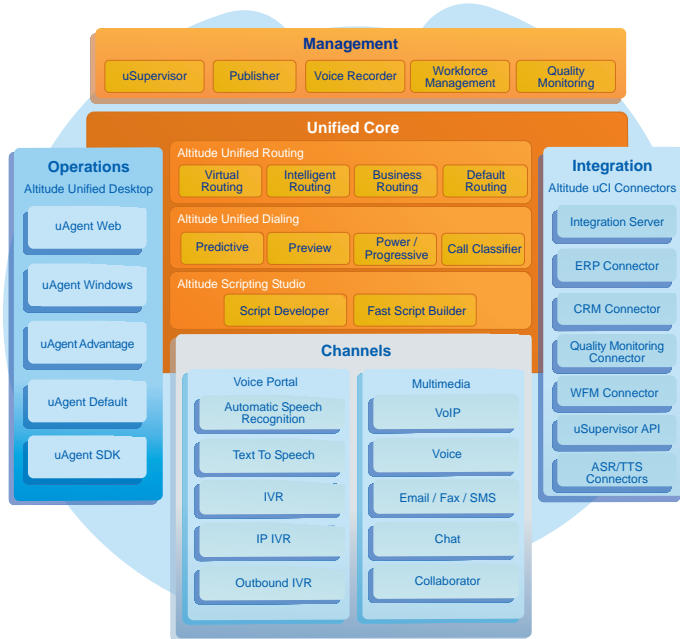




# Unified Customer Interaction enables you to Embrace Change with Peace of Mind



Altitude Software delivers a unified customer interaction management software suite with modular solutions that adjust to your existing environment.

Our architecture is unique in the industry with a single language and editor to control in real time all media interactions, simultaneously on IP-PBXs, including Altitude vBox, and traditional PBXs.

More than 700 companies worldwide use Altitude Software solutions to improve communication with customers, reduce operating costs and boost customer interaction excellence.



## altitude unified desktop

### Unified Desktop

Create a unified view of the customer and manage all types of interactions through a consolidated desktop application. Existing systems can be leveraged and integrated.



## altitude scripting studio

### Scripting Studio

Altitude provides a GUI environment, with single development for all suite modules. The studio is composed of two modules for technical and non-technical users respectively, with support for bi-directional change management. Adjusts can be done on the fly in order to rapidly respond to changing business needs.

Altitude Fast Script Builder, targeted for non-technical users, can design call flows and business rules based on templates and wizard guides.

Altitude Fast Script Builder saves time and resources when building or modifying campaigns while dramatically shortening the sales cycle for CRM outsourcers.



## altitude unified dialer

### Unified Dialer

Altitude award winning outbound campaign management solution offers highly reliable and secure solutions that maximize performance while complying with regulations obligations.

It is based on a software dialer that comprises all pacing modes including powerful predictive dialling algorithms with accurate call classification.



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## Unified Channel Management

- ✓ Altitude Voice Portal with ASR and TTS
- ✓ Altitude Voice (CTI, ISDN, TDM and IP)
- ✓ Altitude Messaging (E-mail, SMS, FAX, Digitalized mailing response management)
- ✓ Web Chat and Web Collaboration with Co-browse and Call Through

## Unified Routing and Monitoring of interactions

Besides unified channel management capabilities, contact centers need tools to optimize performance. Altitude uCI provides a set of components that allow for intelligent routing of multimedia interactions, real-time monitoring and reporting of contact center operations, quality and workforce management, historical reporting and integration with business intelligence tools.

## Integration with leading complementary solutions

Altitude uCI interoperates with many of the major point solution providers and delivers the flexibility to modify or deploy new connectors as technology requirements dictate.

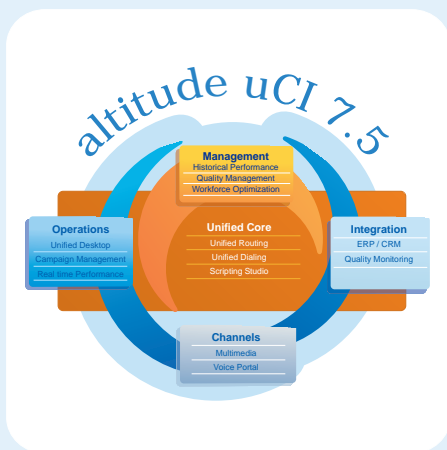
## Based on open standards

Altitude uCI is a standards-based and future-proof technology that adds value without disrupting existing infrastructures.

Altitude also provides an Integration server, supporting Web services, such as .Net and J2EE interfaces, DCOM, XML RPC, SOAP and a wide set of standard APIs.

## Platform and Infrastructure Independence

Altitude uCI leverages existing technology investments by abstracting our code base from specific platforms and supporting deployment over various operating systems, databases and switching platforms. This flexibility allows uCI to add value without disrupting your existing infrastructure.



Contact us for more information

For more information on the Altitude uCI suite: visit [www.altitude.com/release75](http://www.altitude.com/release75) or email [info@altitude.com](mailto:info@altitude.com).

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