



Etisalat

November 2018

HISTORY

**Founded in
1976**

HISTORY

**Spread across
16 countries**

SUBSCRIBERS - ALL

**142 million
subscribers in
Middle East, Asia
and Africa**

SUBSCRIBERS - UAE

**11.6 million
subscribers and
over 300,000
Enterprise and
Government
users in UAE**

KEY STRENGTH

**Innovation &
Deliver first-in-
market
technologies**

Etisalat – Our Vision & Values



OUR VISION

Drive the Digital Future
to empower societies



OUR VALUES

Customer Centricity
Empowerment
Collaboration
Agility

HEADOUNT

**260
Agents**

OPERATING SITES

**4 Sites
in UAE, Egypt
and India**

CAMPAIGNS

**18 to 20
Campaigns
Monthly**

Altitude Outbound Dialer helps us to improve Operational Efficiencies

1

**Predictive
Dialing Mode**



2

**Real Time
Monitoring**



3

**Performance
Metrics**



4

**Reports &
Dashboards**



5

**Easiness of
implementing
new
campaigns**



6

**Unified Agent
App**



7

**Digital
Connect**

Under
Development

8

**Outbound
Chat**

Under
Development

Thank You

