altitude

300,000 +
Users of Altitude Solutions

1100 +
Live Installations
in 80+ Countries

300 +
People in 13 Offices Worldwide

90 +
Partners Delivering and Supporting
Altitude Solutions

50 +
Awards for Innovation and
Results with Customers

25 +
Years of a Successful
Track Record

Our mission is to empower all organizations to build great Customer Experiences.

We are a global provider of omnichannel Contact Center solutions. Our solutions help organizations unify all customer interactions and become more customer-centric.

More than 300,000 users in 1100 customers from 80 countries use our solutions for Customer Service, Telemarketing, Debt Collection, Help Desk, Citizen Attention, amongst others. We have more than 20 years of customer and industry recognition and have won dozens of awards for innovation and tangible results, with customers in key markets worldwide. We rely on a 90-strong worldwide partner network to strengthen our delivery and increase our reach.

Our solution, Altitude Xperience, unifies all touch points throughout the company, enabling the contact center to deliver consistent service to each customer regardless of the used media channel. It greatly improves the customer journey as the solution's main solution focus is on delivering the best service experience possible.

Xperience is a complete, modular solution, suitable for companies, whether they have a small or large multisite contact center, that scales up and down as required by individual business needs. It allows a quick growth or reduction of services without significant budget challenges.

Toronto Lisbon Madrid London Paris Brussels

Chicago

Mexico City

Bogota

Sao Paulo

Dubai New Delhi

Manila

altitude

altitude Xperience

Cloud or On Premise

For small to large businesses

Low end to Enterprise Solutions

Fully Customizable

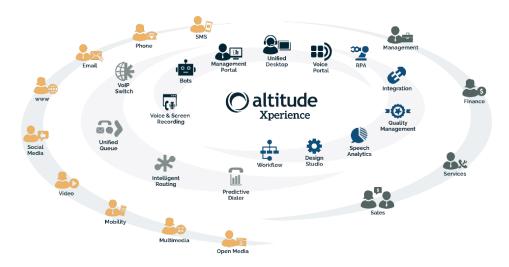## PERFORMANCE RECORD

5 MILLION CALLS IN A DAY

2 Instances	13 Hours	1200 Agents

1 Day	→	5 002 664
1 Hour	→	384 820
1 Minute	→	6414
1 Second	→	107

SERVICES AVAILABLE

Technical Support

Installation and Setup

Managed Services

Application Support

Consultancy

What do we do?

Single Modular Omnichannel Software Suite - Altitude

SMS · Phone · Email · VoIP Switch · www · Bots · Management Portal · Unified Desktop · Voice Portal · RPA · Management · Integration · Finance · Voice & Screen Recording · altitude Xperience · Quality Management · Social Media · Unified Queue · Workflow · Design Studio · Speech Analytics · Services · Video · Intelligent Routing · Predictive Dialer · Sales · Mobility · Multimedia · Open Media

Value Propositions

Complete software solution
- Single suite can "do it all"
- Proven VoIP switch (coexistence with legacy PBXs)

Open solution
- Based on open standards.
- Proven Platform independence

Unification and consistency

All contact points, front and back-office

Discipline and business rules

Business focused
- Combine operational and business performance management
- Fast ROI

"I want to be able to use **EVERY communication channel** of my choice!"

Omnichannel

Text messaging	Mobile	WhatsApp	Chat	Bots	Social media