

Altitude Recorder & QM



Intelligent Customer Experience Tracking for Improved Service

BENEFITS

1 Capture all Communications

Omnichannel view of all interactions between agents and customers by recording voice and screens with the associated metadata.

2 Security & compliance

Communications are encrypted, and user actions logged to ensure data integrity and security. API and event triggers prevent archiving sensitive data.

3 Analyze & measure

Gain valuable insights into the customer journey by turning vast amounts of data into actionable intelligence. Grade agents and generate reports for a comprehensive view.

What our Customers say about us

"Altitude Enterprise Recorder enabled us to develop our own evaluation forms and perform evaluate interactions much quicker than we used to. Its user-friendly interface allows us to easily perform operations, such as search for, and play back recordings."

Customer Care Officer, European Insurance Company

Record and Analyze Customer Interactions

FEATURES

VOICE & SCREEN RECORDING

Records and plays back agent workstation screens and voice, across multiple locations using a single, unified interface.



DASHBOARDS

Customizable panes that offer automatic and immediate information, refreshed at a user-defined interval.



AGENT EVALUATION

Grades agents and scores agent performance. Generates reports for a comprehensive view of an agent, team or contact center performance.

INTERACTION RETRIEVAL

Finds and plays recordings in real time using a variety of filters and sorting parameters.



STORING

Automatic association for multiple interaction segments, rebuilding the complete customer journey.



FLEX SEATING

ACD or CTI integrations track agent location, suitable for contact centers with multiple shifts where agents share desks.