

Altitude Wagers

Eduardo Malpica – The Carousel Attendant



Infrastructure

- Customer connection
- Routing
- Workforce optimization
- Customer Journey

Customer Engagement Evolution

Open interfaces / Marketplace

Customer journey orchestration / Customer experience analytics

Web and
Social
customer
monitoring

Market segmentation

Vertical personalized applications

Growing the workforce

Channels,
Mobile Apps
& IoT

Active Al routing

Virtual assistant

Human worker Online agent support info

Elastic Cloud Delivery
Zero global faults / Always on / Security and Compliance

Identify

Distribute

Manage

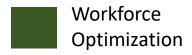
Measure

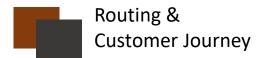


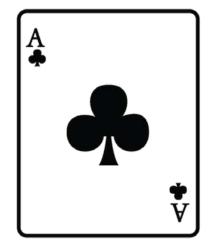
Our cards...



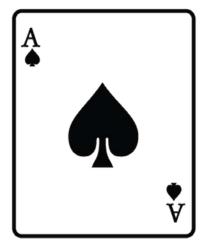
















Infrastructure





Advanced Cloud Infrastructure for vBox and Xperience



Infrastructure





Altitude Marketplace



Customer Connection





Conversational Assistants



Customer Connection





Mobility for Customers



Customer Connection





Video Contact Center



Extended Chat and Chatbots



Workforce Optimization





Simplification



Workforce Optimization





Al Based Knowledge Management - eGain



Workforce Optimization











Advances in Technology Partner Ecosystem



Product Demo

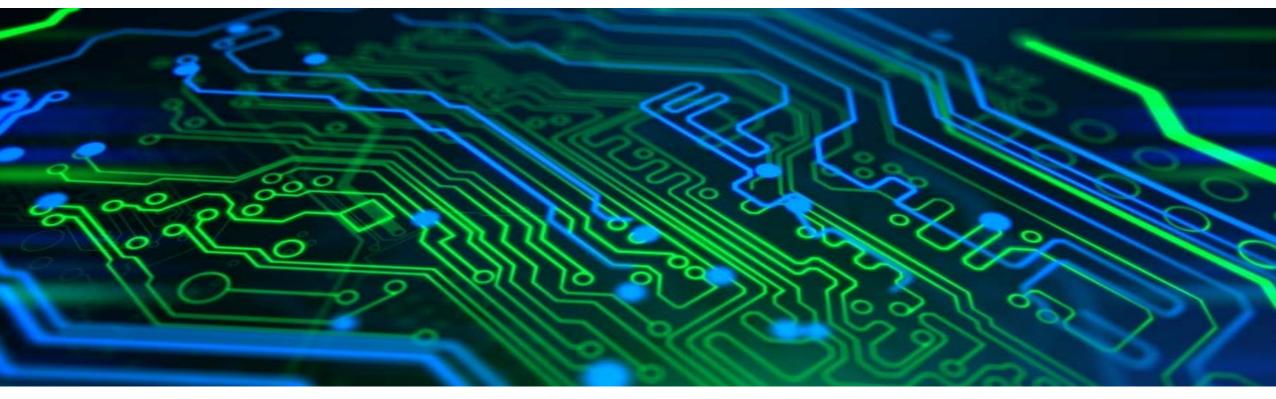


Chatbots & RPAs



Routing & Customer Journey



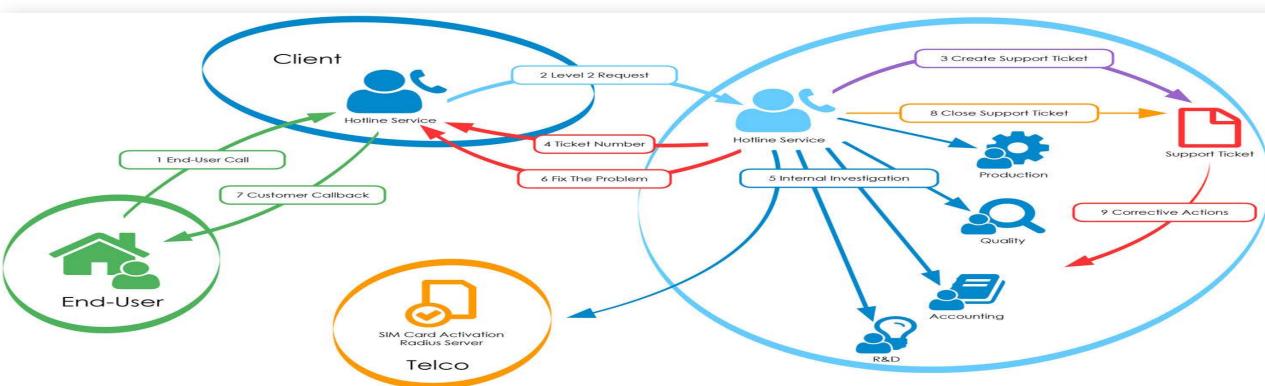


Al Based Routing



Routing & Customer Journey





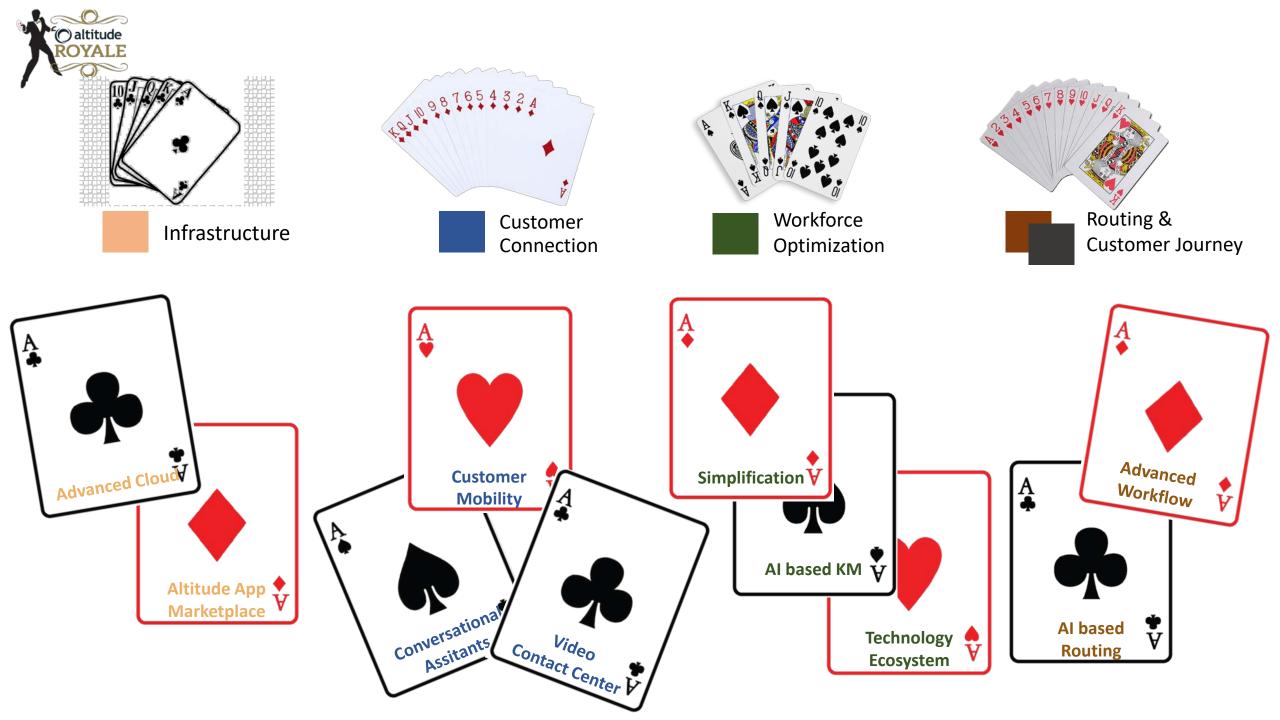
Advanced Workflow



Product Demo



Visual Routing





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