

Altitude Voice Portal

Self-service Reinvented

The definition of customer service is changing rapid and dramatically. Modern customers seek personalized, excellent service at any time any place. Statistics even show that self-service is the preferred choice of customers to solve queries. It fits their busy lifestyle and allows them to reach the company on the go. Altitude Voice Portal gives you the right tools to offer a great self-service experience, be it with a standard voice or visual IVR for mobile devices, while at the same time reducing overall costs.

Customer self-service

The increased number and scope of contact center activities encourages management to find other solutions that reduce the need for human agents while at the same time providing the best service. Altitude IVR gives customers the best self-service, 24*7, at the touch of a button, without the need of a human agent. It allows contact centers to benefit from DTMF and speech-enabled applications. Also, contact centers can easily integrate voice self-service applications with agent-assisted transactions to improve the customer experience, drive operational efficiency, and increase revenue.

Existing IVR investment can be leveraged and transformed into a Visual IVR. Visual IVRs allow customers to navigate through the IVR to enter complex information, easily change options, and go back and forth on the navigation menu using a portable device such as a tablet or a smart phone. The simple visual IVR interface allows customers to quickly make their options from anywhere at any time, making it a very convenient and time saving contact option.

Intelligent routing

If for some reason customers are unable to solve their query with the self-service application they can easily request assistance from a human agent through the phone or chat, or, request a callback to a more convenient time. All interactions are placed in a unified queue and then, according to priorities and rules, routed to the best suited agent. The agent receives a pop up window with all relevant information about the interaction, including the data collected by the IVR, to avoid the customer from repeating the same information.

Proactive contact

Companies use proactive contacts as a means to improve customer loyalty. Providing important and valuable information via an automated IVR call for a variety of services, such as automated appointment reminders, fundraising, surveys, telesales messages, and others generates a positive customer experience. Altitude Voice Portal enables companies to easily improve service excellency at no extra added cost.

HIGHLIGHTS



Improves customer service by making the company available 24*7



Blends self-service with assisted service to optimize contact center resources



Seamlessly transfers between self-service and assisted service to increase FCR



Supports Natural Language to improve customer experience



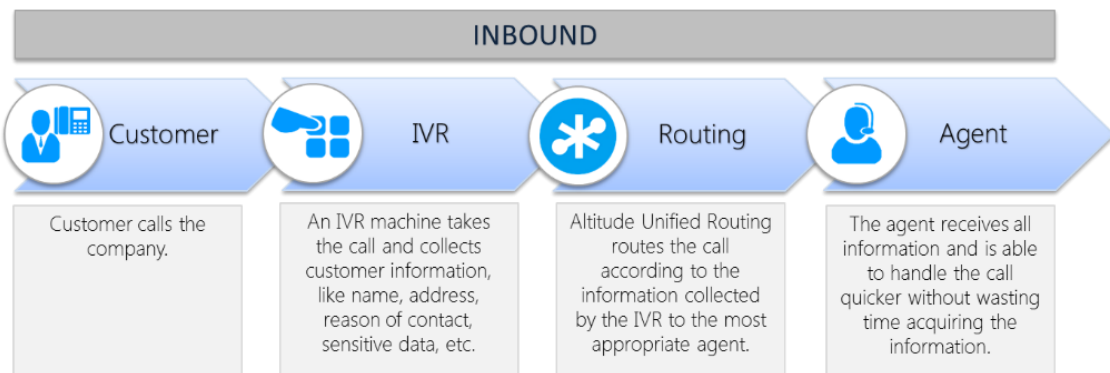
Enables a proactive contact strategy to improve contact center performance and customer satisfaction



Automated agents extend service hours at no extra cost



FEATURE	BENEFITS
 <p>Multimedia self-service</p>	<ul style="list-style-type: none"> The contact center uses the IVR to send messages to customers or schedule outbound calls to improve customer experience. Voice Portal supports self-service and can, at the request of the customer, start a call with a human agent. Visual IVR gives customers the ability to easily perform operations on the tablet or smart phone, improving customer experience and routing quality. During the self-service interactions on the visual IVR, customers may request any other multimedia assisted service, such as chat, call, or email.
 <p>Callback</p>	<ul style="list-style-type: none"> Calls back customers, at their own request, at a more suitable time improving customer experience. Saves the customer's place in the queue and triggers a call back when the customer reaches its turn in the queue to avoid the customer from waiting for too long.
 <p>Synchronized voice and data transfers</p>	<ul style="list-style-type: none"> Seamlessly blends self and assisted service by transferring voice and data to and from self-service voice scripts. Maintains full call context of the customer interaction with the automated agent. If the customer requests human assistance, it transfers all information gathered up until that moment to improve call resolution rates and enable customers with a true cross-channel experience.
 <p>Supports Natural Language</p>	<ul style="list-style-type: none"> Natural Language incorporates extensive grammars to simulate a human dialog and adapts the conversation to the customer's answers dynamically. Customers maintain a conversation similar to how they would do with a human agent. Natural language reduces costs while providing customers with a communication channel anytime, anywhere.
 <p>Intelligent routing</p>	<ul style="list-style-type: none"> Leverages information obtained from self-service to select the most appropriate routing strategy. Transfers all data gathered up until the point where the call is transferred.
 <p>RAD (Rapid Application Development)</p>	<ul style="list-style-type: none"> Contact center management can create, deploy and manage a world-class inbound IVR application quickly and easily using Altitude's own programming language or standard VXML. Voice Portal scripts can be customized on the fly to meet changing business needs, allowing the contact center to deliver the most suitable information at all times, improve customer satisfaction and quality, or help in cross-and upsell campaigns.
 <p>Proactive contacts</p>	<ul style="list-style-type: none"> Anticipates and proactively addresses customer needs and issues at no extra cost. Communicating with customers with personalized, relevant messages improves customer relationship and increases loyalty. Reduces costs as it does not require human agents to talk to the contacts.



Altitude's award winning solutions empower organizations worldwide to improve communication with customers, ensure legislation compliance, reduce operating costs and boost customer interaction excellence.

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