Altitude Xperience Engagement
Altitude Voice Portal

altitude

Self-service Reinvented

BENEFITS

Self-service

Customers handle issues quickly and efficiently through voice menus, commands, and touch-tone controls.

Proactive contact

Information on a variety of services, such as automated appointment reminders, fundraising, surveys, to generate a positive experience.

Improve productivity

Extend service to 24x7, at no extra cost. Improve FCR rates and reduce human agent call handling time.

"Automating part of our service brought us huge savings in terms of costs, while at the same time increased the quality and level of service we give to our customers. Our customers can call us 24*7 and most part of the times get answers to the queries on their own"
Customer Service Director, Spanish Healthcare Organization

Personalized, Excellent Service at Any Time Any Place

FEATURES

CALLBACK
Calls back customers, at their own request, saves the customer´s place in the queue avoid the customer from waiting for too long.

SYNCHRONIZED TRANSFERS
Seamlessly blends self and assisted service by transferring voice and data. Maintains full call context of the customer interaction.

NATURAL LANGUAGE
Simulate a human dialog and adapts the conversation to the customer´s answers dynamically. .

INTELLIGENT ROUTING
Leverages information obtained from self-service to select the most appropriate routing strategy.

RAD
Scripts can be customized on the fly to meet changing business needs, improve customer satisfaction, or help in cross-and upsell campaigns.

PROACTIVE CONTACT
Communicating with customers with personalized, relevant messages improves customer relationship and increases loyalty.