Altitude
Voice

altitude

Excel in customer service, build customer trust, and get loyalty

BENEFITS

FLEXIBLE INFRASTRUCTURE

Use our VoIP switch or bring your own. Integrate other technology, such as ANI and IVR.

TTS

Text to speech and automatic voice analysis enables training and coaching agents in real time, highly increasing agent performance.

HUMAN & BOTS

Voice is the natural interface, both for humans and machines. Support self-service and add assisted service at the bot or customer's request.

What our Customers say about us

"Altitude Voice allows us to provide the best service for both inbound and outbound calls and join that service with voice bots to deliver the best service to our customers."
Contact Center Manager, Worldwide Retailer

JOIN HUMAN AGENTS AND BOTS

FEATURES

INBOUND, OUTBOUND & BLENDING

Deliver inbound and outbound calls, controlling the outbound calls based on the inbound traffic.

IVR

Integrated with IVR functionality for inbound and outbound and an AI powered voice bot.

VOICE & DATA INTEGRATION

Agents receive, along with voice, data related to the call for a complete information about the call lifecycle.

UNIFIED ROUTING

Integrate voice with other channels in the universal queue and delivers according to rules, such as priorities.

DIALING MODES

Choice of preview, power and predictive dialing to meet the dynamic needs of each campaign.

UNIFIED DESKTOP

Simple application interface enables screen pop, consult, conference operations very quickly.