"Europa Group is a forward thinking, dynamic and professional organization and likes to partner with companies that display the same attributes. We feel that Altitude is a company that displays these qualities and we look forward to developing a pro-active, synergistic and professional partnership with Altitude over the coming years."

Alan Griffett

Head of Sales, Marketing and Business Development

Europa Group

By using the Altitude Router we have been able to automatically classify email interactions with effectiveness close to 80%. Now we can manage contacts more efficiently, and it reflects on a better level of service and increased customer satisfaction."
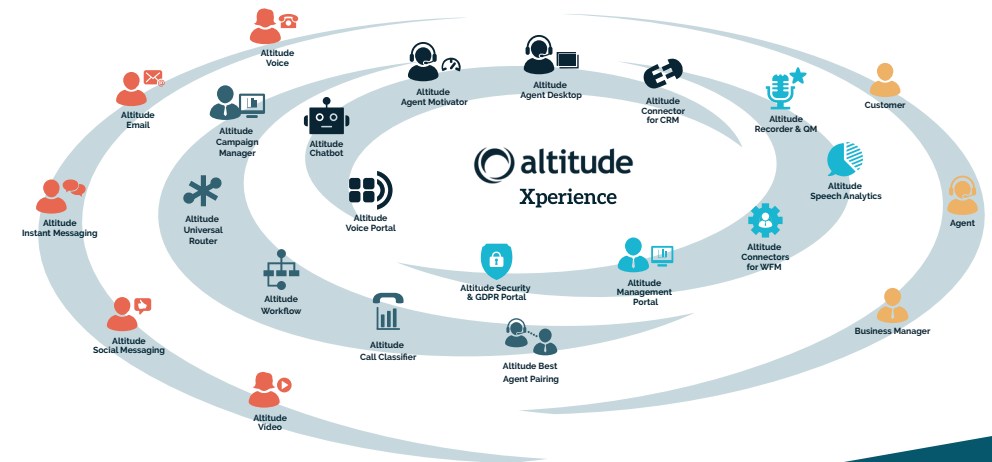
Joaquín Ramón

Technology Management for No-presential Channels

Iberdrola Generación

https://www.altitude.com/

Altitude Xperience is a fully functional contact center software suite that handles agent based and self-service multimedia interactions and provides solutions for simplifying the workflow between the contact center and the rest of the organization.

01
CONNECT

Identify your customers and the reason why they are getting in touch with your business. Be where they are and make it easy for them to reach you whether it is by voice, email, chat, WhatsApp, social media, or others regardless of time o location.

ALTITUDE VOICE

Manages inbound and outbound calls handled by human agents alone or in cooperation with chatbots.

ALTITUDE INSTANT MESSAGING

Supports chat over several communication apps, such as WhatsApp, Facebook Messenger, Telegram, and others.

ALTITUDE VIDEO

Adds WebRTC video to the contact center platform to connect customers using web browsers to video IVRs.

ALTITUDE EMAIL

Delivers consistent, efficient and timely answers to provide an excellent customer experience.

ALTITUDE SOCIAL MESSAGING

Support private and public messages from Social Media platforms, such as Facebook and Twitter.

02
DISTRIBUTE

Inbound and outbound interactions to the most appropriate agent at the most appropriate time. Enrich the customer's experience, boost productivity, and improve (First Contact Resolution) rates. Benefit from powerful auto dialer capabilities to achieve the best dialing results.

ALTITUDE CAMPAIGN MANAGER

Gets the best results of outbound campaigns by segmenting the contact lists by business attributes and controlling each segment to increase performance.

ALTITUDE WORKFLOW

Automate and integrate business processes from end-to-end to increase efficiency and minimize errors. Join all departments and unify front and back-office

ALTITUDE BEST AGENT PAIRING

Optimizes the pairing of individual contact center agents with individual customers considering their past behavior to detect optimal agent-customer pairs.

ALTITUDE UNIVERSAL ROUTER

Allows the definition of flexible and efficient routing strategies appropriate for ensuring a successful customer journey, through an easy to use drag & drop interface.

ALTITUDE CALL CLASSIFIER

Achieve the highest predictive dialing performance by classifying all calls that were not connected to agents.

03
MANAGE

Manage all interactions in the same unified way regardless of channel. Use IVR and bots to support self-service. Join all company departments to break silos and provide an omnichannel customer journey.

ALTITUDE CONNECTOR FOR CRM

Consolidate customer information from the contact center to all departments of the company to deliver a personalized customer experience

ALTITUDE AGENT DESKTOP

Empowers contact center agents to handle all Interactions, regardless of channel, to provide a consistent, quick, and efficient customer service.

ALTITUDE AGENT MOTIVATOR

Empower contact center agents with information that enables them to take responsibility for their own performance.

ALTITUDE CHATBOT

Give your business a bot to interact with customers 24x7, enable customers to help themselves, and ask for human assistance at any time.

ALTITUDE VOICE PORTAL

Powerful software voice platform (IVR) that delivers a superior self-service experience.

04
MEASURE

Mix custom and built-in KPIs and monitor, in real time,to ensure the achievement of business objectives and informed decision making. Generate business and operational reports to analyze past performance to better prepare new challenges.

ALTITUDE RECORDER & QM

Powerful call recording tool with advanced search and playback options for quality management.

ALTITUDE CONNECTORS FOR WFM

Accurately forecast contact volumes and ensure that the workforce is scheduled according to the forecast.

ALTITUDE MANAGEMENT PORTAL

Web-based application to manage and monitor contact center operations, performance, and the business outcome in real time.

ALTITUDE SECURITY & GDPR PORTAL

Web application portal for managing the GDPR privacy rules. It applies to customer directories and Altitude Xperience platform.