

Altitude Unified Routing Routing, Automating, managing interactions With intelligence and piece of mind

“ The Altitude uCI solution enables an efficient management of the public service, while keeping our organization's decentralized nature and the value of volunteering in the community ”

Rocio Calvo,
Spanish Red Cross Information Systems
Director

Altitude Unified Routing is available in different levels of functionality.

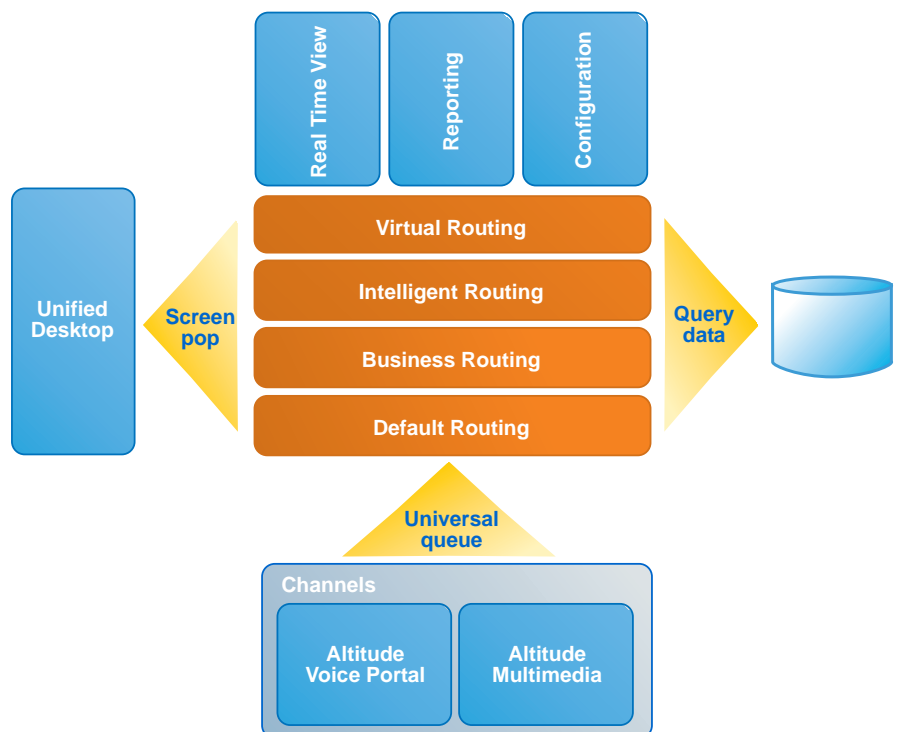
Default Routing comes with the solution free of charge. Altitude uCI allows a default distribution of incoming interactions, available for all media types, with simple configuration options.

Business Routing is a predefined multimedia routing algorithm that allows business rules and small strategy adjustments to be defined through a pre-defined configuration GUI. Examples: "hour of day/day of week/date", "ANI/DNIS", contact priority.

Intelligent Routing is the name for the fully customizable level of the Altitude Unified Routing, where routing scripts are custom built in Altitude Scripting Studio.

Contact centers need tools to optimize the contact center performance. Altitude Unified Routing is a multimedia, intelligent routing tool that ensures customers will receive the right level of service from the most appropriate agent in the optimum time frame, regardless of the channel they use to contact the organization.

Altitude Unified Routing is a feature rich multimedia interaction router that supports truly blended interaction distribution, universal queue, handling priority, skills based routing, intelligent business-based routing and virtual routing.



Altitude Unified Routing

Routing, Automating, managing interactions

With intelligence and piece of mind

Part of a complete solution

As part of Altitude uCI suite, Altitude Unified Routing is tightly integrated with each of the solutions of this suite. Furthermore, through Integration Network, third-party server or desktop applications, such as SAP and MS Dynamics, can use Altitude Unified Routing engine.

Altitude uCI enables you to manage your multimedia contact centre from a centralized location, making it easier to operate and maintain a virtual contact center. One of the major advantages of Altitude uCI is the availability of a total view of the customer interaction history with the company.

Altitude Unified Routing is natively integrated with Altitude online monitoring and historical reporting available on uSupervisor.

Universal intelligent queue

When using Altitude Universal Router to distribute incoming interactions, a logic queue is built in the system that contains interactions of all media. This logic queue becomes the universal queue and is used to show the workload of the contact centre as well as to sense it for distribution rules adjustment. When using voice and when connected to a Voice Portal or an IVR unit, the customer can perform operations while in queue.

Voice Portal and IVR integration

It is typical to use Voice Portal or IVR units to collect information from the interaction and customer upon which routing decisions can be based. Another typical use of the Voice Portal in the routing process is to entertain the customer while in queue, by simply play announcements or by providing self-service operations to the customer.

Integration with ACD routing

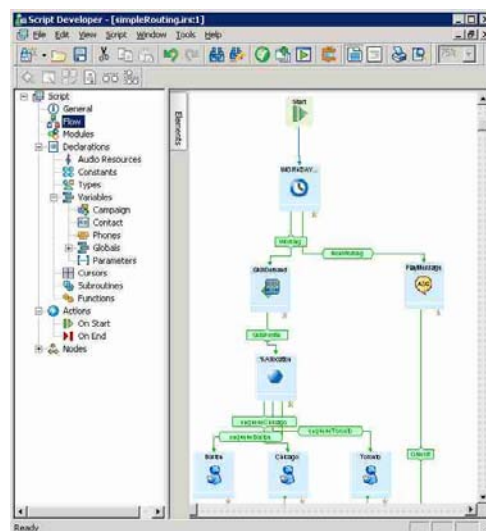
A major differentiator of Altitude uCI is that it is built to leverage your existing investments. As such, Altitude Unified Routing can be used to route all interactions or only to route emails, chat and co-browsing requests, with voice being routed by a 3rd party switch ACD, certified to interoperate with Altitude uCI.

Powerful scripting

Routing strategies within Altitude Unified Router can be accomplished by a script, which is run for each incoming interaction. Scripting defines and to continuously re-defines the routing rules.

The scripting tool is an easy to use graphical interface that has actions related with queue management and skills based routing.

Routing scripts can interact with relational databases, Windows DLLs, the Altitude uCI Server, and the switch. Routing scripts can react to timeouts and can dynamically change the campaign, the priority, the required agent, or the required skills.



Contact us for more information

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

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