-WAN acts as an intelligent router for your business and optimizes your existing bandwidth to prioritize VoIP applications and data transmission. SD-WAN is ideal for organizations that need reliable, high-quality voice capabilities and simplified day-to-day operation and management of VoIP and data systems.

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SynerTechCloud API Integrations

Using the SynerTechCloud platform's API Integration suite, SynerTechCloud seamlessly integrates with all the programs and applications you use to run your business. You can combine its proven calling capabilities with a variety of essential programs and services to minimize administrative hassles and focus on what matters most: running your business and succeeding.

SynerTechCloud can integrate with virtually any solution through its configurable API, including these out-of-the-box integrations and plugins:

- Authorize.Net
- Avalara
- Salesforce
- Outlook
- ConnectWise
- Chrome
- Safari
- Internet Explorer