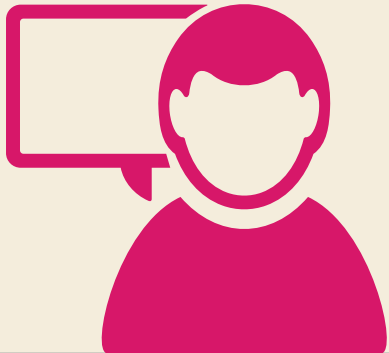


The unified Agent Desktop

What are the real benefits of a top-rated unified agent desktop

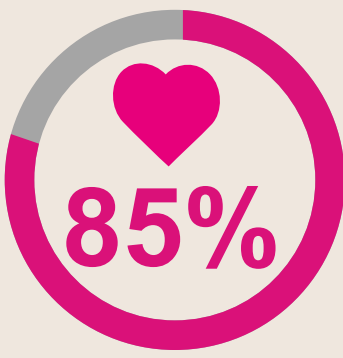


The multimedia agent desktop application is still not widely adopted by contact centers. But top-rated applications are powerful tools to increase efficiency and effectiveness in all aspects of customer interaction handling and management.

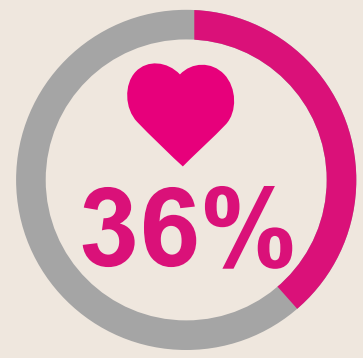
How?

Improved Customer Experience

Consistent service delivery across all channels



85% of companies using a Unified Desktop have improved customer experience



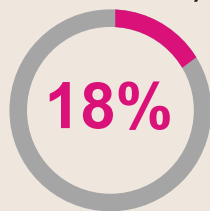
36% of customers state that their personal experience is a reason to commit to a brand

Agent Empowerment

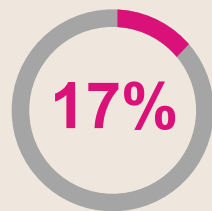
20% of companies that use a unified desktop, achieve a 360° view of the customer in real time, and experience:



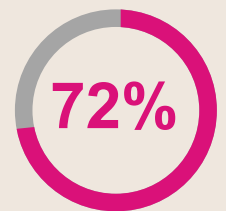
40% improvement on agent scoring by the customer



18% decrease in average call handling time



17% improvement in agent daily closure rate



72% increase first call resolution

Hey, I needed less training time!



The Unified Agent Desktop

Handles all interactions regardless of media type

Integrates all applications used by agents into a single interface

Eases the agent's job which let's them focus on customer service

Enhanced Business Results



Human Resources Benefits



Business Benefits

The company

Download Altitude Software's Guide to Unified Agent Desktops

<http://hub.am/1b8QRcH>

