

Why Track Customer Experience?



The answer is quite simple. Customer Satisfaction and Loyalty Drive Financial Performance

It is vital to your company's prosperity to understand your customers' experience and turn this information into tangible actions for improvements. This generates goodwill, loyalty and of course, revenue and profits.

Furthermore, raising agents' awareness on their individual contributor to the customer experience, not only increases customer satisfaction as it also contributes to agent satisfaction as well reducing turnover and significantly improving your organization's results.

Altitude Voice Recorder combined with Altitude uSupervisor helps maximize your staff's performance with a comprehensive solution that manage the evaluation and coaching of agent's voice interaction.

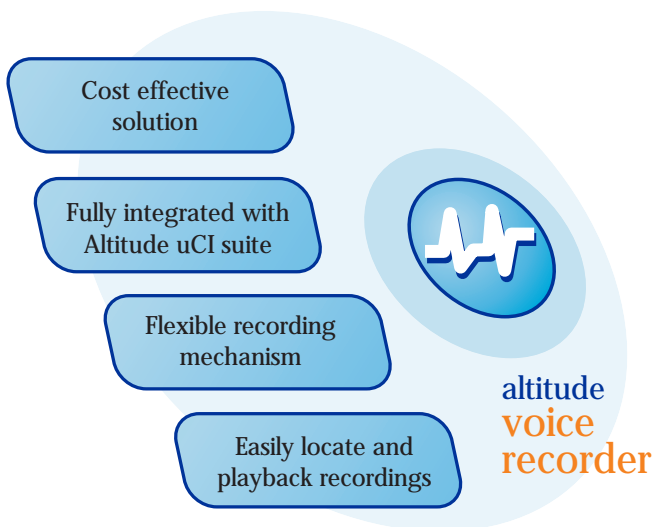


Altitude's solution gives just the right information to supervisors. They can playback calls and evaluate interactions, using the same forms used in day-to-day supervising tool.

The recorded clips are associated to each interaction, and thus supervisors may access them via browsing the campaign, the agent or the contact, and apply all the filters used in their day-to-day monitoring and management activities.

Altitude Voice Recorder also enables supervisors to select relevant materials and best practices clips, which can be shared later.

The solution is an efficient means to boost productivity, and, used as a training mechanism, Altitude Voice Recorder increases motivation and workforce satisfaction.



→ Maximized integration, cost optimization

Altitude Voice Recorder integrates with all Altitude uCI modules, such as, Altitude uAgent, Altitude Voice, Altitude Script Developer, and Altitude uSupervisor, saving time spent on training, development and day-to-day management activities.

→ Switch independence

Altitude Voice Recorder is switch independent and is compatible with all Altitude uCI supported switches and with all handsets, regardless of their manufacture (provided that there is a RJ11 connection between the main body of the equipment and the hand/head set).

→ Flexibility

The Voice Recorder can record:

- the full call, either on a campaign or agent basis;
- selected parts of a call under agent or script supervision.

The Recording of calls can be controlled:

- by the supervisor (using Altitude uSupervisor tool)
- by the agent (at the press of a button)
- programmatically

→ Fast lookup and retrieval of recordings

Recordings can be looked up using the search interface on uSupervisor. Supervisors have immediate access to the recording through several attributes, such as, the campaign, the contact, the agent, call, moment, etc.

→ Business rules driven recording

You can define your own business rules to decide which calls or call segments to record. Unlike standard solutions, with Altitude Voice Recorder and Altitude uCI suite, there are no limitations in customizing the rules that automatically drive recording. You can define agent or campaign-specific recording rules or implement special rules on the interaction scripts.

→ Training and motivation tool

Altitude Voice Recorder can be used as a training and motivation tool. Agents are more motivated and feel more prepared if they view their supervisor as a coach, always available to provide ongoing feedback, and support their specific needs. The agent's ability to provide superior service is crucial in maintaining the success of any contact center.

System Highlights

- ✓ Station side recording (by tapping extensions);
- ✓ Manages recordings in standard file formats (WAV, Speex, Zip);
- ✓ Support to wide range of PBXs and IP PBXs;
- ✓ Multi-site and Firewall friendly;
- ✓ Compliant with Windows Remote Storage.

→ Supervisors and team leaders are empowered to

- ✓ Monitor interactions to evaluate agent performance
- ✓ Identify individual needs of each agent
- ✓ Identify weak areas for the team
- ✓ Create a library of best practices clips based on recorded interactions
- ✓ Create a library of worse practices
- ✓ It is easier to stay connected to your staff (and how they behave), regardless of where they reside.



The Altitude uSupervisor is a great tool for real-time monitoring, evaluation and assistance. uSupervisor can be used for:



→ Voice Recorder Player.



→ Supervisor view: detail of one contact.

→ Tracking agent status

See which agents are currently logged in and engaged in interactions, in what type of interaction, and if the agent voice interaction is being recorded or not. Agent status can be easily checked in the floor plan graphical view.

→ Conducting evaluations

Evaluate calls from a specific campaign, a specific agent or customer. Any filter that can be applied in the day-to-day management of the call center, such as business outcome, can be used, allowing "point and click" access to the recorded audio interactions. After this analysis, targeted feedback can follow the interaction.

→ Getting alerts

Supervisors may decide to display an alert, for instance, when a pre-defined call duration threshold is exceeded. Supervisors can immediately send a message to the corresponding agent, even if they are in another location.

→ Providing real-time assistance

Supervisors, or a team of more experienced agents, can be used to provide both feedback and guidance to new agents as they interact with customers. Altitude uCI, allows agents to consult or to conference with an expert real-time. Agents can also ask help from the supervisor, by simply clicking a button in uAgent interface. This helps you to ensure immediate improvements, fast call resolution while motivating your staff .

Furthermore, supervisors can share their feedback by creating personalized messages that are routed to a specific agent or to all agents working in a campaign/service.

Agents are much more motivated when they feel comfortable and supported when handling interactions. As a result, turnover and associated costs decrease.

→ Sharing recordings

Supervisors can decide to locally save the clip that they are listening to in WAV format. The recording can then be played back at any time using a standard tool, such as Windows Media Player. The save function can be used to store example clips of effective ways of handling voice interactions - "best practices." They can be edited and sent to agents as part of informal training, or can be stored in a library to be used in future formal training actions.

Additionally, outsourcers can allow clients to listen to their own interactions. This is an effective way of getting a sample of offsite or offshore contact center activities.

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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