# Altitude Xperience Engagement

altitude

## Cloud Contact Center Solution for an Outstanding Customer Experience

### BENEFITS

### Flexible

Match your ideal customer service strategy to our contact center platform, not the other way around.

### Complete & Powerful

State of the art solution manages the customer relationship from end to end, regardless of size or business type.

### Dynamic

Scale as you grow with no limitations. Customize for specific needs but still benefit from the simplicity of the cloud.

"Our contact center has given us absolute flexibility to react to changes within the industry, and because we are using this technology, Altitude Xperience Engagement, we are much quicker to react to changes. This helps us keep ahead of the game."

Senior Project Manager, We Fight Any Claim

# Establish and Maintain
# Engaging Customer Relationships

## FEATURES

### INTUITIVE USER APPLICATIONS
Simple, intuitive user applications avoids long training times for all contact center roles, such as agents and supervisors.

### OMNICHANNEL CONTACT MANAGEMENT
Provides a seamless, personalized engagement throughout the customer journey, regardless of touchpoint.

### OMNICHANNEL ROUTING
Places all interactions in a single queue and delivers to agents according to rules, such as priorities, skills, customer profile, etc.

### QUALITY MANAGEMENT
Records voice, screens, and associated metadata for quality control and monitoring. Grades and scores agent performance.

### API INTEGRATION WITH 3rd PARTY
Connects to 3rd party and already existing systems in a seamless and transparent way.

### SECURITY
Abides by very strict cloud industry regulations. ISO security standards, GDPR, TCPA, PCI-DSS compliant, SSL encryption.