



Altitude Unified Dialer

The Right Technology for Successful Proactive Contact



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Outbound voice handling is very important in efficiently improving contact center productivity. In today's marketplace there is a new push: increase agent productivity, maximize revenue opportunities but ensure compliance with outbound regulations and manage information security.

Altitude Unified Dialer's main function is to both automate and add intelligence to the dialing process as it is one of the most important operations in any outbound contact center. Dialing leverages customer information to determine the best time and the most economic way to make successful contact, taking into consideration available human resources and compliance of applicable legislation. With an automated dialer, there is no need for manual dialing or for time consuming number searches. Agents no longer need to manage unsuccessful responses such as busy, no answer, fax, answering machines, etc. The appropriate screen is automatically delivered to the agent's desktop, providing multiple functionalities, including a soft-telephone capable of handling all telephony operations, guiding script as well as a full customer interaction history. Scripting enables agents to provide customers with detailed and customized argumentation, reducing required training time. Moreover, scripting allows supervisors and team leaders to quickly respond to changing conditions or business needs by changing scripts on-the-fly.

Highlights

- ✓ All features are available in-pure IP telephony
- ✓ Highly Accurate Call Classification
- ✓ Choice Of Pacing Modes:
Preview, Power, Predictive
- ✓ Superior Outbound Campaign Management
- ✓ Robust Security
- ✓ Compliance with the most demanding regulation rules
- ✓ Leverages previous investments, supports emerging technologies CTI, ISDN, TDM and IP

Altitude award-winner outbound campaign management solution offers an unparalleled combination of features that guarantees immediately measurable benefits.

Creating Campaigns and Contact Lists

Altitude uSupervisor allows users to create and manage effective outbound dialing campaigns through an intuitive interface. Contact lists can be defined for each campaign through customer or market data or they can also be generated by any user-defined source. Altitude's integrated tools make contact lists easy to load and help ensure their accuracy and efficacy through mechanisms, such as contact classification, priorities and re-scheduling parameters.

Contact List Management

In order to successfully execute a campaign, some of most important aspects to consider include the accuracy of the contact list, re-scheduling parameters, assigned agents, dial rules, time zones, call qualifications and pacing modes. Additionally, call centers must comply with applicable legislation, such as Do Not Call (DNC) regulations. Altitude provides the necessary tools to ensure compliance with DNC regulations. For example, contacts registered as DNC numbers may be cancelled online, using Altitude uSupervisor or through a set of available APIs.

Contact Information

Contacts are displayed with in-depth information, including time zone and multiple telephones such as home, work, and mobile. This type of information is recorded when the contact is created in the system and can be modified later by supervisors or agents. Additional data may be added to the contact profile, including call back times. The Altitude server automatically manages call back times and attempts to connect with customers. Additionally, contacts are classified with priority levels and dial rules.

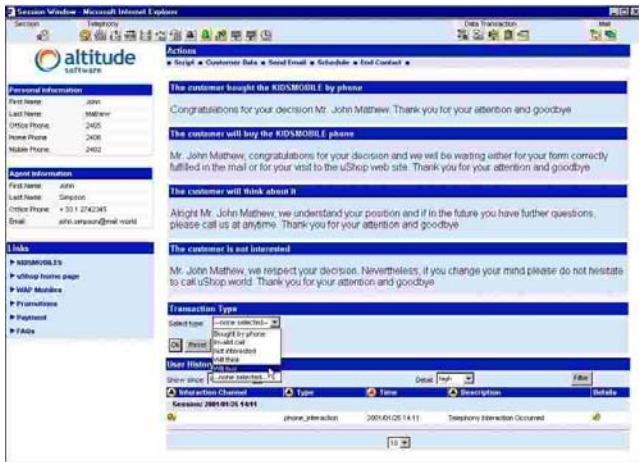
Contact Priority

Contact priority allows you to prioritize the order in which customers are contacted. Priority can be assigned manually or automatically as a consequence of a reschedule. For example, dial rules can be adjusted after an unsuccessful call to give the contact more or less importance.



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- Agents Browser-based Desktop Application

Pacing Modes

After deciding which contacts are to be telephoned using the aforementioned features, the dialer sends a dial command to the server. The pacing mode regulates this operation through three modes: previews, power and predictive, which are set and can be customized per campaign. In each mode, the agent's screen displays the contact information.

Preview mode is used when the agent needs to view the customer profile before making contact. This is widely used in situations where customer data and previous history familiarity are paramount to the success of the call. In this pacing mode, the dial command is actually requested by the agent through the agent's application, or automatic after a pre-defined time-out.

Power or Progressive mode places calls only when ready agents are available. This mode assures that when the system automatically places a call, an agent is always available.

Predictive is the state-of-the-art pacing mode used mainly to contact a large volume of customers within a short period of time. Predictive dialing frees agents from waiting during the dialing and ringing process. Agents spend their time answering calls and are not distressed with unanswered calls. Campaigns using predictive dialing can average agent productivity of 50 minutes per hour and nuisance ratios of three percent or less. Predictive dialing predicts when agents will be available and decides how many calls to make based on the success probability, the time for the contact to answer and nuisance ratios. Probabilities are continually updated, and nuisance ratios observed for optimal performance and legislation compliance.

Predictive Mode

Powerful Agent Availability Prediction

One of the Altitude Voice's strengths in predictive mode is the ability to forecast agent availability. Nodes in the various applications correspond to various parts of the campaign script and allow the Altitude Unified Dialer to calculate probability of agent availability.

The technology notifies the assisted server whenever an agent changes from one node to another and statistical data helps determine the probable time when the agent will become available.

Call Classification

In order to achieve such high performance, the predictive dialer must also account for unsuccessful calls. Normally either the switch or the network can provide information regarding busy and no answer calls. However, it is also desirable to accurately classify answering machines, faxes and modems. The Altitude Unified Dialer contains a classifier that analyzes call results as it returns contacts to the dialer. Calls that are not live human contacts are not transferred to the agent, helping maintain high levels of productivity. Call classification can also be configured to play a message when an answer machine is detected.

Nuisance Calls

Altitude uCI minimizes the number of nuisance calls. Nevertheless, since the number of contacts that are launched in predictive mode is greater than the number of available agents, contacts may answer the telephone before an agent is available to take the call. Supervisors define the desired nuisance ratio per campaign. The Altitude Unified Dialer adjusts the dialing mode to guarantee compliance with legislation. Altitude recommends nuisance ratios lower than three percent.

Fast Algorithm Stabilization Period

The stabilization period is the time the algorithm takes to stabilize between over dialing (higher nuisance) and under dialing (lower talk-time per hour), when initiating the campaign, or when conditions change like agent removals. When initializing a new campaign, the Altitude Unified Dialer needs to collect statistics so that the algorithm may work accordingly. There are two options: start slow or define a "warm up" period to collect initial statistics.

Altitude Unified Dialer has one of the fastest stabilization periods in the market. For campaigns that will run for at least one hour, Altitude uCI can be compliant with even the most aggressive legislation.

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Selecting the Pacing Mode

When creating a pacing mode, it is important to consider factors, such as business policies, human resources, call context, contact data, predicted call duration and volume. Altitude allows users to adjust the pacing mode online and even design campaigns in such a way that customers are contacted within different pacing modes according to contact data or call context. In a debt collection scenario, for example, top-tier contacts can use predictive, while second-tier contacts and below may use preview dialing.

Decision Support and Historical Reporting

Altitude uCI allows full access to all campaign information, including business figures, contact rates, agent behaviors, call statistics and other important data. This allows managers to better plan for future campaigns and to provide more detailed information for business decision making, thus redefining parameters and strategies for more targeted and reliable results.

Blend Inbound and Outbound Dialing

In some inbound contact center operations, blending agents makes sense. The Altitude suite can optimize elements, such as employee time, by efficiently managing resources. The technology delivers a truly blended contact centre operation, allowing agents to seamlessly switch between inbound and outbound calls quickly and easily as call volumes dictate. Agents are appropriately alerted onscreen if they are answering or placing calls.

Key Features

- Choice of Pacing Modes: Preview, Progressive (Power) and Predictive
- Best of Breed Predictive Dialing Algorithms
- Real Time Response Environment
- Powerful and Easy to Use Scripting Tool
- Unified Online Monitoring, Management and Reporting Tool
- Pre-defined Alarms
- Priorities, Dial Rules, Time Zones, Rescheduling
- Call History
- Unified Agent Desktop
- Unified View of the Customer
- Unified Login
- Call Logging
- Extended Media Capabilities (voice, email, web collaboration, IVR, Recorder)
- Support for Single and Multi-site Configurations
- Modular yet Completely Integrated into Full Contact Center Management Suite
- Switch Independent
- Support for IPT Switch Platforms
- Multi-site Support
- Single Development for Web and Windows Environments

Key Benefits

- Improved Productivity
- Improved Customer Service
- Increased Efficiency through Automation
- Rich Functionality
- Flexibility
- Improved Quality Assurance
- Better Use of Resources
- Reduce Training Needs
- Rapid Campaign Development
- React Quickly to Dynamic Business Demands
- Scalable Solution
- Cost Effectiveness
- Investment Protection

Platform Independence

- Truly Switch Independent (repeat)
- Support for Major Switches
- Support for VoIP Technology
- Support for Major Database Systems

Integration

- Contact List Loading Tools
- Open Architecture
- Integration Server (.Net)
- Standard APIs: C; C++; C# Java; COM; DCOM; Corba
- Easy and Straightforward Integration with Enterprise Systems
- Out-of-the-box Integration with SAP, Siebel and Microsoft Dynamics

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altitude management

As part of the Altitude uCI suite, Altitude's uSupervisor offers comprehensive monitoring and performance analysis across all elements of a multimedia interaction environment through an easy-to-use interface. uSupervisor delivers comprehensive real time data to supervisors and managers relating to campaigns, agents, call and e-mail queues, outbound dialing status and much more. Supervisors can respond to environmental changes with dynamic online adjustments such as adjustments in dial pacing modes or the minimum skills requirements for incoming calls in order to shorten wait times. uSupervisor enables organizations to achieve desired service levels and a cost-effective operation despite the increasingly complex operational environment of customer interactions.



altitude unified desktop

The Altitude Unified Desktop delivers integrated data from multiple sources into a single screen thus providing the agent with quicker access to all customer related information and enhancing the customer care process.



altitude integration

Altitude Unified Dialer is compatible with third-party interfaces as well. Altitude uCI includes built-in connectors to leading CRM, 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, as well as an integration server which supports Web services (with .Net and J2EE interfaces), such as DCOM, XML RPC, and SOAP, and a wide set of standard APIs.



altitude scripting studio

Altitude Scripting is an industry-unique language and development environment specialized for contact centers that allows for the design, control, and execution of the most critical customer interaction modules, namely the Voice Portal/IVR scripting, interaction routing, agent desktop GUI and dialog scripts. A single development generates agent scripts for both Web and Windows environments.

Furthermore, all scripts can be changed on the fly in order to quickly respond to dynamic business needs. Altitude Scripting Studio lowers the total cost of ownership due to the solution's inherent rapid application development.

For outbound campaigns, Altitude Fast Script Builder allows non-technical users to create new campaign scripts based on existing templates and configure them through wizards quickly and easily. Altitude Scripting Studio is free of charge.



altitude vBox

Altitude vBox is a SIP-based media PBX dedicated to contact centers. The solution takes full advantage of Altitude Unified Dialer and enables customers to reap the benefits of world-class software functionality at optimal costs.

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

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

Supported Platforms

Server OS

- Windows Server
- IBM AIX
- Linux

Databases

- Oracle
- Microsoft SQL
- Informix

IP Switch Platforms

- Altitude vBox
- Cisco Call Manager
- Alcatel
- Avaya
- Siemens
- Nortel

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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