ALTURA
communication solutions

Gain the Altura Advantage
in **Call Centers**

Create more value.

More businesses are focused on generating value from their call centers. When selected and managed correctly, performance metrics bridge the gap between activity and business objectives. In a consumer-driven, Internet-enabled world, your customers aren't just calling you. They want to reach you via email, IM, text, and more. Simply taking calls isn't enough to keep customers loyal. You need to proactively reach out to build relationships, create value, upsell, and solve problems before they become deal breakers. By balancing your inbound and outbound customer communications and ensuring no one is left waiting, customer satisfaction increases. Therefore, implementing first call resolution and accuracy of agent information are of paramount importance.

Altura can help.

From internal operations to customer relationship management, we offer solutions that cut costs, improve agent efficiency, and maximize the value of every customer require planning and execution. Altura will make your entire contact center more effective.

As a long recognized as a leader in contact centers and one of the largest Avaya Business Platinum Partners, Altura brings the advantages of world-class call center expertise to your organization.

Our call center solutions produce a wide range of benefits for organizations:

Hire and Retain the Best Agents

Because the solution works from any Internet connection, you can hire well-qualified agents regardless of geography, and you can hold on to them even after they move. Working from home can reduce stress on employees, keeping them happier and reducing turnover.

Improve Customer Service and Customer Loyalty

The flexibility of the home agent solution allows businesses to more easily offer 24-hour customer service, or to serve customers across multiple time zones without opening multiple offices. Skill-based routing connects top-tier customers with the most highly skilled sales associates. Actionable information can prevent customers from wasting time or missing deadlines. Automated systems can also help complete transactions and quickly fulfill their needs. Timely notifications to customers can create loyalty-enhancing touch points.

Enhance Revenue

Automated customer contact can be used to improve collection rates, prevent empty appointment slots, and create upsell and cross-sell opportunities. Timely outbound reminders solve customer needs before they arise, reducing inbound call volume.

Reduce Costs

Virtual call centers reduce real estate, heating, cooling, and other office-related expenses. And improved employee retention can help reduce personnel costs. Streamlined management and improved call-volume distribution can also help save money on deployment and maintenance. Automated customer care helps expand service access, reduce staffing needs, and improve customer response times.

Optimize Use of Agents Across Locations

Just-in-time work allocation increases agent occupancy and reduces idle time. This reduces staffing costs, and frees supervisors for mentoring and coaching agents. You can easily add remote agents when call volumes surge, and gain flexibility for your business continuity and disaster recovery plans.

Maximize the Effectiveness of Your Call Center Operations

Our annual Call Center Tune Up assessment provides critical feedback to review what solutions, processes and service levels may need improvement in order to achieve a distinction of excellence.

Let us show you how to improve your call center performance..

To learn more about our Call Center Solutions portfolio and Call Center Tune Up, or to speak to an Altura specialist about our solutions or services, please call us at **1-800-654-0715** or visit us online at **www.alturacs.com**.

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AVAYA Edge
Diamond