



Self-service Reinvented



Integrate leading edge voice self-service applications with agent-assisted transactions to improve customer service levels, drive operational efficiencies and increase revenues

“ Altitude Voice Portal, combined with Loquendo's innovative speech technology, maintains high levels of customer satisfaction, even as call center operator productivity improves and the contact center becomes much more of a high value-added operation. ”

Rosanna Duce,
Loquendo vice president

Altitude Voice Portal is a powerful software-only platform that delivers a superior voice self-service experience through the pre-integration of best-of-breed speech technologies. Altitude Voice Portal supports both VoiceXML and Altitude Scripting Language (ASL) and runs on top of SIP, CTI, CAS and ISDN links. With Altitude Voice Portal, companies can reach more customers and offer consistent, high-quality interactions while continuing to reduce the cost of customer service. The solution enables companies to drive new revenue streams through automated agents through both inbound and outbound interactions. Additionally, Altitude Voice Portal has proven to improve customer satisfaction by creating a new, faster and anywhere-anytime channel.



Altitude uCI allows organizations to use caller information in order to maximize contact center resources and overall productivity. Altitude Voice Portal collects basic data such as originating and dialed number, as well as customer interaction information. The solution is capable of utilizing captured data to intelligently segment and prioritize interactions according to business value, desired service level, or other specific business metrics.

Highlights

- ✓ Runs on Commodity Hardware
- ✓ Standards-based
- ✓ Infrastructure Independence
- ✓ DTMF, ASR and TTS
- ✓ Outbound Support
- ✓ Intelligent Skills-based Routing
- ✓ Rapid Application Deployment

Altitude Voice Portal applications manage customer service in a more personalized, consistent and efficient manner.

With Text-to-Speech functionality, the solution can be developed faster and results in a more interactive application, with no need to record all the voice prompts. Text-To-Speech combined with Automated Speech Recognition allows computers to simulate a natural spoken conversation, allowing the customer control of the dialog, while maintaining high levels of customer satisfaction. This automated technology improves overall agent productivity and, likewise, reduces contact center costs.

With Altitude uCI applications, the customer session data is available throughout the call and, should the client decide to request human assistance, the agent will receive the call together with all contextual data.



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Altitude Voice Portal self-service usage models include:

- Order management
- Home banking
- e-Ticketing
- Service/Appointment schedules
- Outbound notification
- Informational announcements
- Contingency situations

Leading edge speech technologies

- Loquendo Speech Suite
- Nuance Open Speech Recognizer

Standards-based

- SIP; CTI; ISDN
- VXML

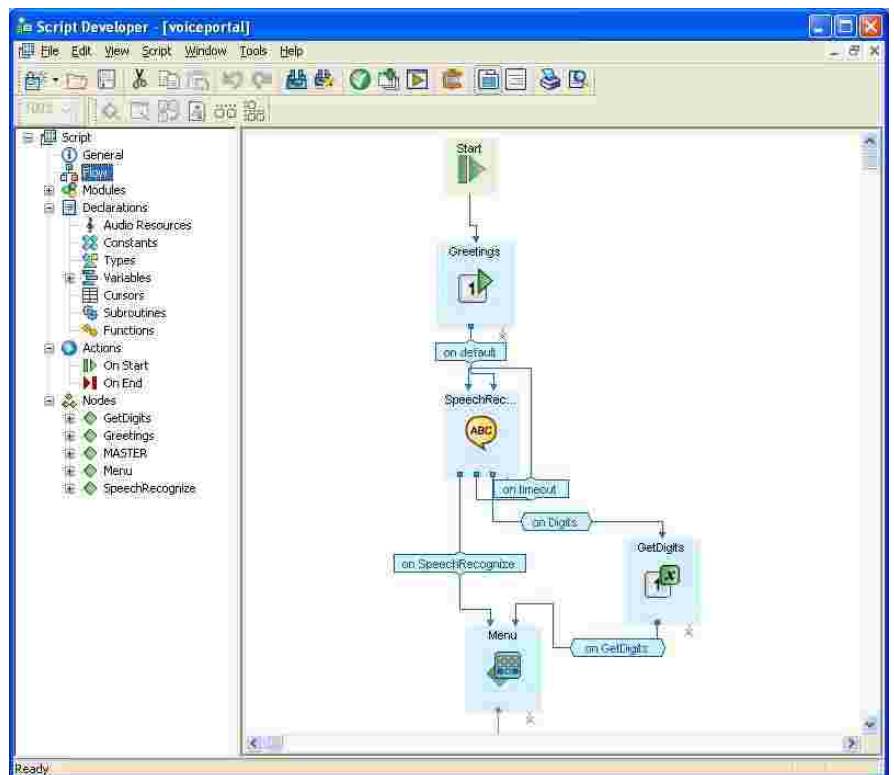
Infrastructure independence

- IP, TDM or Hybrid
- Application level is future-proofed: no need for re-writing application

Altitude uCI product suite

- Single point of management and reporting
- Scripting language and tools unification
- Synchronized Voice and Data Transfers to Agents

Voice Portal applications can be developed in either VoiceXML or in Altitude Scripting Language, a proprietary language specially designed for contact centers, which has a much smaller learning curve and guarantees Rapid Application Development.



• Figure 1 - Altitude Script Developer

Altitude Script Developer provides the convenience of drag-and-drop development, simplifying application creation. Additionally, one can use and create pre-defined templates and graphics, as well as dry-run test or demo the functionality of voice portal applications.

VoiceXML provides a standard development that allows businesses to repurpose the company's Web site for voice.

Altitude Voice Portal applications are independent from the physical connection and communication infrastructure. For example, the same voice self-service script can be used in both Altitude IP Voice Portal and Altitude CTI Voice Portal.

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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