

Altitude Agent Desktop



Empowering Agents and Enhancing Customer Experience

BENEFITS

1 Agent Empowerment

Engage and motivate agents so that they can and actually want to offer customers pleasant and friendly service.

2 Unified Application

Allow agents to concentrate on the business and the customers rather than spending time managing the application.

3 Customer Centric view

Consolidate customer data into a single touch point, providing agents with a unified view of the customer's journey

What our Customers say about us

"Altitude Agent Desktop unified all applications into a single front-end and agents now use 7 instead of the 40 screens in the old system. Training time was also reduced to half a day for learning the application and half a day from observing a colleague."
IT Manager, Intrum Justitia Netherlands

A Unified Agent Desktop Application

FEATURES

OMNICHANNEL CUSTOMER VIEW

Fast, easy access to customer data enhance customer experience.



INTUITIVE INTERFACE

Agents start working with little training time.



AGENT GUIDANCE THROUGH SCRIPTS

Structured dialog guarantees consistent communication with customers.

ONE DESKTOP APPLICATION

A single toolbar handles all types of media.



KNOWLEDGE BASE

Provides accurate, timely answers, regardless of channel.

AGENT MOTIVATOR TOOL

Real time performance information aligns contact center goals.

