



Empowering Organizations to Deliver Great Customer Experiences



Companies are making a shift towards adopting a customer centric approach to their business strategy to unify the customer experience at the contact center. Customer experience design allows the definition of solutions, processes, and services considering the customer's perspective.

Altitude's Unified Customer Interaction management solutions help companies engage with customers and deliver great service.

Altitude delivers 3 different solutions: Altitude Xperience Proactive, Altitude Xperience in a Box, and Altitude Xperience Engagement that provide a robust, modular, customer interaction management software platform for companies of all sizes and business types.



1. OFFER EXCELLENT CUSTOMER EXPERIENCE

2. BREAK DOWN DEPARTMENT SILOS

3. USE ADVANCED ANALYTICS

Handle Customers

- Consistent Omichannel experience
- Unified Management
- Empowered Agents

Support EVERY communication channel

Manage Ecosystem

- In house vs outsource
- Owned infra vs XaaS
- Public vs private
- Standard vs Ad hoc

Several ways to manage the Ecosystem

Improve Productivity

- Native workflow tool
- Advanced contact list maangement
- Automate tasks and processes
- Knowledge base

Issues solved quickly and at first contact!

The MAPFRE ESPAÑA SI24 is a real Multimedia Contact Center which evolves in tune with each customer's unique needs, and so surpasses his expectations. A contact center which is committed to accessibility, solving problems, excellence, customization and being proactive. Always available 24 hours a day through any channel and in any language. We think Altitude Software is in line with our current needs and that is why we have chosen this platform".

Elisa Pomeda, Director of SI24, MAPFRE ESPAÑA

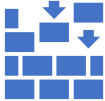


How does Altitude Xperience helps to achieve business benefits



Proof & Statistics

- Improve NPS by 10%; FCR by 40%
- Increase sales by 480%, dialed contacts by 380%, reduce no shows by 89%.



Proof & Statistics of Joint Solution

- Agent empowerment
- Customer satisfaction
- Omnichannel approach supports customer centricity strategy

Altitude Xperience Proactive

Altitude Xperience in a Box

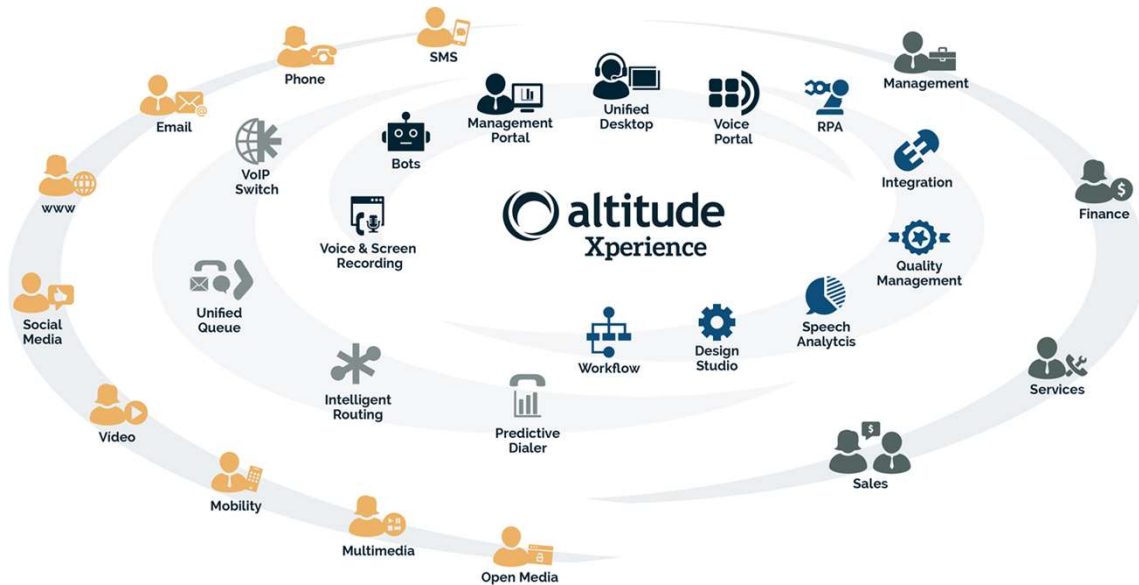
Altitude Xperience Engagement

Our commitment

Empower all organizations to build great Customer Experiences

Our offer

- Complete, modular platform
- Real-time scalability
- Different financial approaches



Tangible Benefits / Desired Outcomes

- Technological enablement for a successful customer engagement
- Seamless collaboration and integration with a broad applications ecosystem
- Front End- Back end integration
- CSAT and NPS

Why Altitude?

Altitude Software is a global provider of complete omnichannel software solutions to unify all the interactions with their clients and deliver great customer experiences. We have more than 25 years of customer and industry recognition and have won dozens of awards for innovation and tangible results, with customers in key markets worldwide. More than 300.000 users in 1100 customers from 80 countries use our solutions for Customer Service, Telemarketing, Debt Collection, Help Desk, Citizen Attention, among others.