

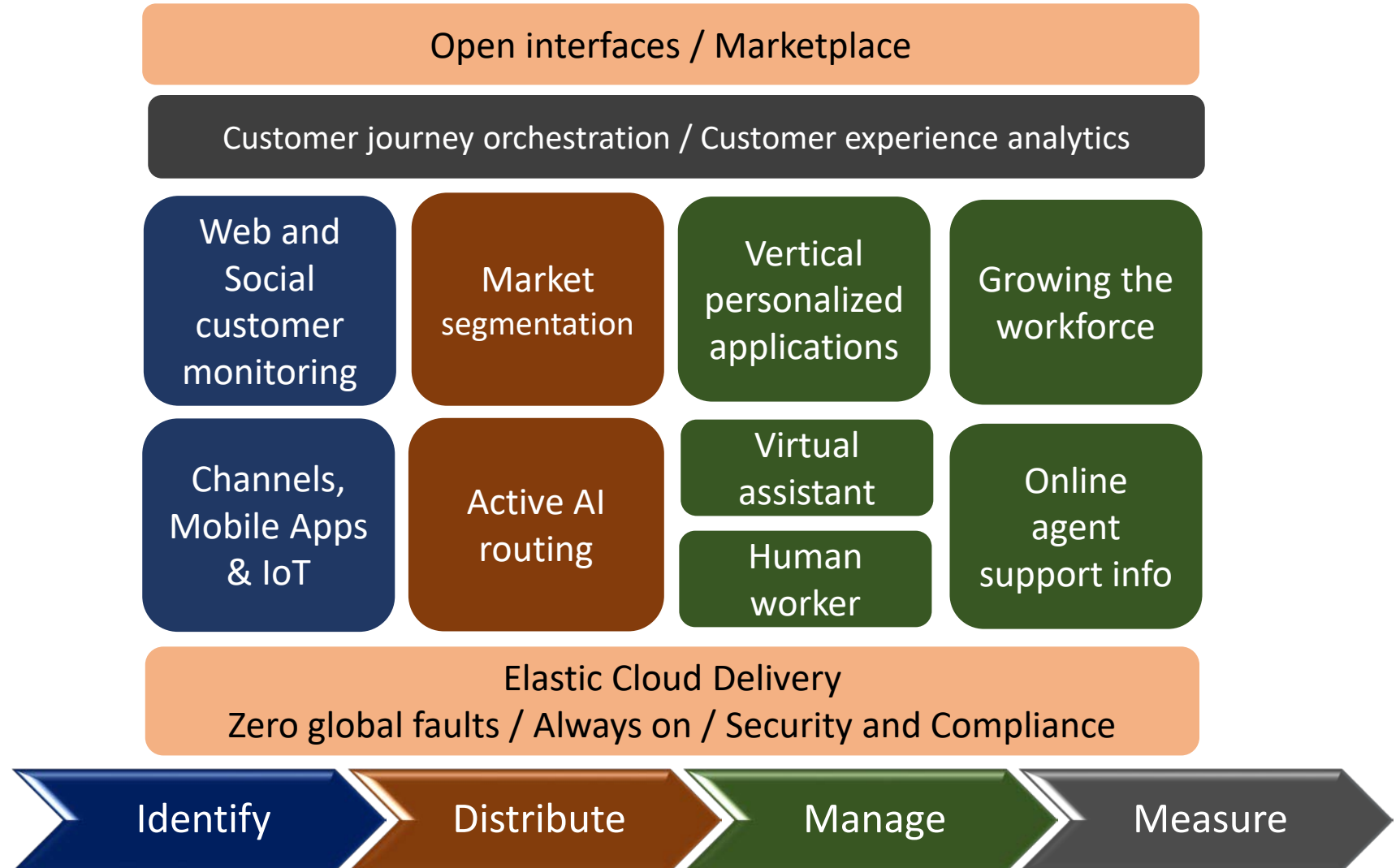
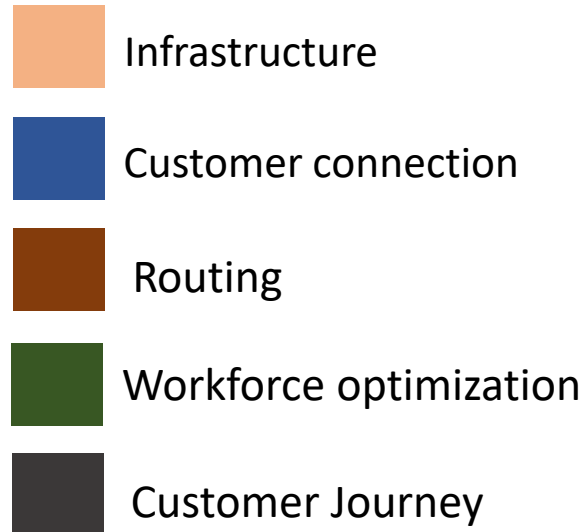


# Altitude Wagers

Eduardo Malpica – The Carousel Attendant



# Customer Engagement Evolution





# Our cards...



Infrastructure



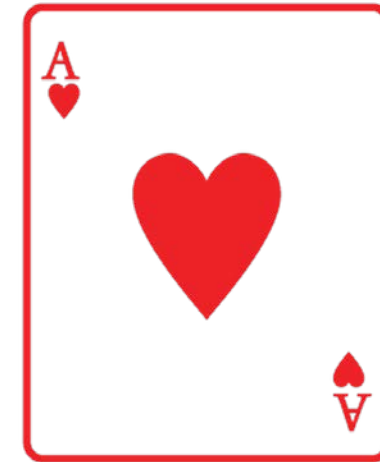
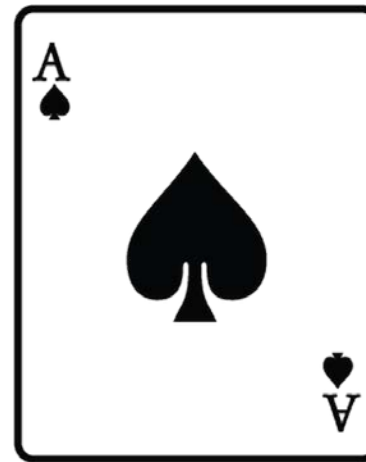
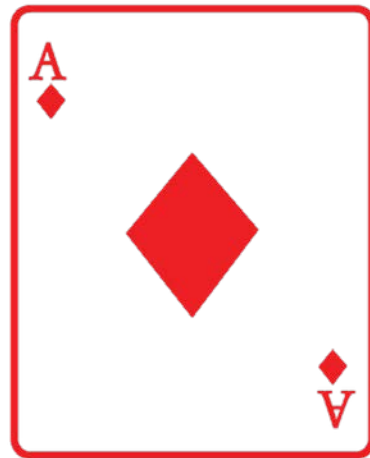
Customer  
Connection



Workforce  
Optimization



Routing &  
Customer Journey





**Infrastructure**



**Advanced Cloud Infrastructure for vBox and Xperience**





## Infrastructure

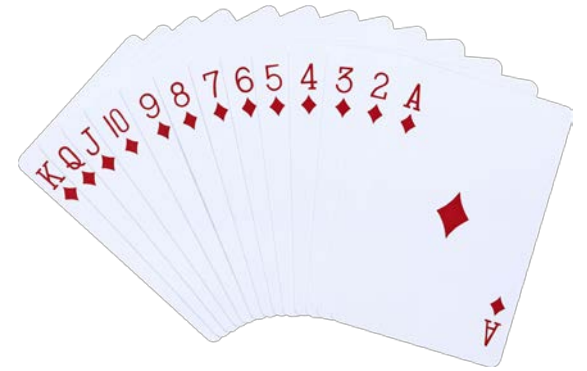


## Altitude Marketplace





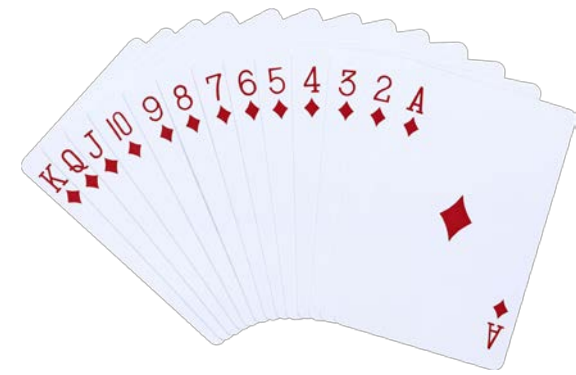
## Customer Connection



## Conversational Assistants



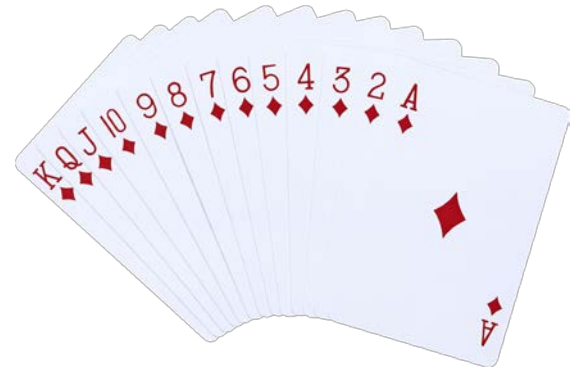
## Customer Connection



**Mobility for Customers**



## Customer Connection



## Video Contact Center





# Product Demo



## Extended Chat and Chatbots



# Workforce Optimization



**Simplification**



# Workforce Optimization



**AI Based Knowledge Management - eGain**





## Workforce Optimization



IQVENTURES

GRUPO **WDG**

Advances in Technology Partner Ecosystem



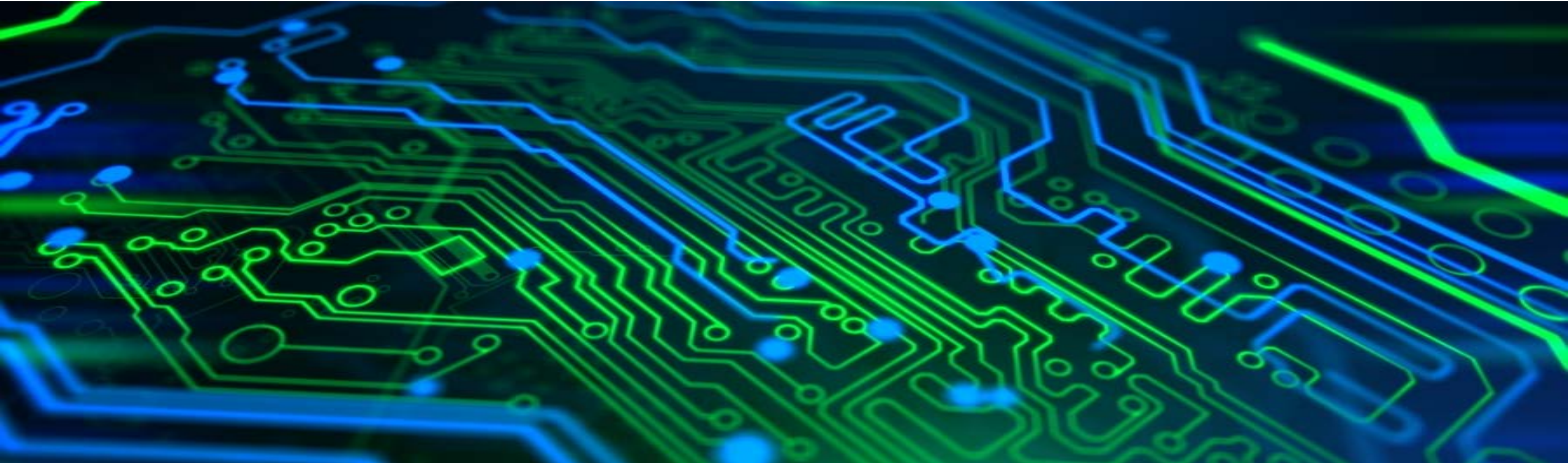
# Product Demo



## Chatbots & RPAs



## Routing & Customer Journey

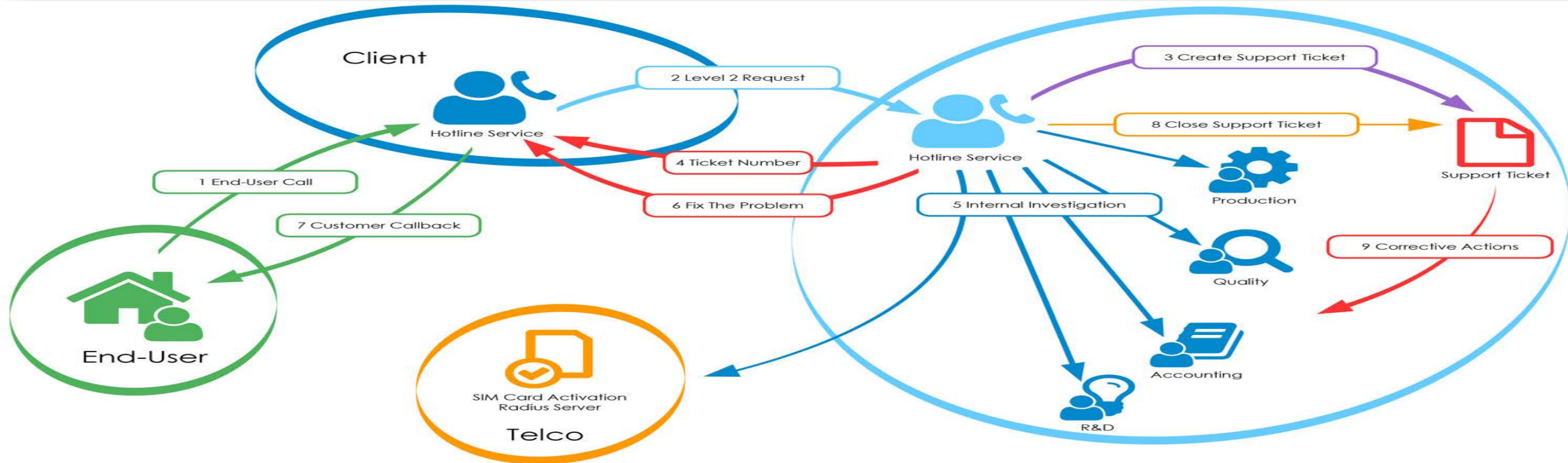


**AI Based Routing**





## Routing & Customer Journey



## Advanced Workflow



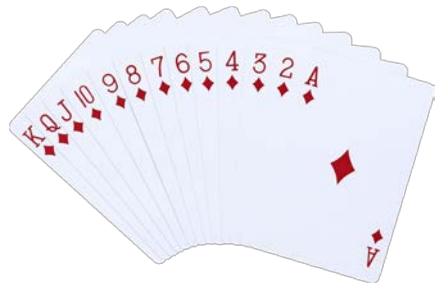
# Product Demo



## Visual Routing



Infrastructure



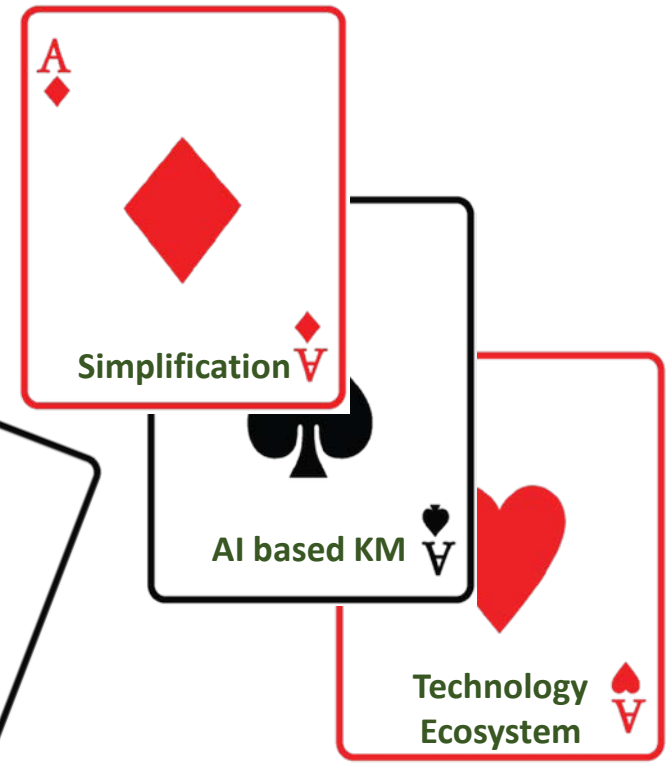
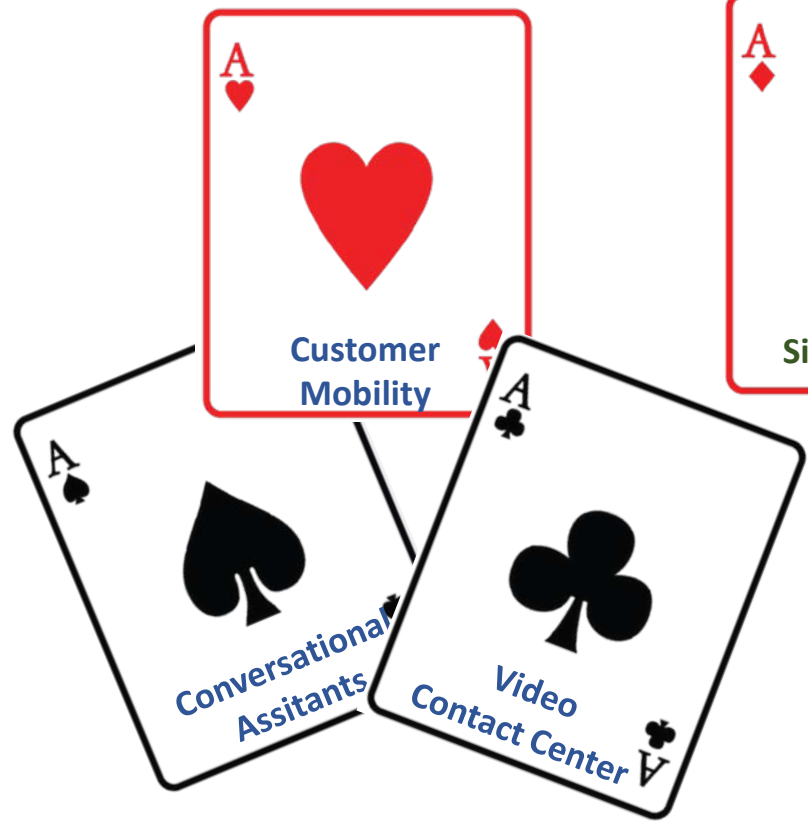
Customer Connection



Workforce Optimization



Routing & Customer Journey







# Thank you!



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