



Altitude IP Contact Center Embrace VoIP with Peace of Mind

Altitude IP Contact Center offers a complete solution for next generation IP contact centers. In addition to the solutions offered in PSTN-based contact centers, Altitude Software delivers a complete multimedia contact center solution running on IP. Altitude's IP contact center provides the full functionality of the Altitude uCI suite with added connectivity to Altitude vBox, a SIP-based media voice switch, as well as to a variety of IP-PBXs through ISDN and CTI. Altitude uCI is a complete multimedia contact center solution, with inbound and powerful outbound dialing algorithms, call classification, unified monitoring, reporting, universal queue and intelligent routing.



“ The Altitude IP Contact Center is an excellent solution, enabling the customer business to grow from a simple IP voice-only call center into an advanced multi-channel IP contact center. Working with Altitude Software confirms our position as the UK's foremost integrator of IP solutions for call/contact centers and the UK's number one contact center supplier that has the breadth of experience that no other supplier can match. ”

John Mason
BT Global Solutions

Highlights

Altitude uCI is fully independent from the infrastructure. All features and functionality are available in traditional voice, hybrid and pure IP solutions. Moreover, the same application layer runs independently from the infrastructure.

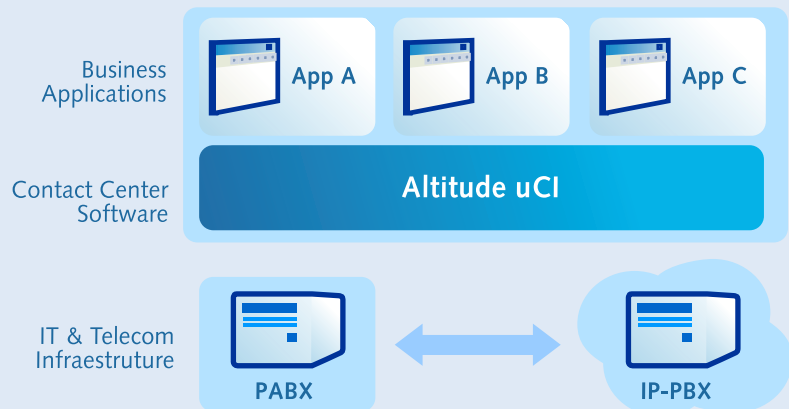
The adoption of VoIP can be performed at your own pace, while maintaining previous investments and full contact center functionality.

Altitude uCI is a modular, integrated multimedia contact center solution

- ▶ Inbound and VoIP IVR
- ▶ Outbound (preview, power and predictive)
- ▶ IP call classification (filtering answering machines, faxes, modems)
- ▶ Blending (inbound/outbound)
- ▶ E-mail, Web collaboration
- ▶ Unified centralized monitoring, queuing, routing, reporting
Altitude uCI solution is fully compliant with current and emerging industry standards, avoids vendor lock-in, complicated upgrades, and expensive maintenance costs.

Smooth transition to VoIP

Whether your company is expanding an existing operation or establishing its first contact center, the Altitude IP Contact Center solution can help minimize the cost and maximize the performance benefits of converged networking. The Altitude IP Contact Center solution easily integrates with legacy call center platforms and networks at your own pace, enabling organizations to continue leveraging investments while providing a smooth migration path to advanced IP infrastructures. By integrating both technologies, traditional time division multiplexing (TDM) agents and IP-based agents can seamlessly interact, using the same application layer with the same business rules.



Leveraging IP

Altitude helps companies adopt advanced IP technology while preserving and optimizing previous infrastructures. Altitude IP Contact Center is technology independent and can harmoniously coexist with either existing PBX equipment or the Altitude vBox, requiring minimal changes to existing infrastructures.

No vendor lock-in

Altitude IP Contact Center is a truly modular solution, allowing users to use the software and hardware vendors of choice. Altitude uCI has industry standard voice interfaces with legacy PSTN, IP-PBXs and media gateways. The solution leverages the IP switching platform of choice, having installations using hybrid TDM/IP PBX, pure IP PBX, and IP softswitch, managed centrally by Altitude uSpervisor within a unified Interaction Network (virtual contact center).

Reduced Costs

Toll charges are reduced for site-to-site transfers and routing because voice is delivered over the data network. IT productivity is enhanced and new contact centers can be deployed faster since there is only one network to manage and maintain. Adjustments to existent contact centers are also much easier, faster and cheaper. Moreover, the solution uses commodity off-the-self hardware.

Streamlined organization

Altitude IP Contact Center allows easier implementation of geographic and media-independent customer interaction solutions through one central system configuration and management point. The IT productivity is enhanced, since there is only one network to manage and maintain, and new contact centers can be deployed faster.

Scalability and Reliability

Altitude IPCC is designed to scale from dozens to thousands of agents, centrally located or distributed throughout a unified interaction network. Altitude Software solutions can be configured to meet high-availability requirements. Additionally, Altitude solutions can use industry-standard hardware redundancy capabilities to meet the specific availability needs of each enterprise.

Altitude IP Contact Center Capabilities

Altitude Multimedia

Altitude Multimedia comprises the management of all assisted channels, including Altitude Voice, Altitude Messaging and Altitude Collaborator.

Altitude Voice

Altitude Voice provides a robust solution for inbound, outbound (preview, power, predictive) and blending, with industry standard voice interfaces with legacy PSTN, IP-PBXs and media gateways. The solution includes optional recording functionality, for quality assurance and training purposes.

Altitude Collaborator

Human assistance available on the Web site bridges the gap between self and assisted service. Web collaboration sessions are supported by Web chat, IP or TDM voice.

Altitude Messaging

Altitude Messaging enables organizations to achieve high service levels in e-mail, SMS, and fax inquiries through automated message filtering and intelligent routing.

Altitude Voice Portal

Customer self-service via voice menus, speech directed commands or touch-tone controls, as well as information collection to support intelligent routing, can run on IP voice or legacy PBX systems. Altitude Voice Portal also supports outbound voice and messaging.

Altitude Unified Routing

A multimedia, intelligent routing tool that ensures that customers will receive the right level of service from the most appropriate agent in the shortest time frame, regardless of agent location or means used to contact the organization.

Altitude Unified Desktop

Altitude Unified Desktop streamlines multiple application interfaces and provides agents with all relevant information in a user friendly environment, allowing them to better focus on customer management and key metrics.

Altitude Unified Scripting Tools

Altitude delivers a unique suite with a single language through an industry exclusive language and development environment specialized for contact centers. The tools easily script for voice portals, interaction routing, agent desktop GUIs, as well as dialog scripts.

Altitude Unified Dialer

Altitude Unified Dialer is a software-based dialer that supports preview, power/progressive and predictive dialing modes. The technology works with leading PBXs and IP call classification, including accurate fax, answering machine and modem detection. The award-winning predictive dialing solution helps ensure compliance of government outbound telemarketing regulations.

Altitude Integration

Altitude uCI includes built-in connectors with leading CRM and ERP solutions, such as Microsoft Dynamics, Oracle and SAP. The solution also integrates with leading quality monitoring and workforce management solutions. Additionally, Altitude uCI includes an agent and supervisor SDK with an integrated server that supports Web services (with .Net and J2EE interfaces), DCOM, XML RPC, SOAP, and a wide range of standard APIs.

Altitude Management

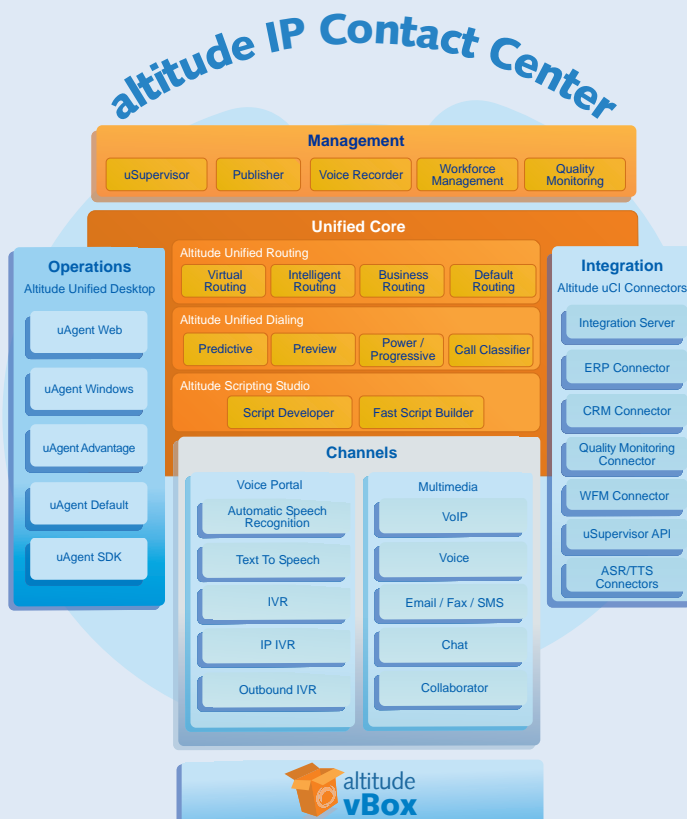
Altitude uSupervisor is a unified tool that streamlines, manages, and reports all aspects of networked multimedia customer interaction operations, maintaining defined service levels and optimizing agents' productivity across a unified interaction network.

Altitude vBox

Altitude vBox is a SIP-based media PBX dedicated to contact center Session Initiation Protocol (SIP). The solution is interoperable with most open VoIP systems and delivers safe and secure integration with Linux technology. Altitude vBox takes full advantage of SIP openness enabling customers to reap benefits of world-class software functionality at optimal costs. Contact center agents may use standard IP phones or Softphones. Altitude vBox can run on commodity hardware and is based on open-source IP switching software.

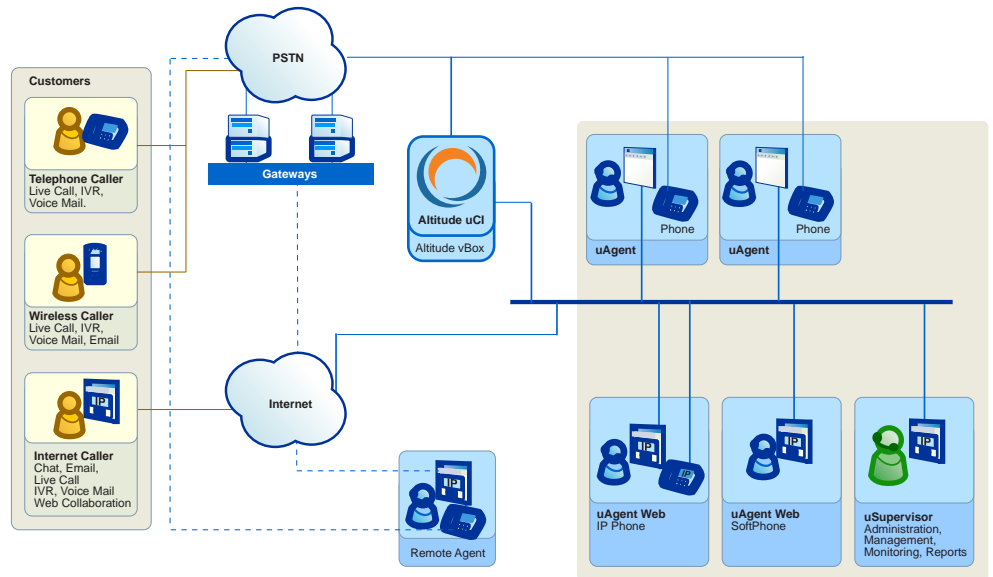
Altitude vBox scales to hundreds of agents, on a distributed and resilient architecture

- Software-based
- IP-PBX running on commodity hardware
- Leverages existing network investments
- Easy and fast deployment
- Off-the-shelf hardware



The Right Choice

In selecting a company to provide your IP Contact Center solution, you should look for one that combines long experience in contact centers technology and know-how with the best VoIP technology available. Altitude Software boasts solid experience and a proven track record in various environments, including on-premises as well as Hosted/ASP implementations.



Supported IP Platforms

Server OS

- Windows Server
- IBM AIX
- Linux

IP Switching Platforms

- Altitude vBox
- Cisco Call Manager
- Alcatel OmniPCX
- Avaya S8X00 Media Server
- Siemens Hipath Series
- Nortel Succession

Databases

- Oracle
- Microsoft SQL
- Informix

Contact us for more information

For more information on the Altitude Voice Portal visit www.altitude.com or email info@altitude.com.

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