

General view

Empathy Systems delivers web-based productivity applications for multimedia and traditional Call Centre's, assisting them to increase profitability and operational efficiency. With installations worldwide, Empathy Systems markets its products through a local Subsidiaries

Productivity Solutions for Contact Centers – provides a portfolio of solutions designed to help organizations to become more proactive and effective in their customer interactions. Empathy Solutions Increase insight, understanding and control of the customer interaction, thus driving greater profitability and Customer loyalty

Empathy Systems Solutions are independent of any CRM, telephony, ACD or VoIP vendor, we offer a set of tool's which can integrate to all standards in the market. By offering real-time insight, management and control, Empathy Systems puts YOU in control of the Contact Center.

Empathy solutions are based on industry standards, Empathy solutions have a web GUI, and are remotely maintained and administrated via the internet. Empathy supports the market with best of breed solutions and services, delivered with unsurpassed quality and price.