In today’s competitive marketplace companies must increase productivity and maximize revenue opportunities while ensuring compliance with outbound regulations and managing information security. Modern consumers like to be informed and easily accept proactive communications from companies they do business with; however, they also want information that is relevant to their interests. Altitude Dialer enables companies to proactively contact their customers at the right time with the most relevant information.

Proactive customer contact

Most companies struggle to find the right strategy to increase profit from cross and up sell opportunities while at the same time keep on offering excellent customer service. Altitude Dialer anticipates needs and helps solving customer issues to achieve a lasting customer relationship and reduce costs.

Services like customer satisfaction surveys, service notifications, fraud alerts, payment deadlines, or appointment confirmations all benefit from the Altitude Dialer solution.

Debt management

Altitude Software’s powerful predictive dialing algorithm allows companies to increase the amount of collected debt by maximizing agent time and increasing the right party contacts. The dialer leverages Altitude’s unified communications suite’s omnichannel capabilities for a customer centric view, allowing a more efficient debt recovery. Agents are empowered with all needed customer information and can adapt the speech to the situation they are dealing with.

Altitude Dialer allows companies to increase return on investment rates through faster collections, increased amount of collections and less resources while complying with regulations and improving the customer journey throughout the interaction.

Complies with the tightest market regulations

Government regulations worldwide are tightening the scope of what companies can do in terms of proactive customer communications. Altitude Dialer complies with all regulations, be it in terms of nuisance ratios for predictive dialing, phone numbers that are part of DNCLs (Do Not Call Lists) or others. Altitude Dialer allows companies to avoid heavy fines, cost litigation, negative publicity, and so on while excelling in customer service.
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| Dialing modes                      | - Choice of three different pacing modes: preview, power, and predictive dialing.  
- Dialing modes are defined according to the campaign and type of business and can be changed dynamically as required by business needs. |
| Outbound rules and failure rules   | - Outbound rules enable contact centers to implement sophisticated dialing strategies to call the largest number of contacts in the optimum time frame with the highest business success.  
- Failure rules guarantee that manually scheduled calls are retried up to a successful contact, to ensure the best customer experience. |
| Unified queue                      | - One blended unified queue for inbound and outbound calls, instant messages, emails social media and workflow tasks to achieve the highest productivity.  
- Distributes interactions to agents according to defined business rules and priorities, data available in the request, information about the customer, agent availability, and skill profiles. |
| Call classification                | - Automatically classifies unsuccessful calls, such as busy, no answer, invalid number, etc. This enables a significant performance improvement, as agents handle only connected calls.  
- Agents have also the option to manually classify the outcome of calls. |
| Contact list management            | - Ensures the accuracy of the contact list to achieve better results with less contact tries.  
- Allows contact center management quality monitoring of contact list for specific indicators, such as successful business results per list.  
- Altitude Strategy center segments contacts of the contact list to ensure a higher business success. |
| Integrate with scripts             | - Altitude Dialer has an integrated script for each campaign, offering agents a detailed and customized argumentation that improves the customer experience.  
- Scripts can be changed on the fly to meet the requirements and respond to the changing conditions or business needs. |
| Compliance with legislation        | - Checks for contact phones in DNCLs (Do Not Call Lists) to ensure that these numbers are not called,  
- Compliant with country-specific and international calling regulations. |
| Unified monitoring and reporting   | - Real time and historical monitoring and reporting with built-in and custom KPIs allow management to make informed decisions on running the contact center. |

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