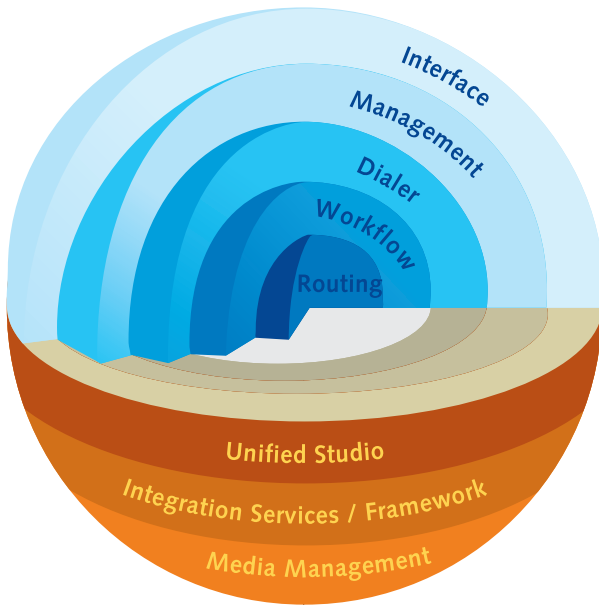


Unified Customer Interaction



Altitude Software delivers a modular solution that unifies all touch points throughout the organization.

Contact center managers can focus on key goals by monitoring, in real-time, operations and business outcomes taking immediate actions to improve productivity and results.

More than 900 companies worldwide use Altitude uCI to optimize communication with customers, reduce operating costs and boost productivity.

Unified Desktop

Provide a unified view of the customer and manage multimedia activities in a consolidated desktop application. Agents have access to past and pending activities to the customer.

Altitude uCI easily integrates with existing systems and applications.

Agents can use existing phones (TDM, IP) or the built-in SIP phone of Altitude Unified Desktop.

Management

Altitude uCI provides the best tools to optimize the contact center performance.

A single interface allows contact center management to monitor operations and the outcome of activities in real-time, taking actions to improve results. Altitude uCI customers can benefit from quality and workforce management, historical reporting and integration with Business Intelligence tools.

Dialer

Altitude uCI is a complete suite for contact center automation that enables a efficient contact handling strategy, providing several tools that help to extract the maximum profit from campaigns.

Altitude award winning outbound dialer comprises all pacing modes, including powerful predictive dialing algorithms with accurate call classification, that enables compliance with the most demanding tele-marketing legislation.

Workflow

The contact center is the front-door for managing the relationship with the customer. Altitude Unified Desktop and scriptig capabilities are also used to improve productivity and consistency in the back-office activities.

Altitude Unified Workflow brings the contact center efficiency to the overall business processes, enabling cases to solve faster and improving customer satisfaction.

Routing

Altitude Unified Routing applies intelligent and skills-based routing rules to all types of activities. Altitude Unified Routing ensures that customers receive the best service, from the most appropriate resource in the optimum time frame, regardless of the used media type.

Unified Customer Interaction

Unified Studio

Altitude provides a GUI development environment, with single development for all suite modules, such as Voice Portal, Unified Desktop, and routing.

The development language includes built-in controls for all activities, such as voice, email, chat and workflow. Adjustments can be done on the fly to rapidly respond to changing business needs.

Integration

Altitude uCI interoperates with leading complementary solutions and includes a wide range of out-of-the-box connectors. A comprehensive API provides the flexibility to integrate with any in-house or packaged system.



Media Management

Altitude uCI consistently handles all customer interactions, regardless of the media type used by the customer.

Calls, messages (email, SMS, FAX, digitalized mailing) or web interaction are handled by the appropriate self or assisted service resource from the contact center front or back-office.

Low Total Cost of Ownership



Altitude uCI is an open and platform independent solution, based on standards. Altitude uCI includes an Integration Server that supports Web services (with .Net and J2EE interfaces), DCOM, XML RPC, and SOAP, and a wide set of standard APIs.

Altitude uCI leverages existing technology investment by abstracting our code base from specific servers, operating systems, databases and switch platforms. This flexibility allows Altitude uCI to add value without disrupting existing infrastructure.

Altitude Software delivers a unified customer interaction management software suite. Altitude's award winning solutions empower organizations worldwide to improve communication with customers, ensure legislation compliance, reduce operating costs and boost customer interaction excellence.

Beltel

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