Altitude

XPERIENCE

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Help organizations of all types and sizes to improve customer experiences, regardless of point of contact.

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Challenges

- Real native omnichannel & unified management
- Integrate front &back-office interaction management offer

- Engage with customers over the channel of their choice.
- Offer consistent experience from anywhere at anytime.
- Support a smooth device transition (PC, smartphone, tablet etc.)

Ideal Solution

- Open & Scalable
- Cloud based & On Premise
- End to end commitment from sale to operation´s running and improvement

- Many ways to contact customers
- Many ways to deploy the technological ecosystem
- Many ways to improve productivity

Desired Outcomes

- Offer excellent customer experience
- Break down department silos
- Use advanced analytics

- Companies establish and maintain engaging customer relationships
- Employees from different departments engage directly with customers
- Handle data from several sources

Altitude Software. Altitude Xperience Proactive; Altitude Xperience in a Box; Altitude Xperience Engagement

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Altitude Xperience is a truly unified customer interaction software suite, in the cloud, that transforms the contact center into a powerful customer engagement department.

Omnichannel experience

Engage with customers over the channel of their choice.

- Offer consistent experience from anywhere at anytime
- Support a smooth device transition (PC, smartphone, tablet etc.)

E2E Customer Journey execution

Transform a high-level design into a technologically tangible, executable and measurable process

- Personalized customer engagement strategy
- Process management, through a native workflow, in addition to interaction management

Eliminate department silos

Service beyond the Contact Center

- Front & Back-office integration
- Native and transversal process Management

A real Multimedia 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.

Altitude Xperience + Microsoft

Altitude Software is Microsoft's Gold Partner and uses its technology to enrich our contact center solution offer and meet our customer demands. It allows us to be highly competitive and offer several approaches, both at the functionality and infrastructure levels.

Solution Alignment

Altitude + Microsoft Dynamics

Gain immediate access to business-critical information to successfully engage with customers and address queries and issues.

Altitude + Microsoft Azure Cognitive Services

Unify your apps, websites and bots with intelligent algorithms to see, hear, speak, understand and interpret user needs through natural methods of communication.

Altitude + Microsoft Text to speech

Support customer service IVR for natural language capabilities.