

Altitude Social Messaging

Bring Social into Your Business

BENEFITS

BE WHERE YOUR CUSTOMERS ARE

Handle all customer queries from all types of channels and give instant answers to what is often the customer's first touch point with your business.

EMPOWER YOUR AGENTS

One unified desktop handles all types of interactions. Agents feel empowered and motivated handling social media with other traditional interactions.

IMPROVE BUSINESS RESULTS

A unified desktop requires less training for agents. Agents provide better service, increasing customer retention and satisfaction.

What our Customers say about us

"Altitude Software gave us the opportunity to add social media interactions to the already existing Altitude Xperience solution in a very seamless way. Our agents handle social media just like any other interaction, using the same interface and tools."
Contact Center Manager, Worldwide Retailer

OMNICHANNEL CUSTOMER SERVICE

FEATURES

OMNICHANNEL

Omnichannel view of each customer, regardless of touch point.



UNIFIED INTERACTION HANDLING

One application for all media types, which assembles the look and feel of social media sites, like Facebook and Twitter.

UNIFIED INTERACTION DISTRIBUTION

One blended unified queue for all media types. Interactions are distributed to agents according to defined rules.

SOCIAL AGGREGATORS

Allow the contact center to listen to social communities and filter interactions according to their relevance in real time.



UNIFIED MANAGEMENT

One centralized tool to manage all media, users, roles, processes, rules, and quality.

WORKFLOW

Workflow processes for social media interactions, ensuring that they are handled and customer issues solved.