Professional Services

How Altura Can Help

- **VoIP Readiness Assessment**
  We help you understand if your existing data communication network will be able to support the impact of adding VoIP traffic. You can depend on Altura to validate your existing network, or assist you with adding capacity to accommodate your needs.

- **Voice and Data Convergence**
  Our team can help you with designing, implementing, and documenting the convergence of voice and video into your existing data network, or new deployment.

- **SIP Enablement**
  Whether you need SIP trunks from a telecom carrier that connect through a Session Border Controller (SBC) and/or a Session Manager; or SIP-enabled smart devices, Altura has the expertise needed to integrate SIP into your environment.

- **Contact Center Development**
  New technologies will enable you to better service your customers utilizing inbound, outbound, chat, video, and social. Let Altura help you establish an omnichannel contact center that will reduce costs, improve productivity, performance, and increase both agent and customer satisfaction.

- **Unified Messaging Applications**
  Based on your solution requirements, Altura will assess your current environment and offer suggestions to enhance your capabilities. Examples include:

  - Voicemail redundancy
  - Call flow handling
  - New interface migrations, including PBX upgrades or migrating from QSIG to SIP or IP
  - Unified Messaging Integration

Ensure the Success of Your Investment

Our team includes a nationwide network of consultants, network architects, and project managers that have an average of 15 years of industry experience each and possess industry certifications from multiple vendors.

You can depend on the extensive technical experience of both the Altura and Avaya professional services teams. Working together, we promise to deliver improved business results using industry-best practices.

Contact Altura today and learn how to add value to your business!

ALTURA communication solutions

(800) 654-0715

AVAYA Edge Diamond

alturacs.com