conversocial   **synthesio**

More listening.
More resolution.

Social
Intelligence

conversocial **synthesio**

INTEGRATION OVERVIEW

Synthesio social intelligence helps companies turn data into valuable insights. Together we provide our customers with a deeper understanding of their social data to discover the customer queries buried in blogs, forums and news sites.

Uncover more opportunities to resolve customer issues. Merge your listening tool with your customer care platform to better serve your Social, mobile customers.

Monitor additional conversation sources

Through Synthesio, keep a pulse on the entire web across 600 million conversation sources in 50 languages, and receive only urgent mentions that matter.

Combine powerful data and insights

Utilize Conversocial's customer care metrics alongside your Synthesio analytics to get a complete view of issue trends, sentiment and Average Handling Time.
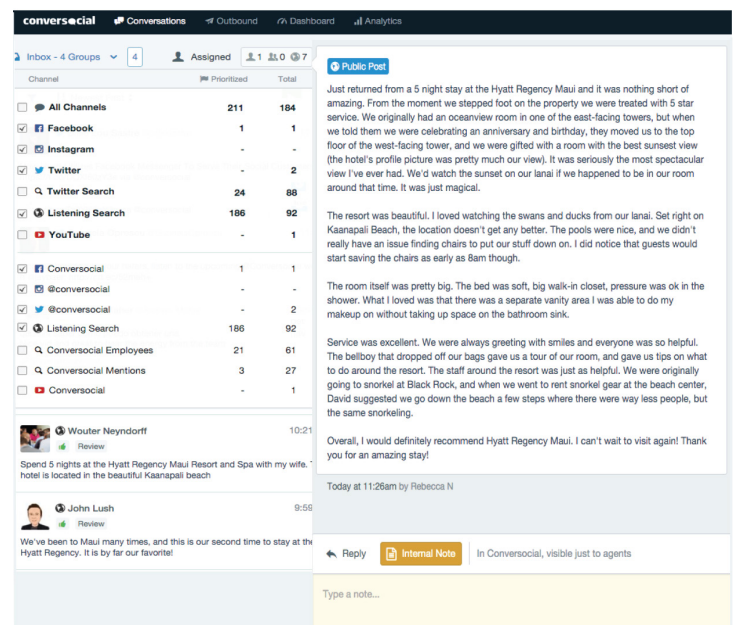
Recognize and control crises

Identify early warning signals and turn the conversation around before losing hard-earned brand equity.

Actionable conversations distributed

Mentions requiring a response are prioritized in Conversocial, and automatically routed to the appropriate agents to manage alongside other social channels.

Utilize Conversocial's workflow to:

☑ Access Synthesio conversations in the Unified Inbox

☑ Add internal notes and assign for easy collaboration

☑ Apply tags and sentiment to track issue trends and handling performance

The Conversocial-Synthesio integration is included with all **Evolve** and **Extend** packages. (You must have a Synthesio license.)

Reach out to a Solutions Consultant to get started: sales@conversocial.com

FIND OUT MORE