

# Altitude uAgent

## A unified interaction control interface



Let your CSR do all he needs on a single interface  
Get more done in less time

Altitude uAgent is an application that supports all types of interaction handling, including telephony, faxing, messaging, e-mail, chat and Web collaboration and face-to-face interactions. Altitude uAgent is designed to run on the contact center and in the point of sale, giving users real-time access to necessary business data, such as the full customer interaction history. Critical information is always available during both inbound and outbound interactions, whenever the customer interacts with the company.

The specific campaign and service developments, namely the CSR guides and specific customizations, are 100 percent reusable. Furthermore, the same application can run simultaneously in Windows and Web-based environments. This allows companies to untether CSRs and allow them to work remotely or in different environments, with no development effort required.



## key features

- Execute and control multi-media interactions
- Windows and Web-based interface
- Built-in multi-lingual support
- Fully Customizable with reduced customization costs
- Uppermost flexibility in building campaign and service guides (a.k.a. scripts)
  - Altitude Scripting Language
  - .Net
  - or any other development tool (in this last case the resulting application must be ActiveX compliant).
- Automation:
  - CSR status controlled by the system
  - Intelligent routing
  - Screen-pop
- Interaction tracking (full history)
- Built-In Knowledge Base, FAQs mechanisms
- Support for remote agents (with no commitment to security rules)

## Phone-based interaction management

- Built-in telephony toolbar
- Outbound campaign support and blending
- Easy to build (ASL) and reusable campaign and service guides (a.k.a. scripts)

## Web-based interaction management

- Ability to queue and intelligently route incoming faxes, e-mails, SMS, chats and collaboration requests
- E-mail auto-acknowledge
- E-mail support to LDAP and e-mail completion.
- Sophisticated CSR interface for rapidly creating e-mail and chat replies (using response templates and FAQs)
- Customer and CSR Web-collaboration, including browser synchronization and shared form completion

## ASL - Altitude Scripting Language

- Graphical, Easy-to-use development environment tailored for interaction centers
- Full customization of uAgent with reduced customization costs
- Single development runs simultaneously on Windows and Web
- Allows faster responses to business changes
- Modular programming
- 100 percent reusable
- Easy-to-integrate with enterprise systems
- Ability to use templates

## Key Benefits

- ✓ A lower Total Cost of Ownership with Altitude uCI and ASL with a reduced project time is guaranteed. A fully integrated system that promotes reusability and facilitates in-house add-ons, moves and changes - even for multi-site locations. Altitude uCI facilitates fast return on investment.
- ✓ Maximized productivity with Altitude Unified Intelligent Routing, uAgent desktop application, real-time supervision and management, and remote CSRs support. With Altitude uAgent it is easy to simplify agent and CSR processes, while reducing training needs. Altitude uCI allows companies to maximize CSR productivity by blending inbound and outbound activities. Altitude uCI also increases CSR proactivity by automatic scheduling outbound activities based on business rules to minimize idle time, such as power or preview dialing.
- ✓ Greater ability to manage all types of interaction points with improved supervision. Improved service and increased customer satisfaction through world-class customer service with multimedia options. Faster interactions with intelligent routing with tailored CSR guides (a.k.a. scripts). Guaranteed high quality of service without the need for mass training. Service growth through CSR best practices with supervision and quality monitoring and interaction tracking.

Visit our Web site for more information at [www.altitude.com](http://www.altitude.com) or email [info@altitude.com](mailto:info@altitude.com).

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