

## Altitude Unified Integration network Freedom of choice within budget



The ability of Altitude uCI to seamlessly integrate with both front and back-office solutions is a key factor to build efficient contact centers and consequently maximize customer satisfaction

“ Altitude uCI 7 solutions reflects Transcom’s commitment to have consistently high standards across our service centers, while enhancing the management of our customer offerings and improving the quality of our service ”

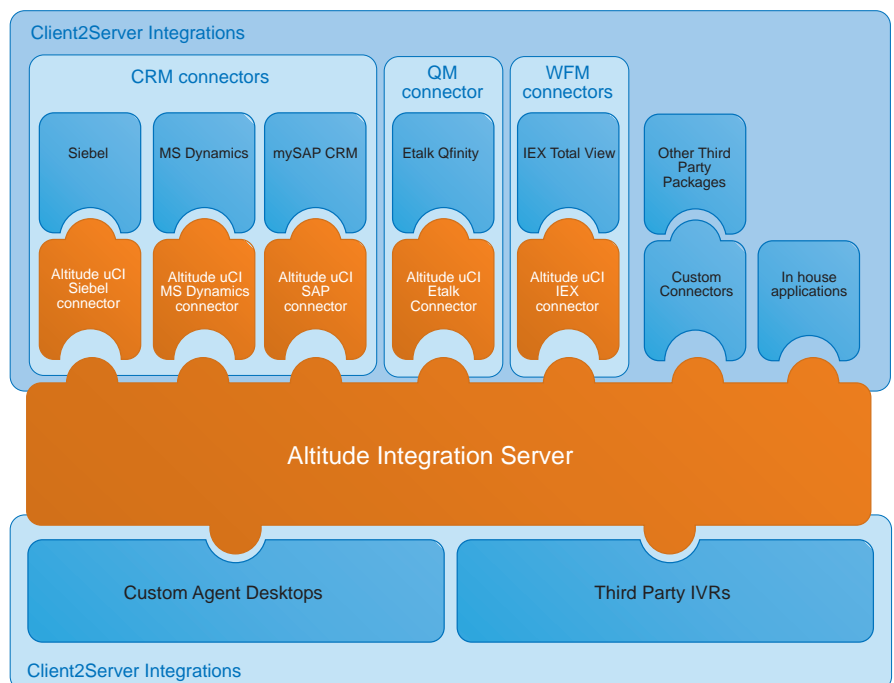
Mr. Keith Russell,  
Transcom Worldwide’s CEO

Altitude Software provides uAgent SDK, Altitude Integration Server and out-of-the-box connectors to major CRM, ERP, Quality and Workforce management solutions to extend the offered functionality.

Altitude’s unified integration network extends the functionality of Altitude uCI solutions and minimizes the time, resources and costs associated with integrating Altitude’s products with complementary solutions. Additional benefits are attained by partnering with leading vendors who provide solutions to complement, add value, and interoperate with Altitude uCI.

### Highlights

- Unified Application Programming Interfaces
- Wide interoperability
- Freedom of Choice without increasing budget
- Reduced implementation time
- Increased reliability
- Reduced overall costs



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### Altitude Integration Server

Altitude uCI is an open, standards based suite that can tightly integrate with other enterprise applications, enabling an enterprise wide view of the customer. In order to assure a seamless integration with third-party systems, Altitude has developed Altitude Integration Server that exposes Altitude uCI functionality and creates an integration framework based on Microsoft .Net technology and standard protocols, such as DCOM, SOAP, XML RPC, and Web Services.

This platform also exports JAVA and C/C++ APIS, being capable of interoperating with any environment.



Despite the Altitude uCI open interface and standard API, provided by Altitude Integration Server, Altitude has realized that focusing on the packaging of well-developed integration capabilities would not only extend the scope of offered products, but also increase the value of the Altitude solutions to customers and partners.

### Altitude uAgent SDK

The Altitude uAgent SDK is a toolkit containing all the necessary tools to create custom integrations. It allows you to build applications on top of the Altitude uCI platform with integrations between Altitude uCI and third-party applications and customer data.

### Altitude uCI Connectors to leading CRM business applications

Altitude uCI out-of-the-box connectors for leading third-party business applications are key components of Altitude's integration strategy.

Altitude increases the value of 3rd party applications by enabling an efficient management of voice, email, Web collaboration, Web chat, and IVR interactions. These solutions include intelligent multimedia interaction routing, Voice Portal, a powerful predictive dialing algorithm, and a unified contact centre monitoring and management tool.

### Altitude uCI Connectors to IEX Total View

Altitude provides an out-of-the-box connector to IEX Total View to extend the offered functionality of Altitude uCI with a leading workforce management solution.

Contact us for more information

For more information on the Altitude uCI visit [www.altitude.com](http://www.altitude.com) or email [info@altitude.com](mailto:info@altitude.com).

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