

Altitude

Universal Router

**Excellent customer service.
One interaction at a time**

BENEFITS

SIMPLIFY COMPLEX ROUTING STRATEGIES

Simple, intuitive, visual tool enables the configuration of complex routing scripts with drag and drop functionality.

RAPID APPLICATION DEVELOPMENT

Configure once and reuse as many times and in as many campaigns as needed. Design interaction flows without coding.

POWERFUL CUSTOMER EXPERIENCES

Convey important messages to customers while waiting in the queue or give alternative options, such as a callback.

What our Customers say about us

"Altitude Router enabled us to be completely independent from the IT department. Its graphical interface enables us to build, or make changes to the routing scripts with no need for any coding, just by dragging and dropping visual elements. We've highly improved our time to develop and eliminated the programming skills for routing scripts"
Contact Center Manager, Worldwide Financial Institution

Graphical Routing Flows

FEATURES

DRAG & DROP ELEMENTS

Non-technical collaborators can easily build and deliver the most excellent customer journey, through a simple visual flow.



UNIFIED QUEUE

Blends and balances the workload to ensure that all interactions are distributed at the right time, to the appropriate resource.

PRIORITIES

Each media type has assigned priorities ensuring that the most urgent are handled beforehand

WORKLOAD DISTRIBUTION

Distributes work evenly to agents assigned to several campaigns, ensuring fairness in agent workload and between campaigns



ACTIVITY OVERFLOW

At peak times, route interactions to other campaigns, diverts calls to an IVR or voice message system or offers a call back.

PREFERRED AGENT

Distributes interactions to agents associated to the contact or to agents that last handled the contact, increasing customer satisfaction.