

Cincom Systems, a global leader in the software industry, has been at the forefront of Customer Experience Management (CEM) for over a decade, earning the respect of industry experts with its innovations, performance and results. Cincom's CEM solution, Synchrony, helps organizations deliver winning conversations in the contact center.

"When you look at technology in the context of CEM (Customer Experience Management), it needs to embrace CEM methodologies, enable the delivery of the brand promise and measure the experience. We all know that it's the employees—the contact center agents, advocates or customer loyalty representatives—who deliver the customer experience. So the technology must equip them with the right content, resources and guidance to consistently deliver the designed experience, yet be flexible enough to let them move off center when necessary."

– Shaun Smith
Smith+co,
Customer Experience
Consultancy



Guide Winning Conversations with Cincom® Synchrony™

Bring your Customer Experience Strategy to Life



Cincom Synchrony helps drive higher levels of customer loyalty, accelerate organic growth and improve operational metrics and savings. It guides employees through complex processes, back-end systems and workflow, and leverages the insight you have about each customer in the context of every interaction. Using a powerful combination of a customer-focused Unified Agent Desktop and intelligent guidance, your employees are equipped to deliver winning conversations that are consistent, intentional, differentiated and valuable—all hallmarks of a successful customer experience.

Organizations around the world use Synchrony to drive their Customer Experience Management strategy, reduce operational costs and drive revenue in the contact center and beyond, including Absa Bank, Fubon Bank, Royal Australian Mint and Health Advocate.

