

ROI

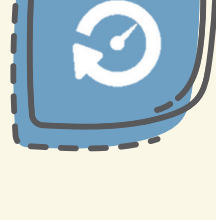
for Altitude Xperience
Cloud Contact Center



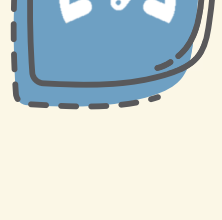
Is the new platform worth the cost and time?



When should I make the change?



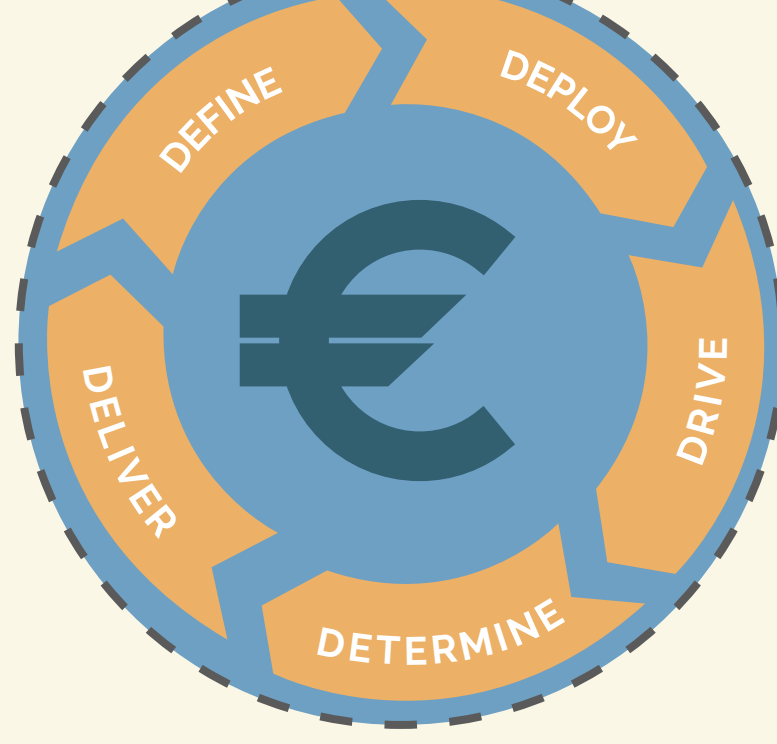
How long will the implementation take?



How long will it take to recoup the investment?

Altitude ROI Methodology

Solid calculation model that considers the ROI for specific customers, business, goals, KPIs, etc



ROI

analysis allows for:



Informed financial decisions



Validation of existing investment



Comparison of different solutions

Measure ROI for Outbound

Objectives

1



2



3

Increase productivity

Increase customer satisfaction

Comply with regulation

Benefits

Increase talk time

60%

Using predictive dialing & call classifier

Reduce call duration

17%

Using agent scripts

Reduce campaign launch time

47%

Using contact management

ROI

8%

to

100%

Investment recovered after

11,2

to

5,3

Measure ROI for Email

Objectives

1



2



3

Reduce answer time

Reduce number of handled emails

Reduce number of agents

Benefits

Decrease answering time

15%

Decrease number of handled emails

7%

Decrease cost by agent

€614

ROI

-35%

to

40%

Investment recovered after

18,4

to

8,6

Do you want to know
the ROI for other
contact center modules?

Let's Talk