

Press Release

YDILO attends the 14th edition of Call Center & Customer Relationship Congress organized by IFAES

Madrid, November 24th 2011

Ydilo attended Call Center & Customer Relationship Congress last edition with the goal of reinforcing its presence in the contact center advanced solutions market.

In the 2011 edition, the main topic was how social media have burst into the world of modern contact center.

As a leading supplier of solutions for managing customer services, Ydilo will shortly present its brand new social media monitoring and sentiment analysis tool, specifically designed to meet today's business needs.

Along with the technology to monitor and analyze social networks, audio analysis solutions are gaining presence; in this arena, Ydilo offers its expertise and competitiveness with Speech2Business Intelligence.

This reinforces Ydilo as a leading provider of Customer Care solutions and multi-channel services with added value through the use of advanced technologies in natural language recognition, mobile self-management and text analysis.

Ydilo's technology and solutions allow telecom operators, banks, public authorities and other corporations to improve their customer management, in addition to the availability of their products and services through different Customer Care channels in a natural, intuitive and effective way.

IFAES: 2011 Call Center & Customer Relationship Congress

As every year, IFAES organized a new edition of the Call Center & Customer Relationship Congress which was held in Madrid on November 22nd and 23rd at the Hotel Meliá Castilla, c / Capitán Haya, 43.

<http://www.salonrc.ifaes.com/homepage.aspx?menuid=1>