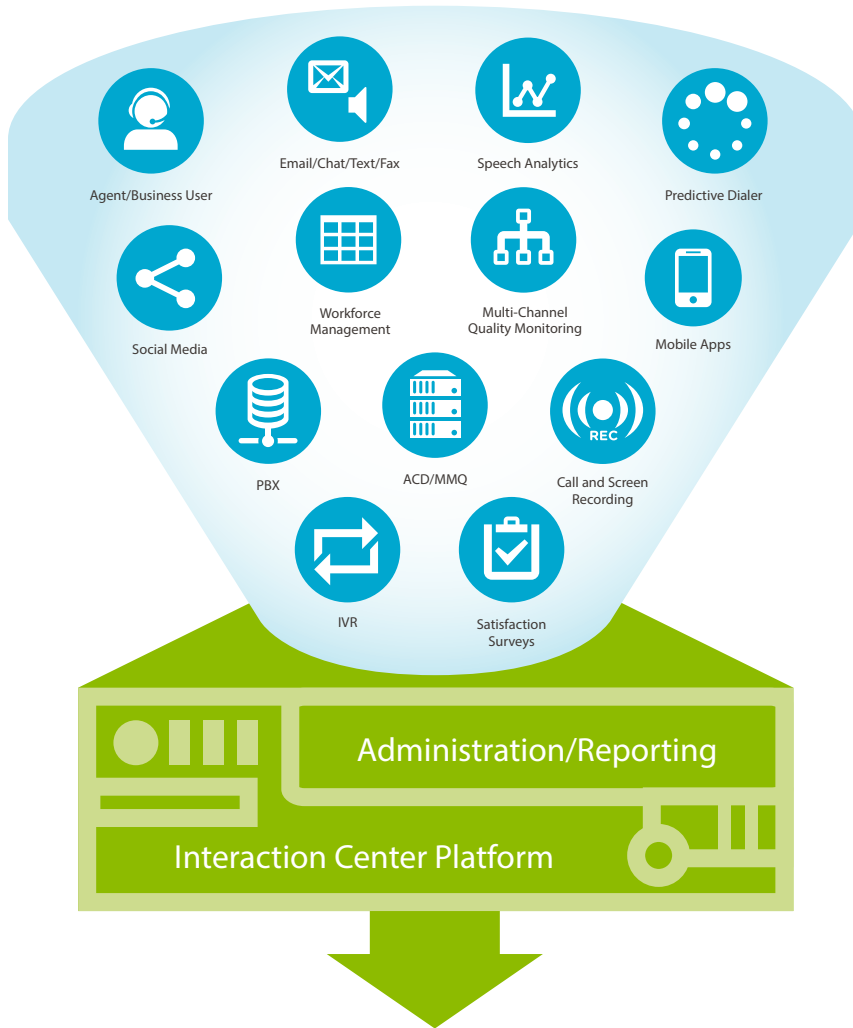


Interactive Intelligence Software Makes It Possible

All-in-one technology for contact centers



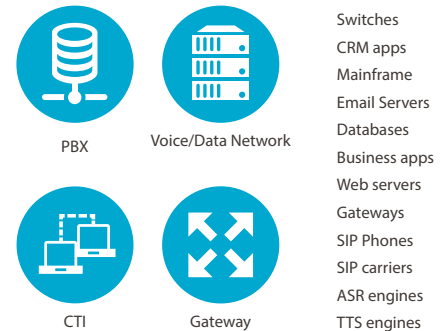
Standard Fully-Redundant Architecture

- Business Continuity
- Disaster Recovery
- Geo-Redundancy

Flexible Deployment

- Premise
- Cloud
- Hosted
- Hybrid

Integration to Third-Party Systems



Altivon builds solutions based on the Interactive Intelligence Customer Interaction Center® (CIC).

This platform allows your contact center to take a highly personalized, all-in-one approach to customer care.

CIC brings together leading-edge call center technologies, interaction processes and customer service best practices.



Altivon Makes It Happen

Complete contact center solutions



Consolidation & Virtualization
Simplify, standardize, centralize



Integrated IVR (with Speech)
Tie IVR to internal systems for agent-less interactions



Multi-channel
Handle all interaction types consistently



Mobility
Enable user access via mobile devices



Advanced routing
Send interactions to the right agent the first time



Real-time reporting and alerts
Understand metrics as they happen



Outbound dialing
Automate collections and proactive customer contact



Process improvement
Streamline workflows for better efficiency and effectiveness



Flexible staffing
Forecast workforce, support remote, handle peaks



Speech analytics (real-time)
Score calls and send supervisor alerts in real-time



Contact Center Life Cycle Services

- Consulting Services
- Solution Design
- Implementation Services
- AltiCare Support
- Optimization

Altivon focuses on contact center and business process automation solutions.

We have decades of experience and expertise with multi-site, multi-function, large agent pool projects.

We understand the complexities involved and professional discipline required to make your project a success.

Our solutions are designed to solve your specific problems, meet your unique objectives and evolve over the coming years.

Application partners

