

FREE YOUR CONTACT CENTER WITH CLOUD SOLUTIONS



Cloud contact center solutions offer many different benefits

allowing you to focus on core business outcomes such as improving customer experience and employee productivity, rather than day-to-day operational tasks.



1 - COST REDUCTION



No upfront investments



Infrastructure savings: no hardware needed; no maintenance; no power or cooling costs etc.



Reduced and predictable per-user monthly fees



Less IT staff required to manage the contact center infrastructure



Home agents decrease costs for the company

88.8%

“Customers agree that they have reduced costs with a cloud based contact center solution.”

Dimension Data



2 - AGILITY



Quick and easy management of the contact center platform without IT help



Real-time change and adjustments on the fly



Disaster recovery: if a location is lost the cloud call center will continue to accept and queue calls, play messages, route calls to available locations, home agents or cell phones



Allows to always have the latest software applications and updates



Up to date with recent compliance standards

84.2%

“Customers report that cloud contact center solutions increased agility and speed-to-market.”

Dimension Data



3 - SCALABILITY



Rapid deployment and easy integration with existing infrastructure



Flexible licensing model: allows to scale up or down without paying for unused licenses



Allows to set up offices in other countries without having to buy telephony systems

90.8%

“Customers confirm that cloud contact center solutions offer improved flexibility.”

Dimension Data



4 - FLEXIBILITY



Global delivery – anywhere, anytime access



Supports the employment of home agents, allowing to recruit from a larger external talent pool



Easier to establish a global standardized contact center structure



Easily links several contact center sites



New features: since services are provided on a subscription model, businesses can try out new functionality without spending lot of time or money

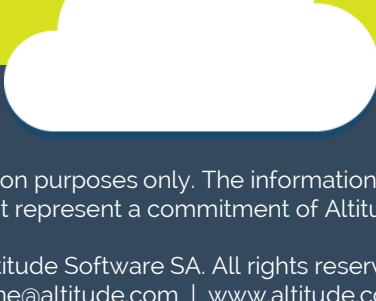
90.8%

“Customers are satisfied with their cloud-based contact center solution.”

DMG Consulting

Cloud solutions allow you to focus on what really matters: **offering great customer experience.**

FIND OUT MORE AT:
www.altitude.com/xperience



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