

Consistent, efficient, and timely answers

BENEFITS

UNIFIED QUEUE

Blend emails with the other contact center interactions and deliver to the most skilled agents, solving problems faster.

AGENT PRODUCTIVITY

Agents seamlessly handle emails on the unified Agent Desktop, either automatically or by manual pick up on the queue.

EXCELENT SERVICE

Email gives customers the convenience of an extra channel to contact companies. As it is an asynchronous channel, it is acceptable to take a few hours or days to answer.

What our Customers say about us

"Altitude Email allows us to take some time to answer, for example, agents pick up emails during off peak times, enabling us to handle critical issues within the agreed SLAs. We improved our customer service indicators using the same resources."
Contact Center Manager, European Insurer

GIVE CUSTOMERS AN EXTRA CHANNEL TO REACH OUT

FEATURES

EMAIL PUSH AND PICK UP

Deliver emails in the queue automatically or allow agents to handle at their own pace and time.



Filters, rules, and actions

Filters minimize spam from inbound email. Rules such as duplicate or oversized emails reduce the number of emails.

KNOWLEDGE BASE

An integrated knowledge base for all media enable agents to answer emails quickly and accurately.

EMAIL TEMPLATES

Pre-defined email templates with place holders and fill in the blanks speed response time and accuracy.



ATTACHMENTS & IMAGES

Securely send and receive attachments and images to all emails.

UNIFIED QUEUE / ROUTING

Blend emails with the other contact center interactions and deliver to agents according to predefined rules.