

Altitude Connectors for CRM



Consolidate Customer Information In a Single Place

BENEFITS

1 Improve Customer Experience

Unify the contact center and CRM application solutions to deliver a personalized customer experience.

2 Increase Agent Efficiency

Agents handle multimedia interactions through a simple toolbar and work on the CRM's interface.

3 Boost Business Results

Benefit from features, such as a powerful predictive dialing, and reduce integration costs with an out-of-the-box connector.

What our Customers say about us

"Altitude Connector for CRM gives us the benefit of all powerful contact center functionality with a simple add on to our CRM console, enabling our agents to work in the same familiar interface."
Director of Customer Service, Latin American Retailer

Manage all Relationships and Interactions In a Single Interface

FEATURES

COMPLETE CTI FUNCTIONALITY

Combination of voice and data empowers agent with knowledge about the customer.



INTERACTION OPERATIONS

Agents can perform all contact center operations, such as extend, transfer, from the toolbar.

MULTI CAMPAIGNS

Agents work in multiple campaigns, highly increasing performance and results.

DIALING MODES

Use different dialing modes, such as power and predictive, and adapt dialing to the campaign needs.



UNIFIED MANAGEMENT

Monitoring and reporting data is consolidated for both the contact center and the CRM.

SINGLE AUTHENTICATION

Agents log in to the CRM application only to start using the contact center functionality.