



So... What's the Jackpot?

Sonia Comajuan – Slot Supervisor



Four Big Challenges

Customer Engagement: All around it

Operation: Smart and Efficient

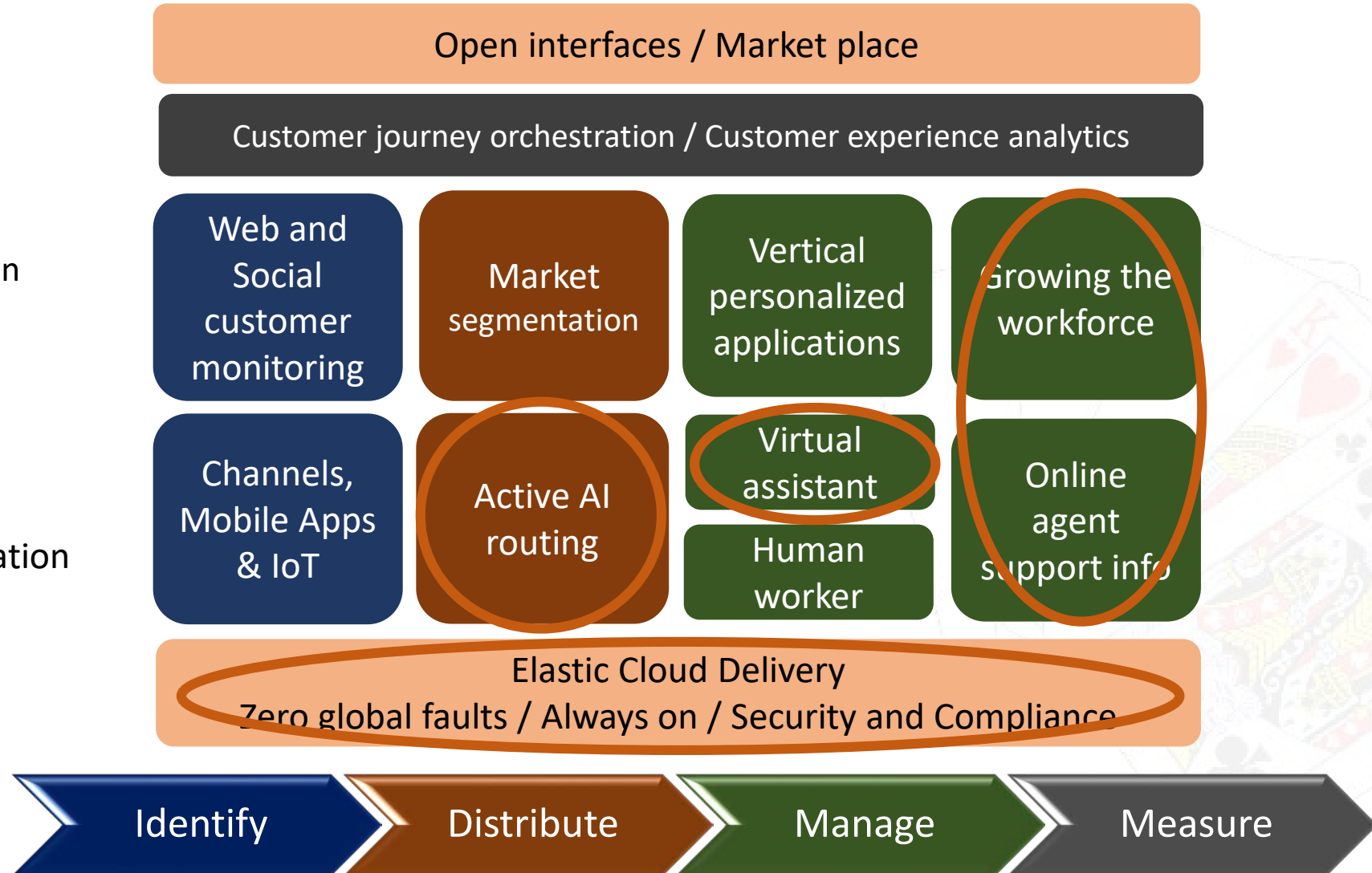
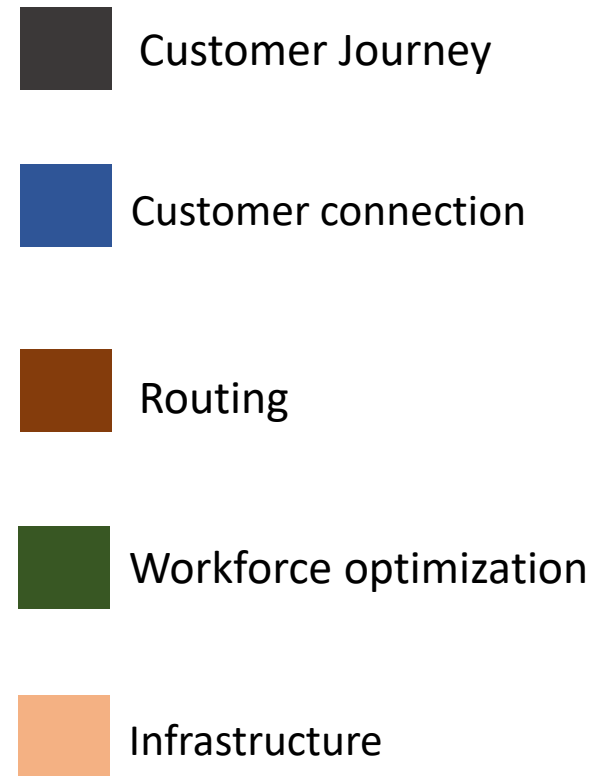
Cloud: Enabler or Breaker?

Go To Market: The Crazy Ecosystem

... and
Altitude's
Answer



On Stage Customer Engagement Evolution





On Stage Let's Play Our Cards



Infrastructure



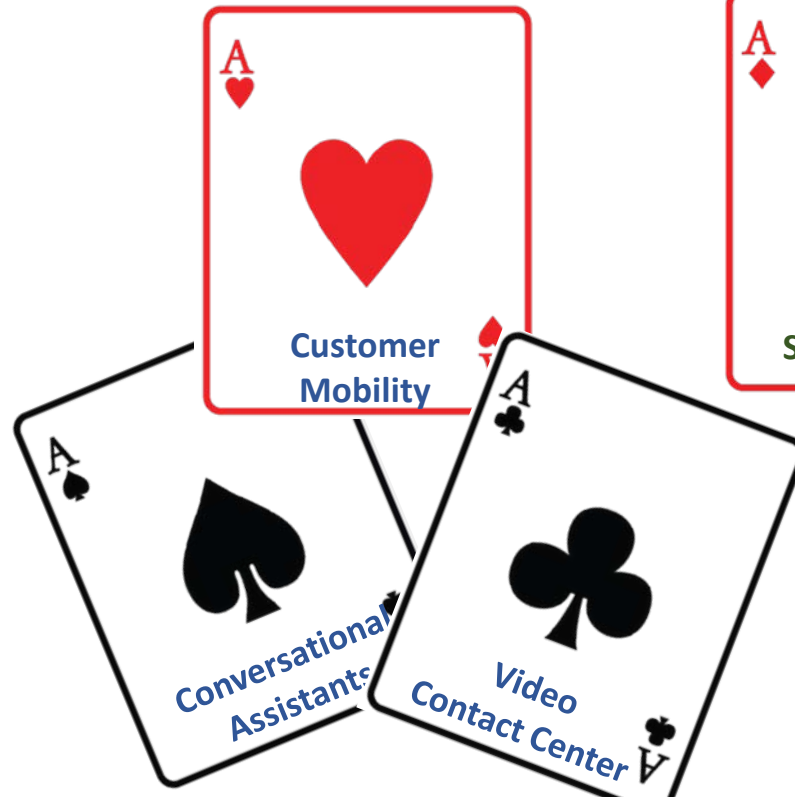
Customer Connection



Workforce Optimization



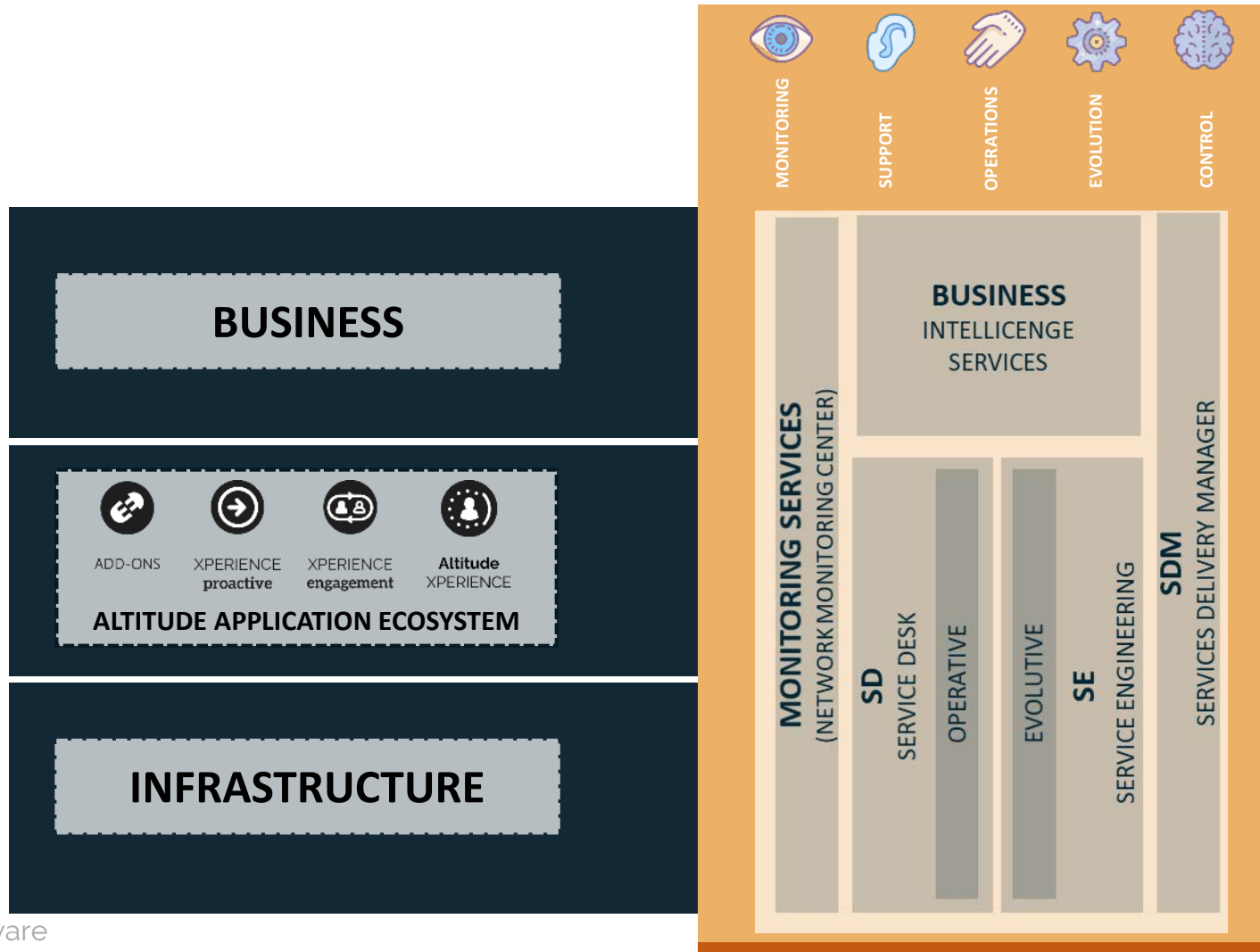
Routing & Customer Journey





AOS – Altitude Operations Services

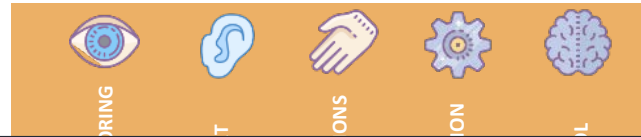
...keeping continuity behind the scenes





Behind the Scenes...


AOS + Cloud 2.0 = Peace of mind for your Business



SIMPLIFICATION: FOCUS ON USAGE

GLOBAL BEST PRACTICES
WITH CUSTOMER PROXIMITY



FAST AND INCREMENTAL NEW FUNCTIONALITY
(ALWAYS ON)





MULTIHAND BLACKJACK


BLACKJACK PAYS 3 TO 2
DEALER MUST DRAW TO 16 & STAND ON 17
INSURANCE PAYS 2 TO 1

Where Did You Bet?

A  

**OPEN INTERFACES
FOR INTEGRATIONS &
MARKETPLACE
(VERTICAL PERSONALIZED
APPS)**





7400 

A  

**CUSTOMER JOURNEY
ORCHESTRATION**






2600 

A 



**WEB &
SOCIAL MEDIA
MONITORING**






4450 

A  


**OMNICHANNEL CUSTOMER
EXPERIENCE + CHANNELS,
MOBILE APPS & IoT**





6100 

A 

**CAMPAIGN
MANAGEMENT
(WHO, WHAT, WHEN
AND HOW)**



4600 

A 



**ACTIVE ARTIFICIAL
INTELLIGENCE-BASED
ROUTING**






4150 

A  



**VIRTUAL ASSISTANT
VIRTUAL ADVISOR**






1100 

A 



**WORKFORCE
OPTIMIZATION (WFO) &
AGENT PROCESS
AUTOMATION**

2700 

A  

**CUSTOMER EXPERIENCE
ANALYTICS +
USAGE ANALYTICS**


2600 

A  

**CLOUD 2.0 +
SECURITY & COMPLIANCE
(TCPA, GDPR, ETC)**



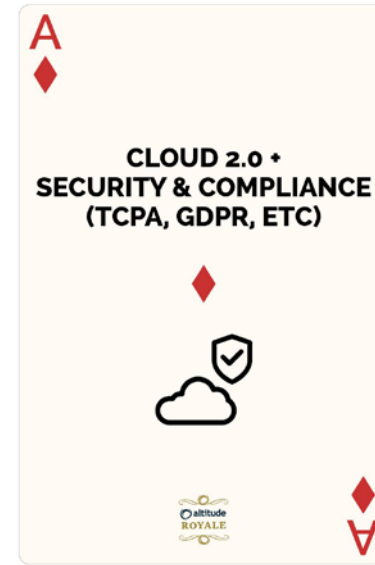
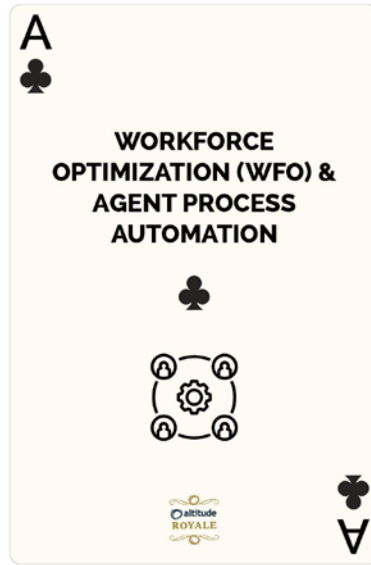
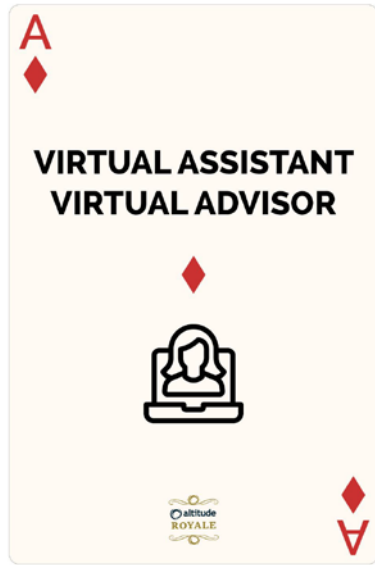
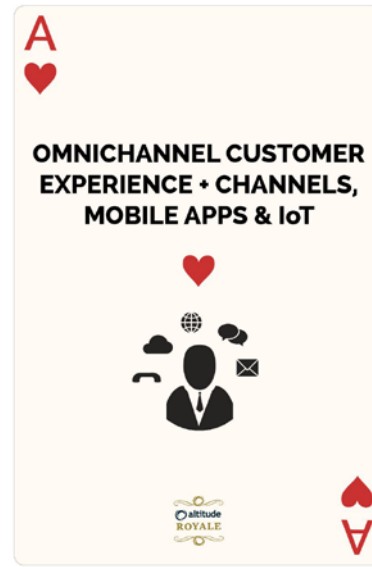
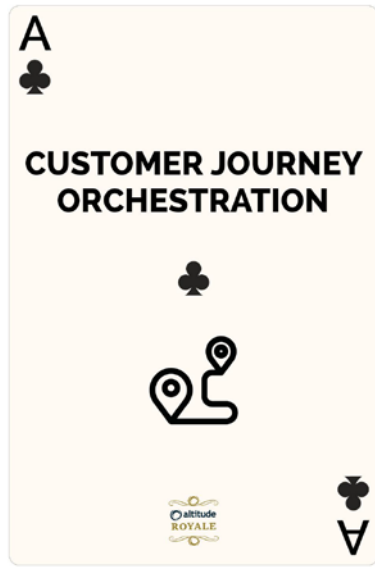
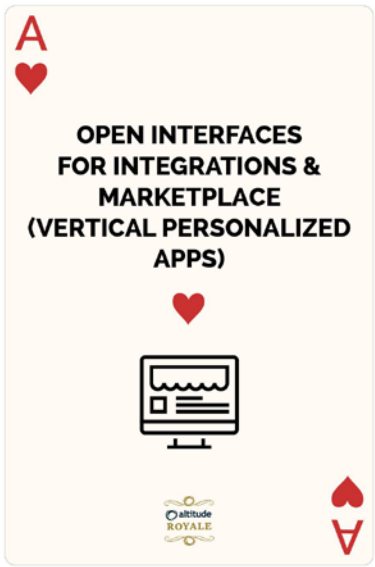

5000 



MULTIHAND BLACKJACK

BLACKJACK PAYS 3 TO 2
DEALER MUST DRAW TO 16 & STAND ON 17
INSURANCE PAYS 2 TO 1

Would You Change your Bet?



JACKPOT

BAR



BAR



BAR



The CX Pyramid: A Framework for Powerful Experiences



Source: Gartner
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Gartner®

Our Goal

Make you Powerful

Deeply **understand** you,
to "**feel**" what you **need**
(*even if you don't tell us*)
and make you **more powerful**

Listen, Discuss and Understand

**Keep up to date
with the latest technologies**

***More Powerful
Customer Experiences***

Help you Grow your Business



**altitude
ROYALE**

The Jackpot: our Commitment

THANK YOU!

1993



2018



INNOVATION



EXCELLENCE



TEAMWORK



COMMITMENT



PASSION