



HOW TO PROFIT FROM AN  
**OMNICHANNEL CUSTOMER**  
ENGAGEMENT SOLUTION  
FOR AN **INBOUND** AND  
**OUTBOUND** STRATEGY

# LOGIC DEPLOYS COMPLETE OMNICHANNEL CUSTOMER ENGAGEMENT SOLUTION



Logic is a portuguese company that has been working in the logistics sector since 2001. Its core business is outsourcing, developing solutions and logistics projects tailored to each business need, from the smallest companies to the largest multinationals.



22.074.266  
shipped units



219.052  
orders



264.535  
transported and  
distributed pallets



Logic was searching for:

1

Improving customer satisfaction to their three types of customers: insignia, stores or the final customer

2

Flexibility to increase or reduce operations according to their seasonal needs

3

A reliable and robust solution that improves operational performance, through real time monitoring and reporting



"Logic was looking for a partner, recognized in the market, that could give us a robust, adaptable, and scalable solution that met our needs."

Pilar Rodrigues – Post Sales Manager, Logic



## ALTITUDE XPERIENCE ENGAGEMENT ALLOWS LOGIC TO ANSWER SPECIFIC NEEDS, SUCH AS SEASONAL CAMPAIGNS, IN A VERY AGILE WAY



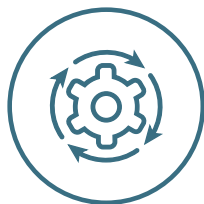
Project started January 2017, during high season, and it was completed in record time



Training time was approximately 1 week for the first agents



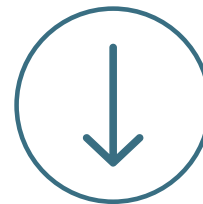
Agents were added as necessary during peak season



No disruption in the contact center operation



Handle approximately 700 interactions daily: voice and email



Reduced answer times to all interactions

“Altitude Xperience Engagement is a robust, adaptive tool with a reporting functionality totally adaptable to Logic’s KPI measurement and process analysis.”



Pedro Farinha – IT Manager, Logic

## CONTACTS

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