Xperience

Engage with Your Customers on a Full Contact Center Cloud Solution

Modern contact centers face a competitive market that demands quality, flexibility, and speed. Companies must meet the increasing needs of a volatile market with minimal investment and reduced, predictable costs. Xperience is a complete, reliable, out-of-the-box solution that enables companies to meet their customer service challenges and easily solve emerging business problems.

What is Xperience?

Xperience is a reliable, flexible, easy to use and manage solution that gives contact centers greater business agility and the power to provide an excellent customer experience. It has a high availability storage network and 24*7 system maintenance, ensuring that operations are never disrupted. Xperience is a complete, modular solution that scales up and down as required by individual business needs. It allows a quick growth or reduction of services without significant budget challenges.

Xperience unifies all touch points throughout the company, enabling the contact center to deliver consistent service to each customer regardless of the used media channel. It greatly improves the customer journey as the solution's main solution focus is on delivering the best service experience possible.

How can it improve my business?

 Xperience is a suitable solution for companies, whether they have a small or large multisite contact center. It is ready to use, but still customizable to cater to specific business needs, allowing significant cost savings. You can use Xperience for the most diverse operations, reaching from telemarketing and debt collection to satisfaction surveys and customer care campaigns. It is a complete solution with inbound and outbound multimedia capabilities, intelligent and skills-based routing, a unified queue for all media channels, and so on. It also has a unified desktop that enables your agents to provide a custom and consistent service, and a management application that manages the contact center with real time information. All of this with no need for additional hardware, system software, IT resources, or increased CAPEX.

Whether you are a small company without a big budget to invest in essential modules, such as ACD or IVR; or a large company looking for a reasonable and functional alternative to on-premise options, Xperience allows fast infrastructure ramp up without the cost of technology ownership and IT resources.

HIGHLIGHTS

- Complete, modular solution

- High availability prevents down time

- Scalable according your business needs

- Unified touch points through the company

- Suitable from SMEs to large organizations

- Reliable, secure contact center solution

altitude

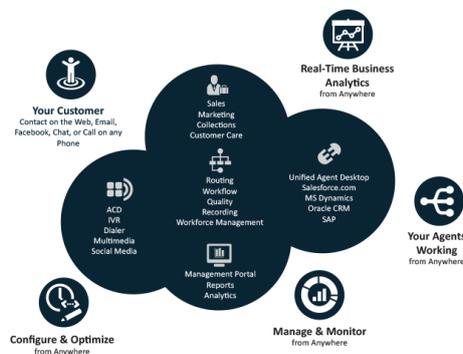| FEATURE	BENEFITS
Scalability	• Possibility to scale businesses up or down according to individual requirements. Xperience gives the flexibility to change when needed, quickly meeting business demands.
High availability	• No need for complex disaster recovery plans. Xperience stores and backs up company data safely and securely. • Even in extreme cases such as natural disasters, the system is up and running very quickly, restoring operations to minimize down time and loss of productivity.
Business agility	• Allows companies to create new modules and values propositions to improve business with no software investment. • Automatic software updates allow companies to concentrate on what really matters: customers. • No need for the contact center´s IT department to manage the solution, it is done by Altitude.
Security	• Xperience solution abides by very strict cloud industry regulations, such as ISO security standards, and is also subject to regular security audits. • Altitude gives its clients total confidentiality of their business. For example, outsourcers that work with competitor companies only share information about the campaigns with each respective company.
Zero CAPEX	• Zero upfront investment (free of capital expenditures) allows companies to start and end projects without spending any money. • The pay as you go solution does not require any capital expenditure. The solution's fast deployment leads to minimal project start-up costs and predictable operating expenses.
Payment model	• Xperience grants all kinds of companies, from SMEs to large business enterprises, access to the best of breed contact center technology. • Everyone has the same business possibilities, such as the pay as you go, to succeed in the contact center business.
Work from anywhere	• Companies are not bound to a physical location to store servers and other tools. • Employees can work from anywhere, provided they have access to internet, allowing companies to quickly expand business.