

Focus on business needs
 Improve infrastructure, workforce, and overall results



Altitude uCI provides a unified tool that streamlines the management and reporting upon all aspects of a multimedia contact center.

Highlights

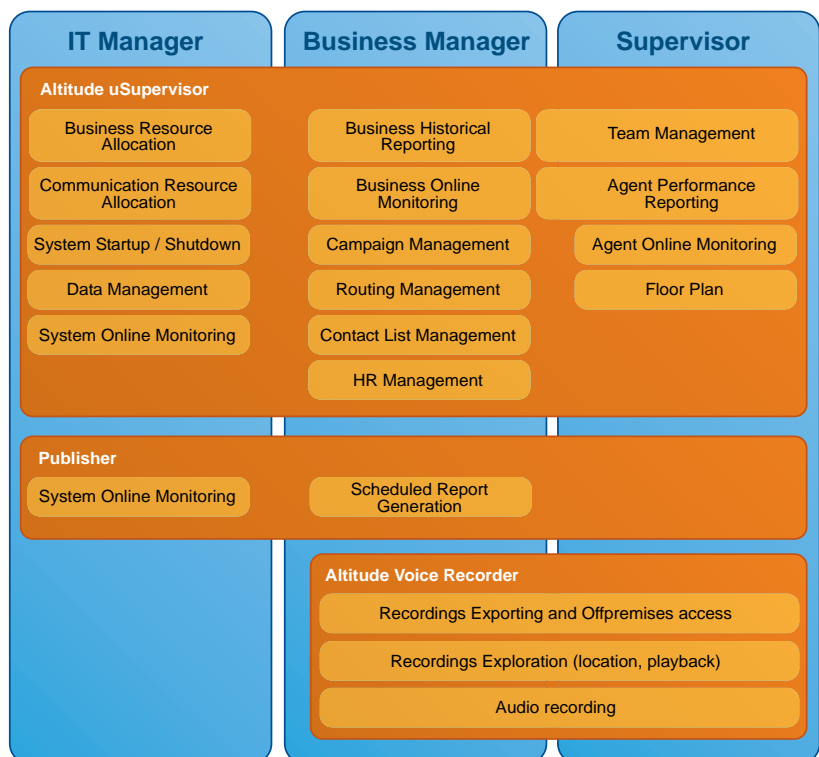
- ✓ Streamed tasks
- ✓ Enhanced performance
- ✓ Integrated data
- ✓ Efficient responses
- ✓ Continuously monitor performance
- ✓ Informed decision
- ✓ Improved planning
- ✓ Optimized Workforce

Altitude Management supports all multimedia contact center management tasks, namely:

- ✓ Unified Management and Configuration
- ✓ Online Monitoring
- ✓ Reporting and Business Intelligence
- ✓ Workforce Management
- ✓ Quality Management

Meeting your management's goals. Complying with government regulations. Hiring agents. Training agents. Improve performance and keep the morale high. The management of a Contact centre is not an easy task. Surely Altitude Software can not solve all your problems, but will certainly make your life a lot easier.

Altitude provides the tools and data that can help contact center performance maximization, by optimizing human resources, quality and the overall productivity.



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Unified Management and Configuration

Altitude uCI is a single complete multimedia contact centre management solution, built using more than ten years of experience in helping contact centre managers. Support to wide-range of switches, IP telephony, IVR, skills-based and intelligent routing, multimedia queuing for emails and web chat, integrated screen-pop and agent scripting, call recording, powerful predictive dialing, it is all included.

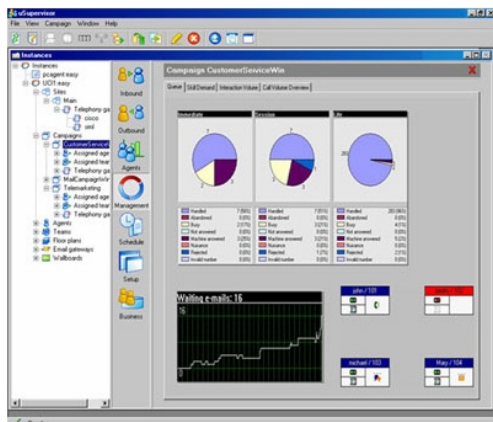
With Altitude uCI setting up new inbound or outbound campaigns is a kick and easy process. Existing configurations can be replicated, Agent scripting can be reused independently from any aspect of the platform used previously. For outbound campaigns one can also profit from Altitude Fast Script Builder to both reuse common functionality as well as allowing your Business Developer Managers to better propose and present to customers. Altitude also includes pre-built connectors to third-party applications.

Online Monitoring

Altitude uCI provides unified monitoring on the overall contact center activity allowing managers to continuously monitor performance.

Altitude unified repository provides insight on the overall contact center activity, with customizable dimensions, metrics, online views, and reports.

Managers can be automatically alerted based on pre-defined business criteria and are allowed to drill up and down on information.



Reporting and Business Intelligence

Contact centre reports and analytics offer managers and business decision-makers the information and tools needed to monitor, analyze and improve the performance of the contact centre operations. Altitude unified reporting and management solution provides managers' the ability to respond to immediate needs and to continuously improve the effectiveness of the contact centre.

Historical Reports give the necessary data to identify trends and to support informed decision-making processes.

Altitude uCI allows the schedule and publication of reports in xml, to integrate with external data sources, reporting systems or tools.

A built-in mechanism allows relevant contact center information to be exported enabling straightforward integration with standards-based reporting, data-warehouse systems and business intelligence tools.

Workforce Management

Workforce Management enables more accurate forecasts, plans, efficient management and optimized performance of multi-skilled, multi-channel, multi-site contact center resources. Altitude uCI offers an out-of-the-box connector to IEX's TotalView® one of the leading workforce management suites. Altitude uCI combined with TotalView® Workforce Management from IEX provides a complete, comprehensive solution to drive the performance of your contact center.

Quality Management

The real value of recording customer interactions comes from the intelligent analysis of these recordings in order to identify issues, good and bad practices, and enable organizations to continuously improve their most important metrics: successful call outcomes and satisfied customers.

Altitude uCI provides the industry's best integrated solution for managing and monitoring customer interactions.

Contact us for more information

For more information visit www.altitude.com or email info@altitude.com.

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