

Altitude Management Portal



All-in-one Solution for Configuring and Managing the Contact Center

BENEFITS

1 Operation and business goals alignment

Performance and configuration in a single application enables a fast deployment and efficient management of campaigns.

2 Real time monitoring/historical/reports

Consolidated information from different media channels, entities, or tasks enables informed decision making.

3 Customer experience management

Viewing and analyzing agent work, skills, campaign queue, etc, gives a deep insight on the customer journey.

What our Customers say about us

"Altitude Management Portal is a user-friendly application that allows me to monitor my agents in realtime. It also has powerful reports that combine our KPIs with built-in indicators, enabling us to have a complete performance overview of the operation and the business."
Contact Center Manager, Worldwide Hospitality Company

Customizable Tool for Real Time Management of the Contact Center

FEATURES

HOME PAGES

Displays information according to the permissions and role of each user profile.



FLOOR PLANS

Graphical representation of the contact center floor enables a quick view of the operation.



ALARMS

Alarms alert to critical situations and enable continuous improvement.



ACCESS ANY TIME ANYWHERE

Web platform offers full control anywhere at any time.



METRICS

Combine built-in with custom defined KPIs for both operation and business to meet specific needs.



CONTACT LIST MANAGEMENT

Easily manage contacts, contact lists, and take measures, in real time, to improve the quality of the contact list.

