

Altitude Xperience Engagement

— Altitude Dialer —



Boosting Contact Center Productivity

BENEFITS

Improve productivity

Highly accurate call classifier delivers only connected calls to agents. Omnichannel capabilities give agents a customer centric view, improving the customer journey.

Monitor in real time/ historical/reports

Real time and historical monitoring, and reports, using built-in and custom KPIs allow management to do a thorough monitoring and to make informed decisions on running the contact center.

Manage customer experience

Proactively communicate with customers, at the right time, to offer relevant products and services. Outbound skills ensure that each customer is called by the most suitable agent.

"Altitude Dialer, and its powerful predictive dialing algorithm, increased the rates of connected calls and the agent talk time to about 55 minutes per hour. This significantly raised the business results as we are able to make more contacts with the same number of agents"

Contact Center Manager, European BPO

Increase Productivity and Maximize Revenue

FEATURES



DIALING MODES

Choose from 3 different pacing modes: preview, power, predictive according to business needs.



OUTBOUND AND FAILURE RULES

Implement sophisticated dialing strategies to call the largest number of contacts in the shortest time frame.



CALL CLASSIFICATION

Automatically classifies unsuccessful calls, improving performance as agents only handle connected calls.



CONTACT LIST MANAGEMENT

Ensures the accuracy of the contact list to achieve better results with less contact tries.



SIMPLE CONTACT LOADING

Requires only a CSV file to quickly and easily upload contact lists and start calling.



DO NOT CALL LIST

Checks for contact phones in DNCLs to ensure that the numbers are not called.

CONTACT US



WWW.ALTITUDE.COM



ONLINE@ALTITUDE.COM

