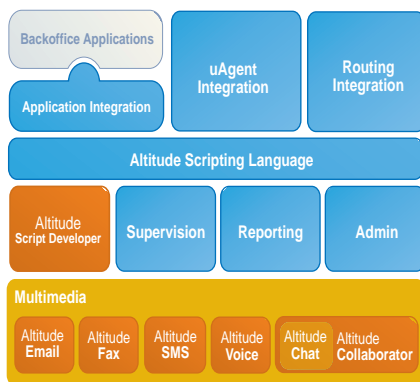


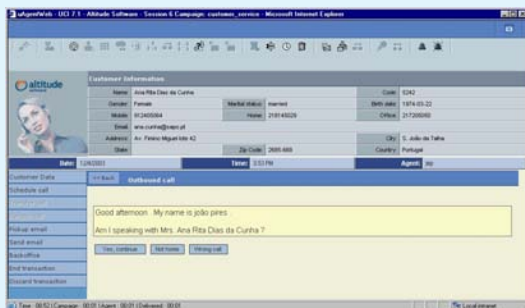
# Altitude Multimedia Management



Altitude uCI™ (Unified Customer Interaction) is a comprehensive, fully integrated solution that enables users to manage customer interactions in a multimedia contact center environment. The Altitude uCI suite was designed to maximize the value of each and every customer interaction, regardless of the communication channel used by customer-voice, e-mail, SMS, post, voice self-service, Web and even in-person. Altitude uCI was conceived to help manage the complexity of the contact center organization, increase productivity levels, reduce costs, and, ultimately, maintain customer loyal through exceptional customer service.

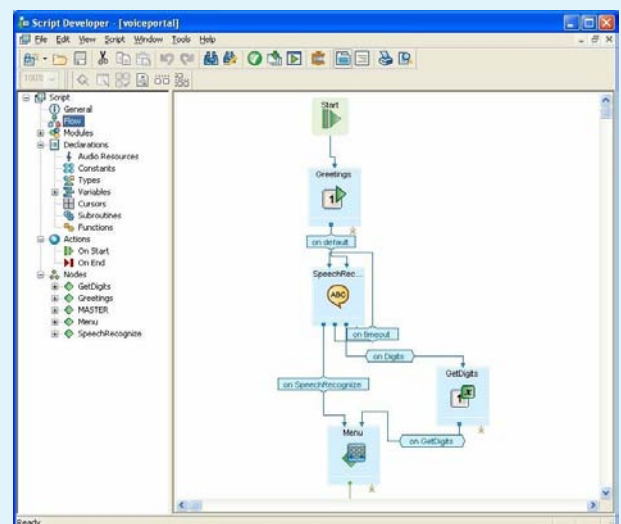
## altitude unified desktop

The Altitude uCI suite helps contact centers retain agents and reduce training costs, by providing a single, easy-to-use, intuitive agent desktop application that manages all multimedia interactions. Altitude multimedia skills-based routing guarantees that interactions are delivered to the agent with the corresponding skill set, minimizing frustrations for both customers and agents. Additionally, significant productivity gains are inherent to the solution through integrated business scripts to guide agents through customer interactions, and the availability of customer data and previous interactions history. Contact centers that provide agents with the right tools, decrease costs and agent turnover while increasing customer satisfaction.



## altitude scripting studio

The Altitude uCI Scripting Studio is perfectly tailored to meet specific contact center needs, allowing non-technical users to easily develop or customize the agent desktop application. Furthermore, a single development generates agent scripts for both Web and Windows environments.



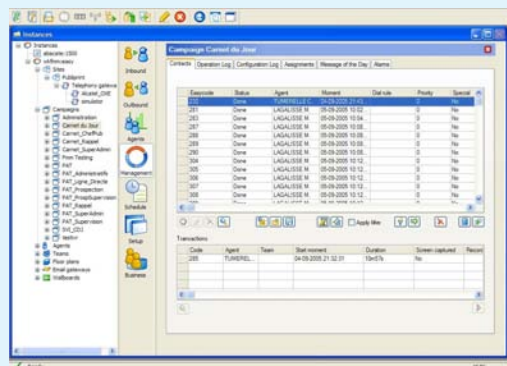
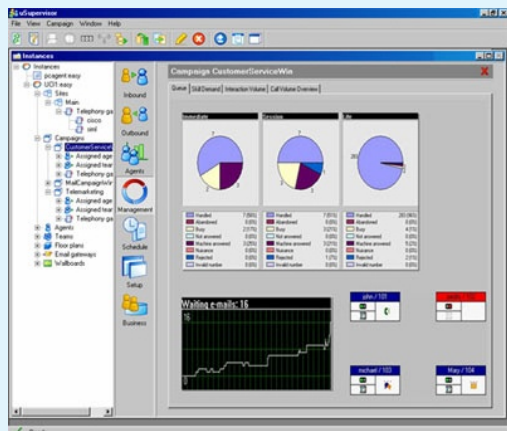
# Altitude Multimedia Management



Managing a contact center with several inbound, outbound and multimedia campaigns running, different agent skills, without the proper tools can be an exhausting, difficult task. Altitude uCI minimizes the complexity of the multimedia contact center model and provides a single supervisor desktop application to efficiently manage and monitor all contact center operations in real-time.

Supervisors can easily monitor all aspects of the customer interaction in a consolidated view or per-media. The global interaction volume and queue length, the achievement of the defined service levels, the effectiveness of the running campaigns or the agents' productivity allow supervisors to immediately react to unexpected changes or abnormal situations.

Altitude uCI also provides complete historical reporting and straightforward integration with business intelligence tools to enable informed short and long-term decision making.



Altitude Voice is a robust solution that synchronizes voice and data through CTI. With optional dialing and recording functionality, Altitude Voice can automate tasks, such as placing campaign-specific outbound calls, intelligently routing inbound calls, and performing voice recording for quality assurance purposes. Altitude Voice provides support to native IP switches as well as to leading PBXs, ACDs in the market. As part of the Altitude uCI suite, voice and data transferences are available to and from the voice portal. Altitude Voice ensures that all relevant information follows a customer through the entire call lifecycle.



Altitude Messaging enables organizations to achieve high service levels for e-mail, SMS, fax and digitalized post management. Altitude Messaging is designed to fully integrate with other interaction channels in the contact center environment. In order to achieve service consistency across all channels, the same routing conditions and interaction support of the voice-based interactions can be implemented in Altitude Messaging. For maximum convenience, Altitude Messaging is integrated with a spell checker, LDAP directory services and includes a knowledge-base mechanism. Altitude uCI e-mail responses that contain confidential information can be automatically secured through PGP Universal.



Altitude Collaborator bridges the gap between self and assisted service by offering human assistance to customers on the Web site. Major benefits include the collaborative assistance in real time that helps improve profitability and reduces Web site abandonment rates. Features include co-browsing, assisted form completion, and file transfers. Collaboration sessions are supported by voice or Web chat.

Contact us for more information  
For more information visit [www.altitude.com](http://www.altitude.com) or email [info@altitude.com](mailto:info@altitude.com).

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