



Video is the new Voice for  
Contact Centers, Call Centers



Interactive **Powers**

Streamline your business communications



Phone won't be anymore  
the only CC channel.  
Switch to Video.

STOP





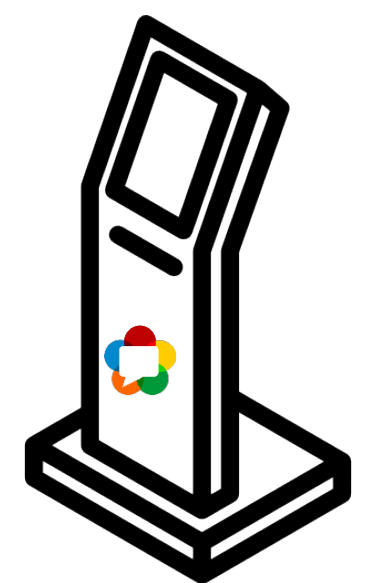


 altitude

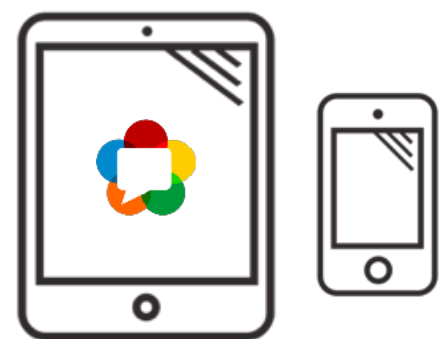


Xperience Hub

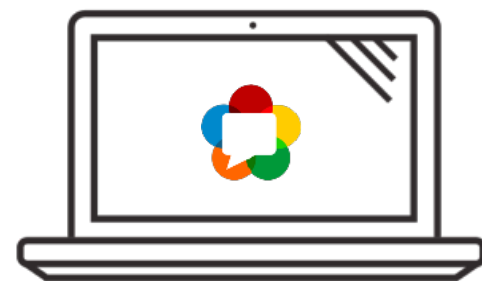




Kiosks  
TV Displays



Tablets  
Smartphones



PC  
Laptops

Web & Mobile  
Widgets

Video RTC



Voice & Video Channels  
Multi-Tenancy / High-Availability

Campaign 1



Campaign 2



Campaign 3

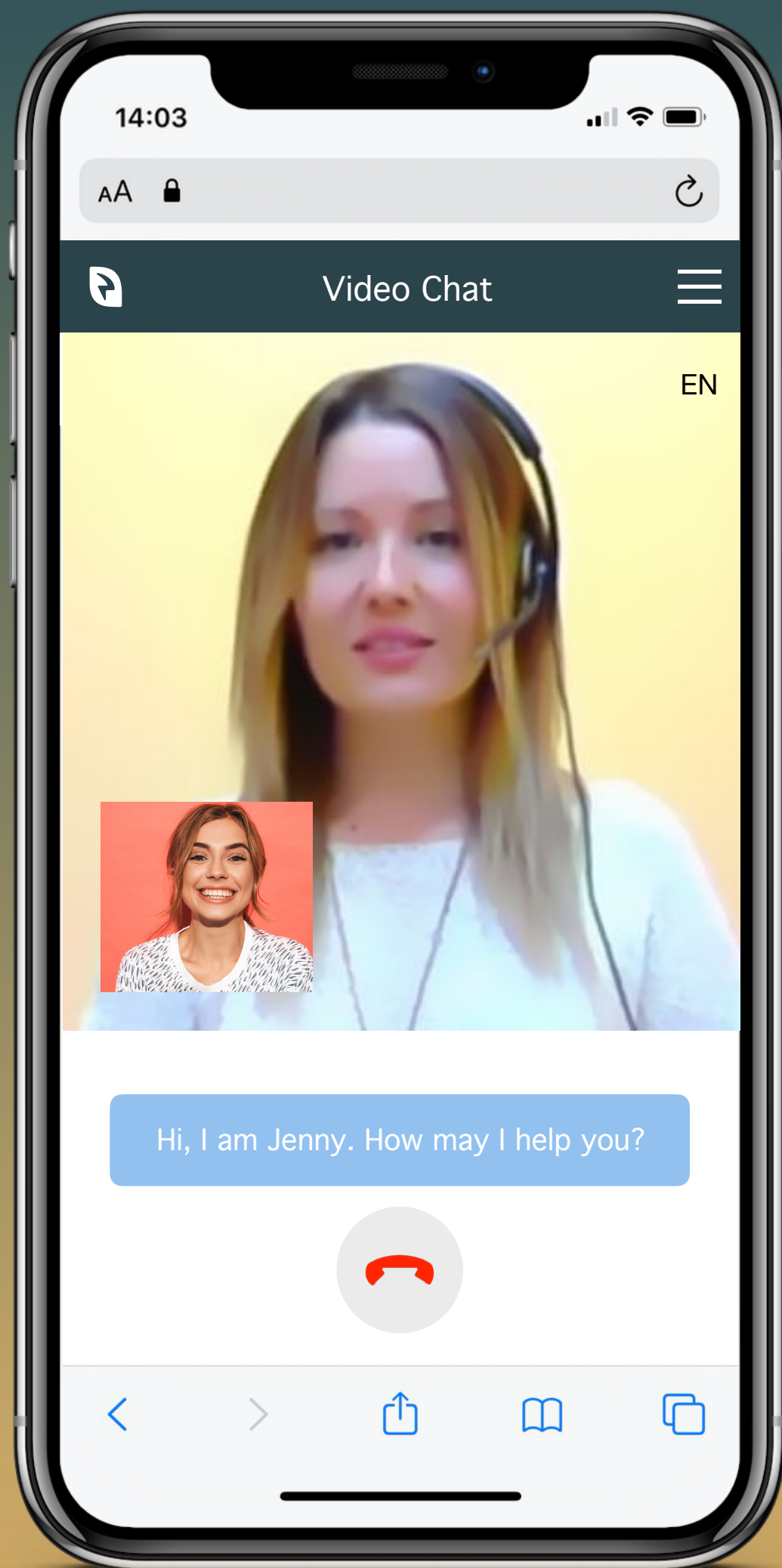




● On line



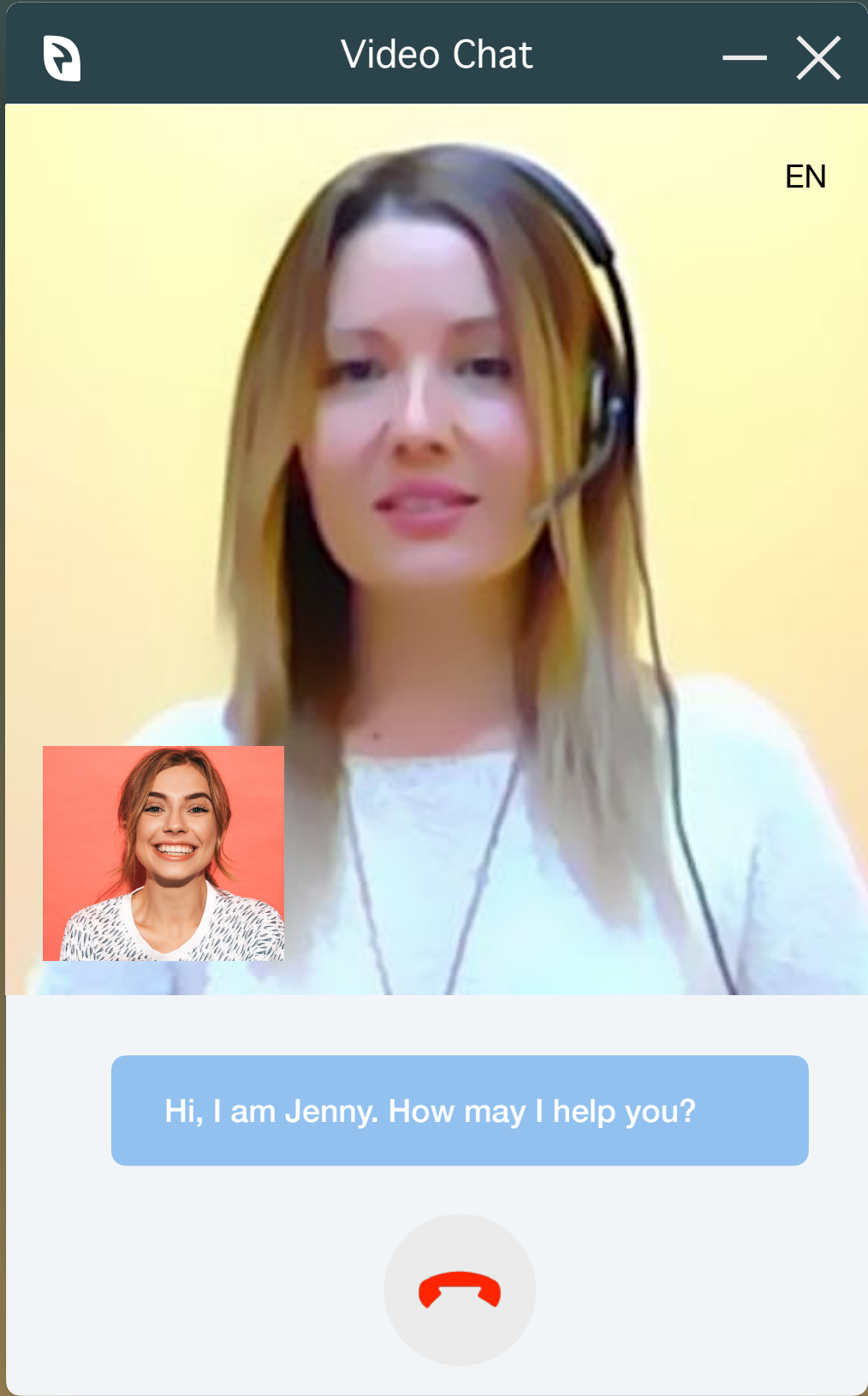




## Mobile Side

Connect your Altitude uCI Contact Center to your mobile services with responsive design and faster than ever.





# Web Side

Connect your website to your Altitude uCI Contact Center support has never been so easy and seamless.



On line

The screenshot displays a web application interface for 'altitude'. At the top, there is a navigation bar with the 'altitude' logo, a hamburger menu, and the text 'Tesla Atencion'. To the right of the logo, it shows 'Session:12s', 'Calls:0', and 'Emails:0'. Below the navigation bar, there is a status bar with a phone number 'Phone:1567411586666815' and a green status indicator. A dashed arrow points from the text 'On line' to this green indicator. The main content area shows a video call in progress, with a smaller inset window on the left and a larger main window on the right, both showing a man in a blue and white patterned shirt. The interface includes various icons for navigation and communication, such as a refresh button, a share button, a copy button, and a plus sign for additional options. There are also tabs for 'Info' and 'Script'.





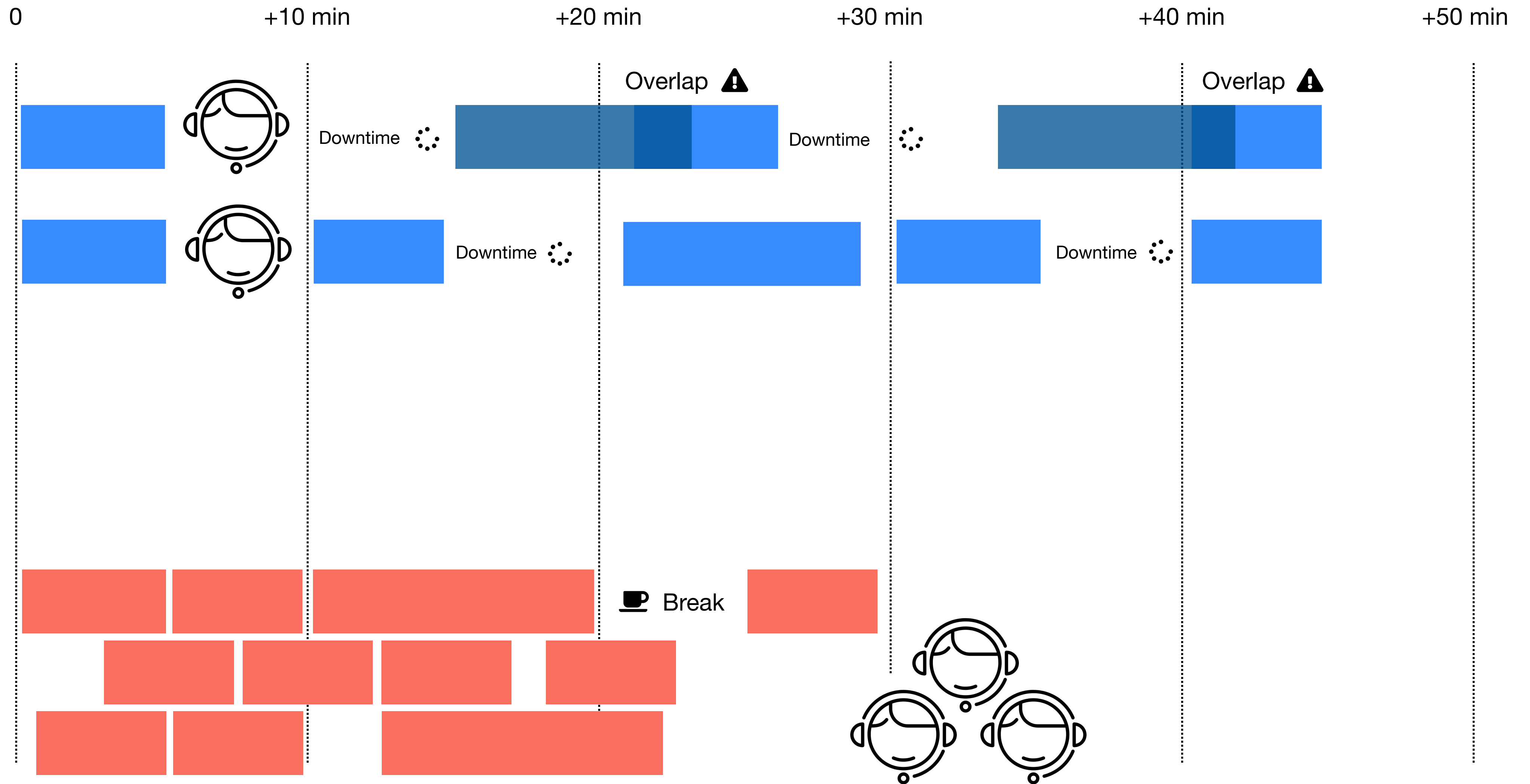
**Scheduled** Video Calling

● Off line



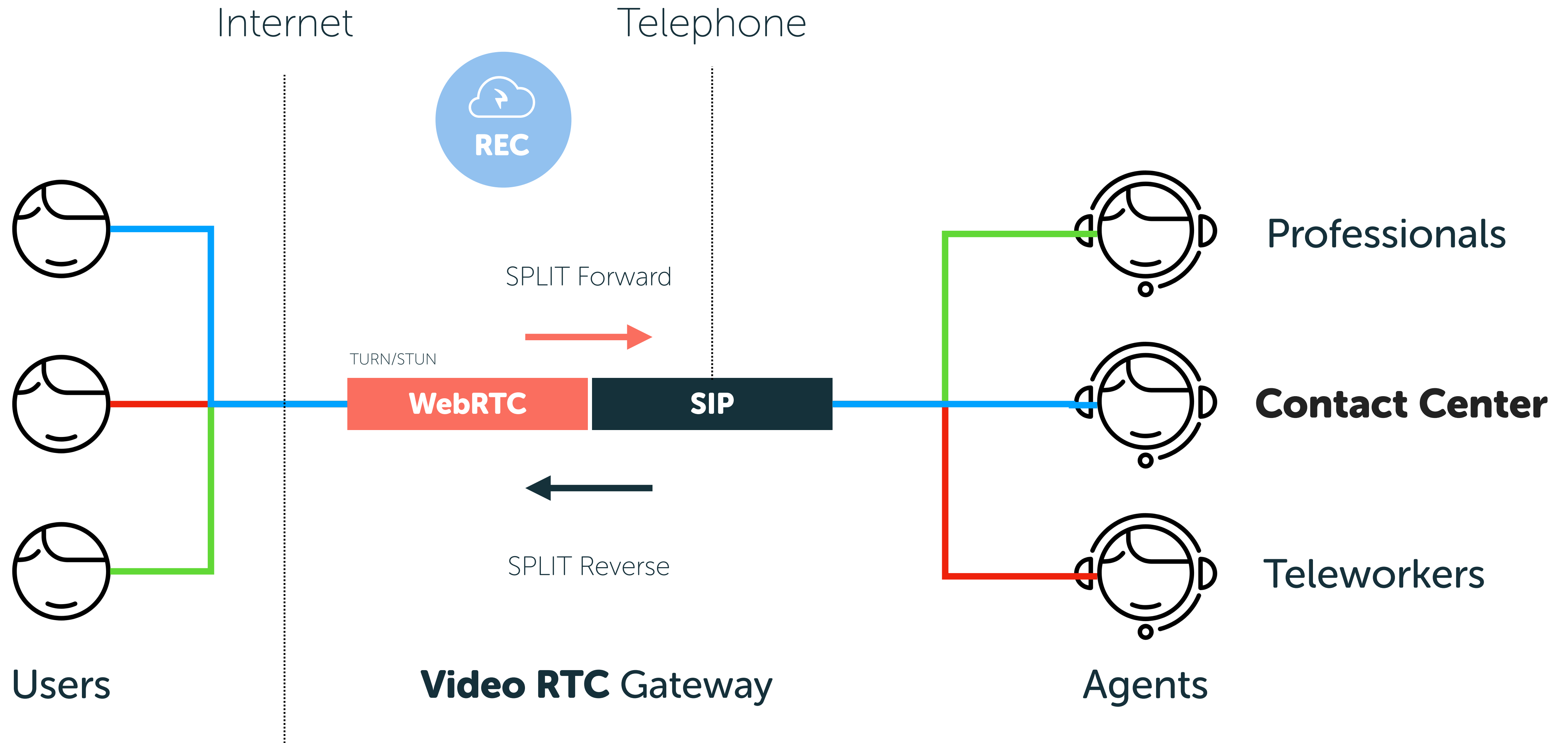
**Queued** Video Calling

● On line



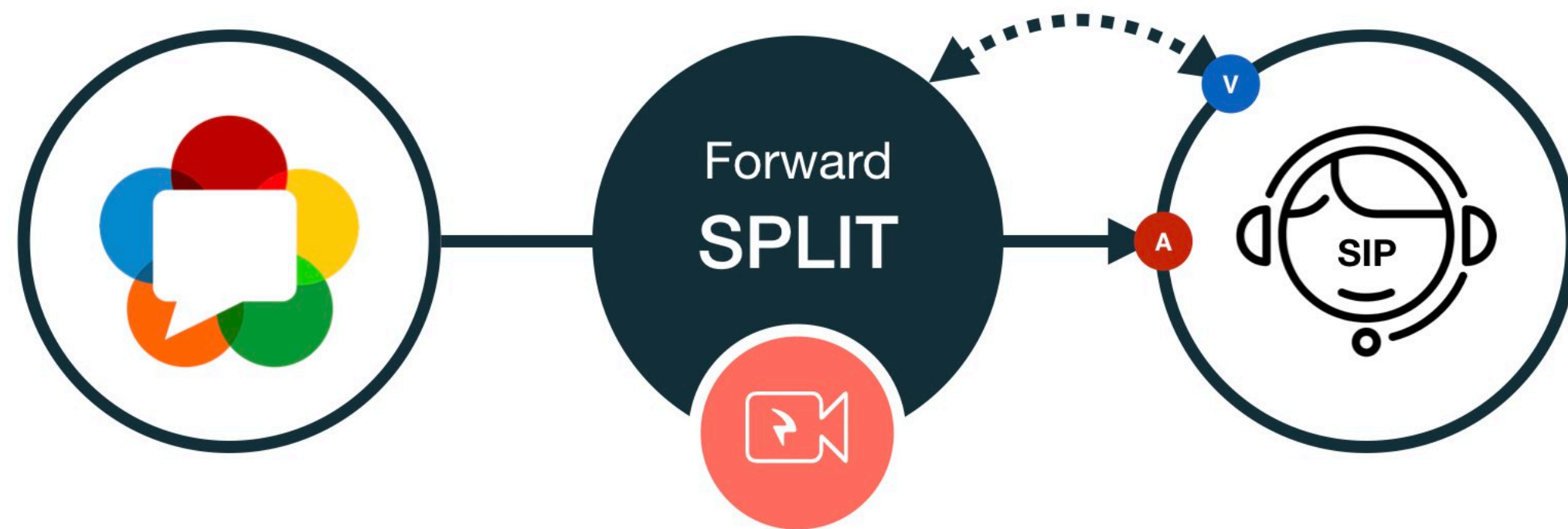
Working Time per Agent







## INBOUND **Video**

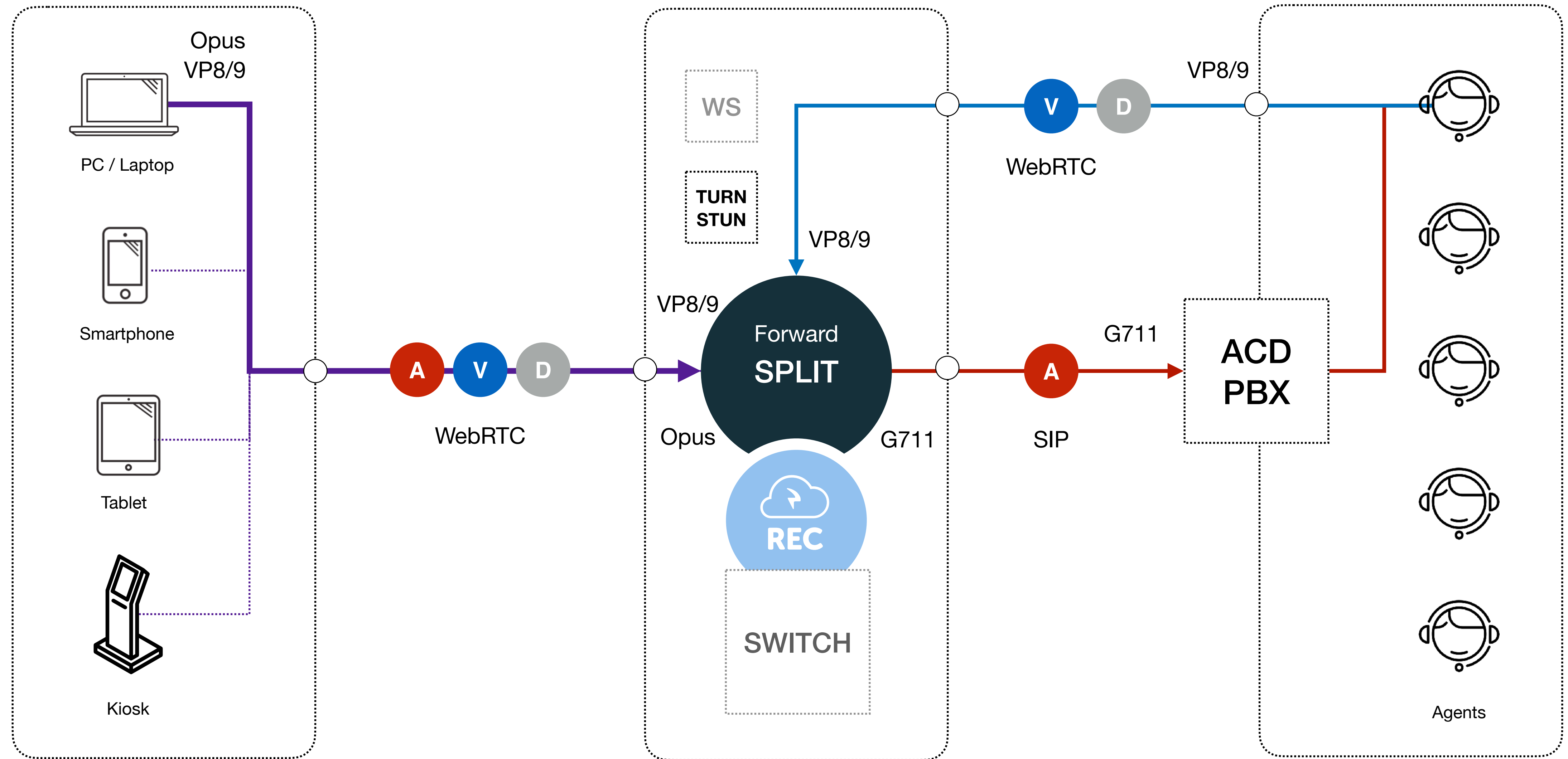


Receive and automatically  
distribute video calls into your  
Contact Center



Contact Center







# Video RTC - SPLIT Forward



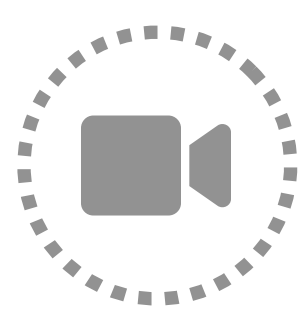
Option 1. Scan QR code to go HandFree (Mobile Device)



Option 2. Get your Video (Agent) URL

<https://bit.ly/436kLme>

Copy



Option 3. Open your Video (Agent)

Open Video







uAgent Web - Altitude Software

82.223.244.44/uAgentWeb83/Main.aspx

67%

uAGENT WEB

With Session

Campaign List

Name

Open

Ready

Tesla Atencion

Home

Search

History

Schedule

Email

Transfer

CRM

Save

Discard

(3) 15674115...

Info

Script

altitude

Tesla Atencion

Session:12s Calls:0 Emails:0

Phone:156741158666815

En

Details

Email

CRM

Chat

Video

Ticket

New Ticket

Schedule Transfer

Save

Tesla Atencion

Call Inbound:

Phone: 156741158666815

Ddi: 8101

Campaign: Tesla Atencion

Service: TESLA

Directory: Dir\_Tesla

Agent: jla

Extension: 2203

Time: 2019-09-02 10:06:47

480x640

260 kbits/sec

ALTITUDE

2203

Tesla Atencion

DemoSite

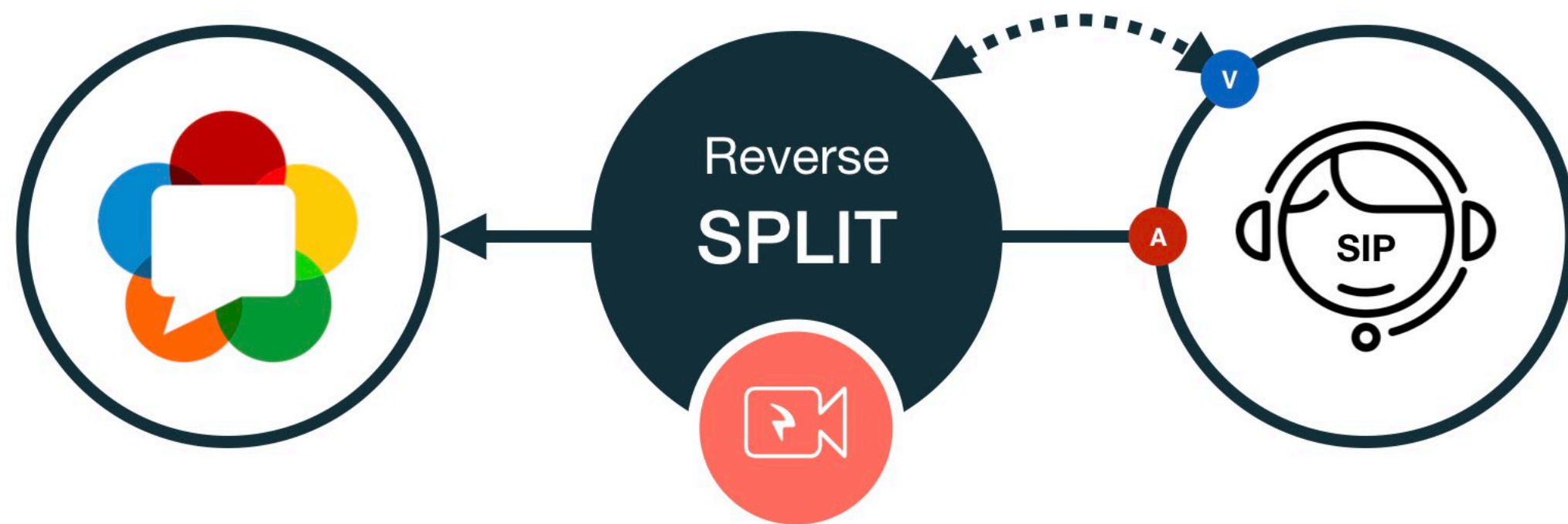
2019-09-02 10:06:47

R1.2x2

Message Control



## OUTBOUND **Video**

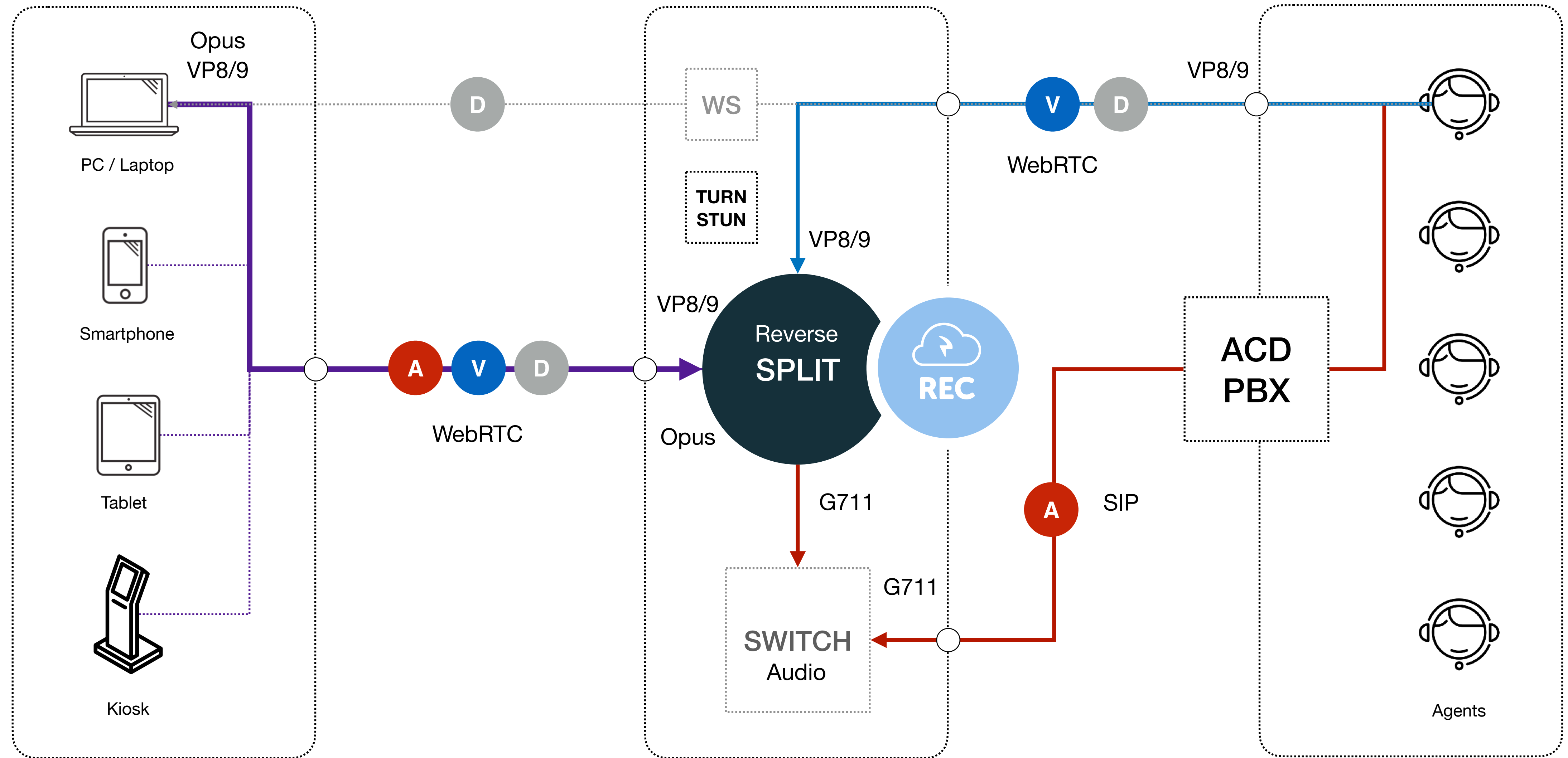


Make video calls from an agent  
with SIP extension enabled



Contact Center







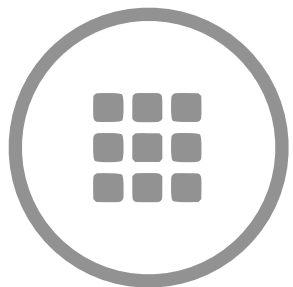
# Video RTC - SPLIT Reverse



Step 1. Dial the following (Room) Number

32422345567895

Copy



Step 2. Get the shorten URL for the USER

<https://bit.ly/2Dqvlct>

Copy

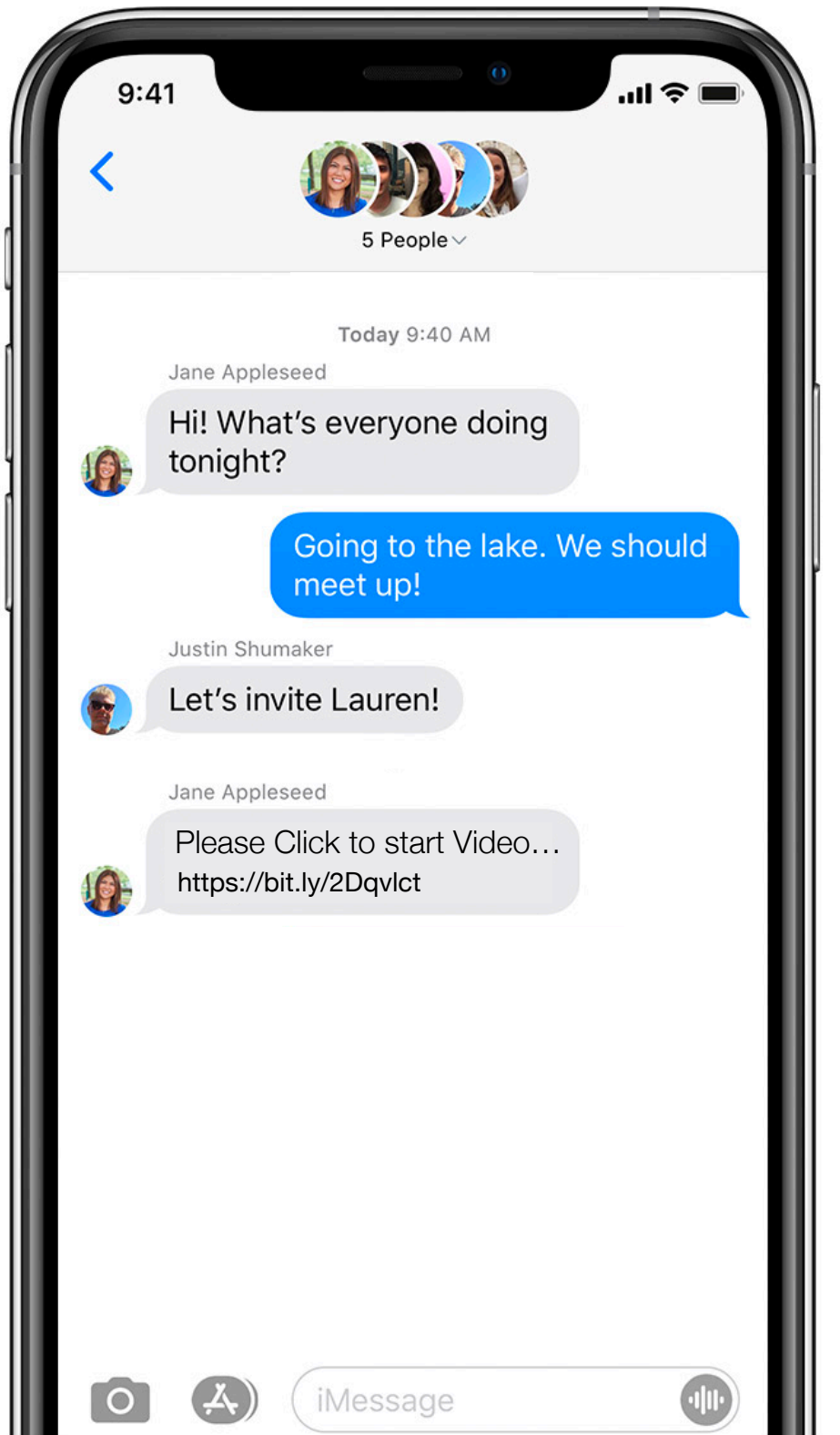


Step 3. Open your Video (Room)

Open Video



## Altitude Chat





Message Control



Voice & Video Call

Live Chat

File Sharing

Screen Sharing

CoBrowsing

Snapshot

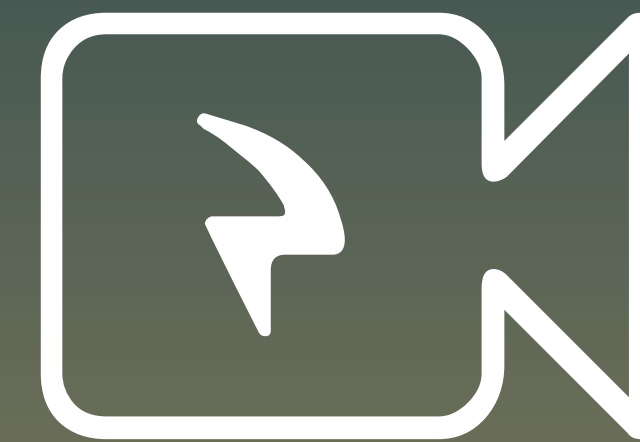


Video Recording

Video ID

API Framework

Mobile SDK



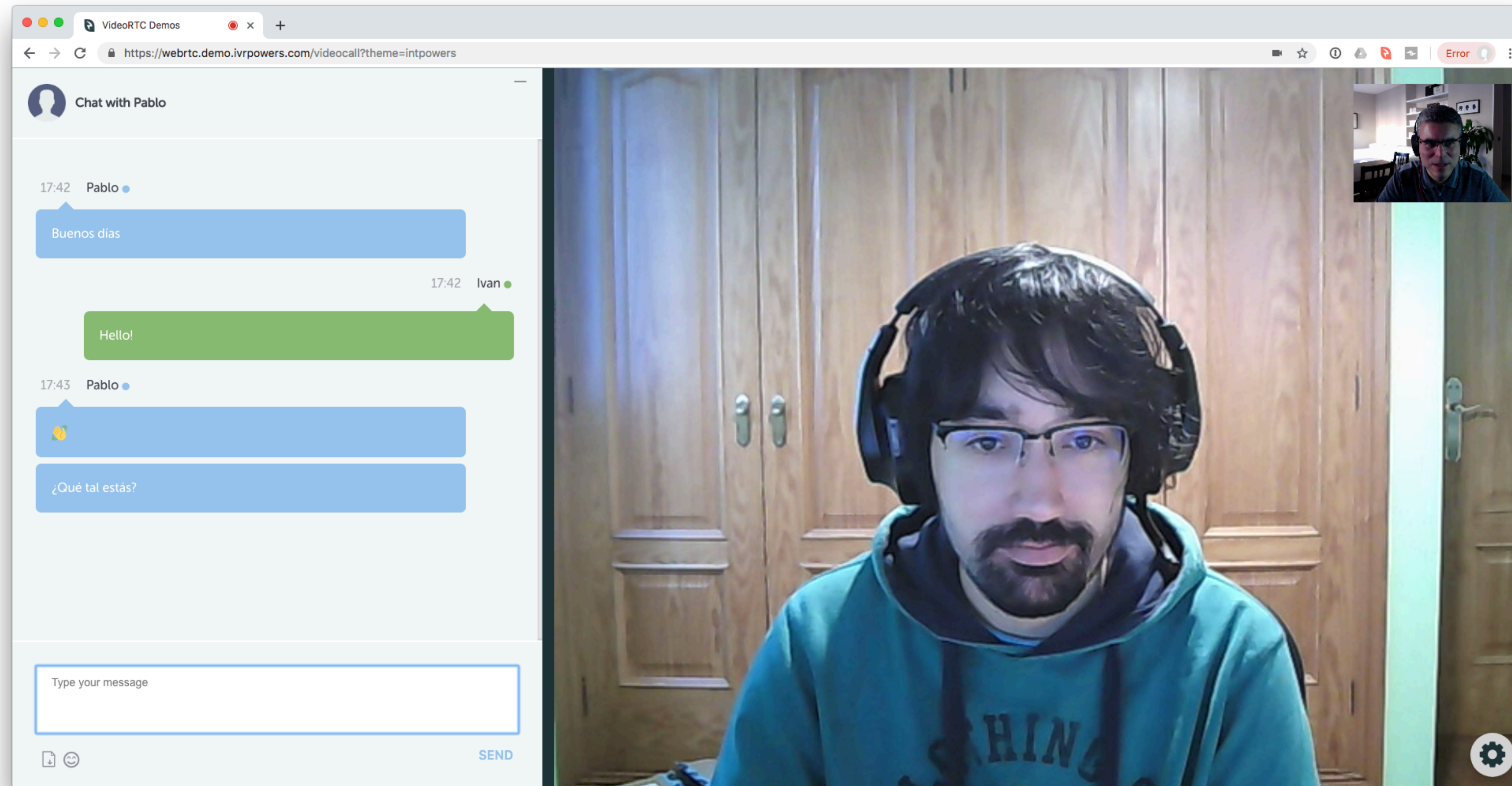
## Video RTC

Core Features



# The New Digital Age Frontend

Streamline your business communications





# The New Digital Age Frontend

## Computers



Web Browsers



## Smartphones & Tablets



iOS Devices



Android Devices



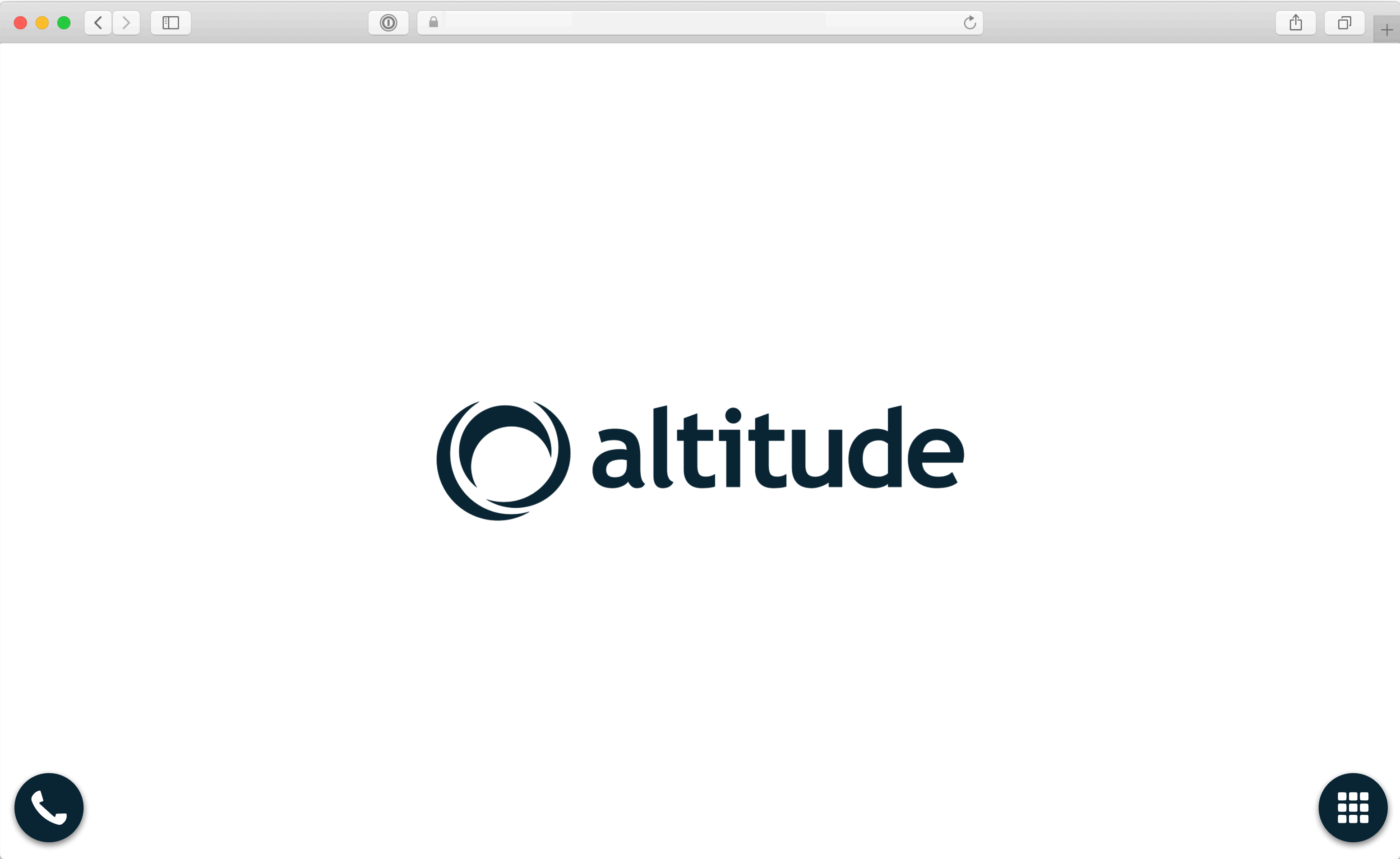
## Kiosks



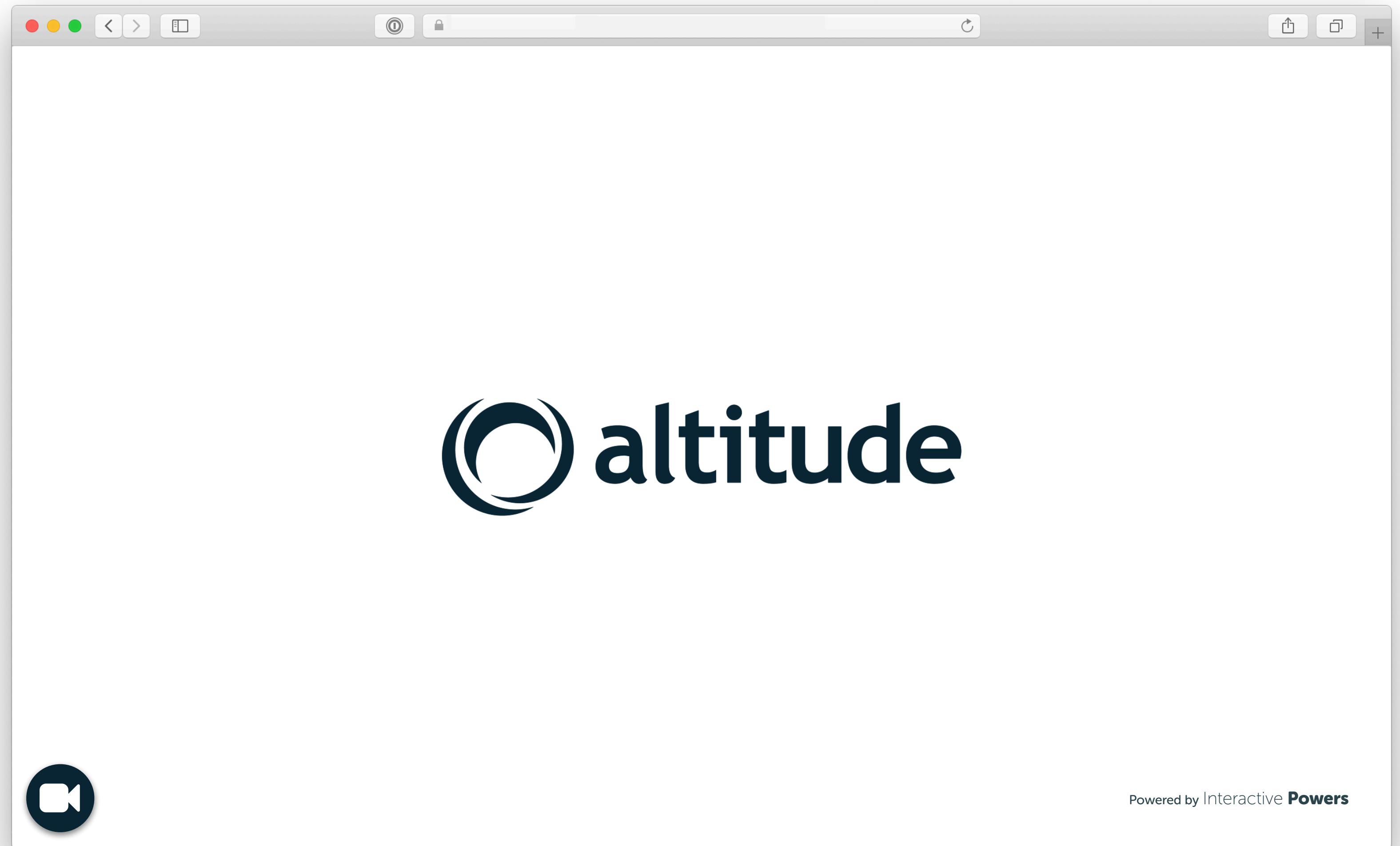
Boxes, Screens & TV



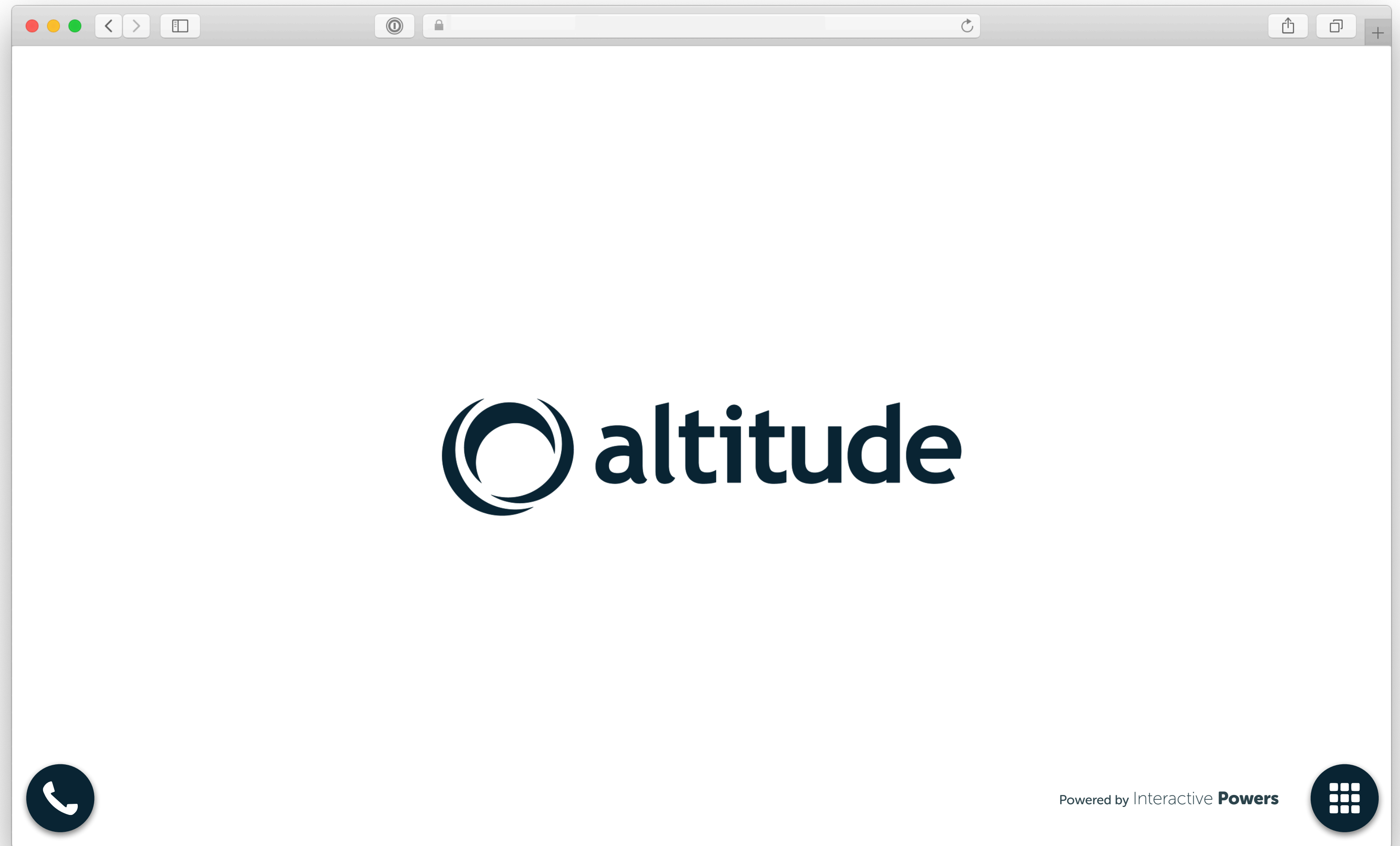




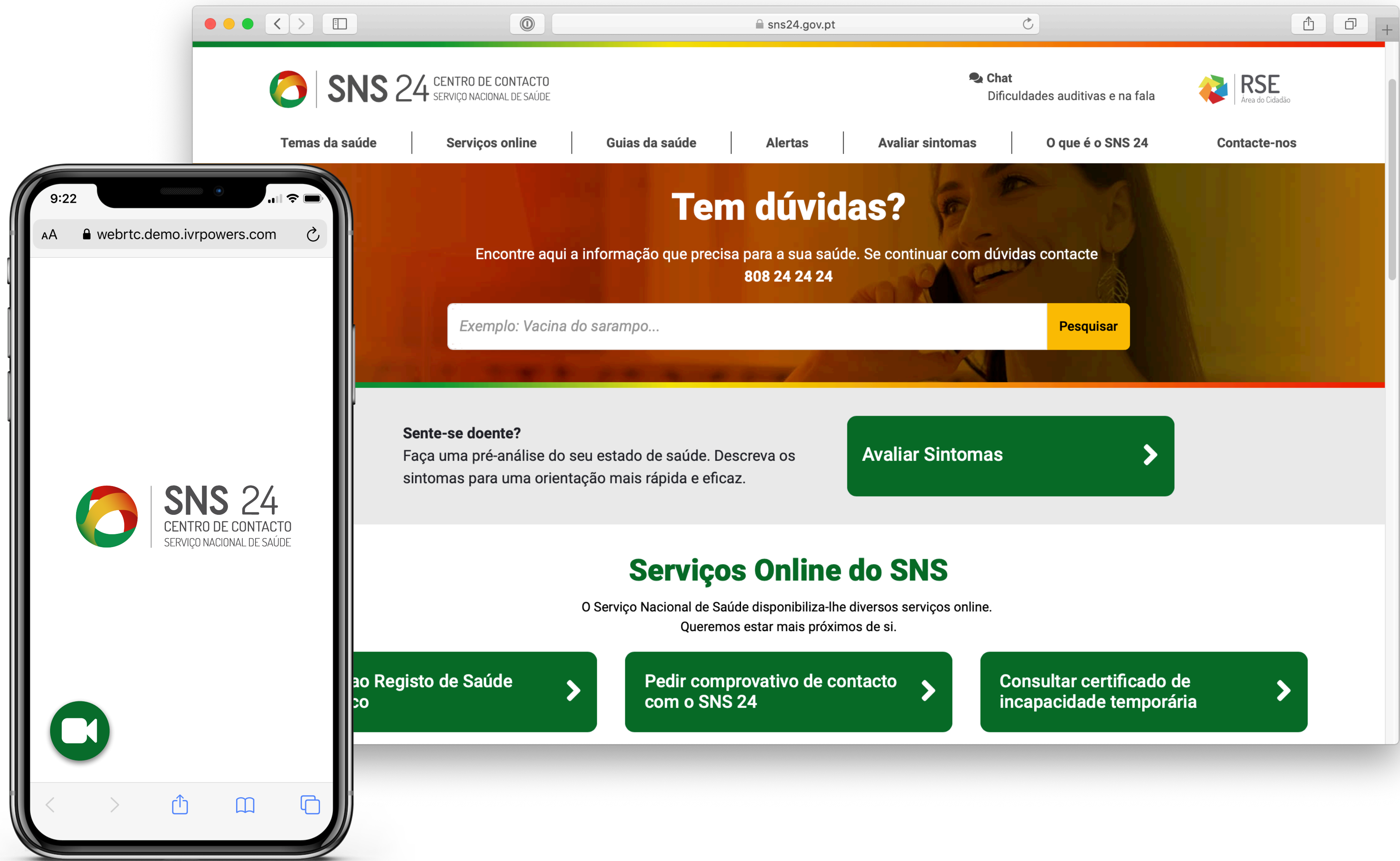












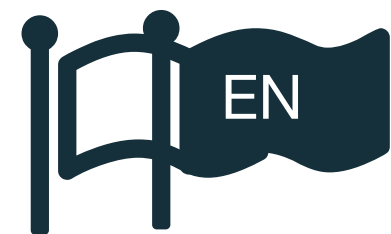




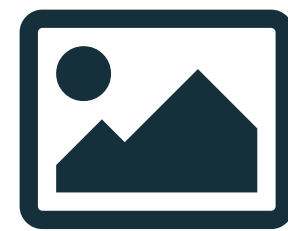


# Hyper Personalization

Language, Logo, Web & Mobile SDK, Secure URL...



Multiple Languages



Customization & SDK



Secure URL



WebRTC



# Encrypted and Secure

## Compliant with all Security Standards



No  
User  
Stored  
Data



General  
Data  
Protection  
Regulation

powered  
by **aws**



**256 BIT**  
ENCRYPTION



# Designed for all modern Operative Systems & Web Browsers



**Safari**

Apple

MacOS, iOS



**Firefox**

Mozilla

MacOS, MS Windows, Linux OS,  
Android OS



**Chrome**

Google

MacOS, MS Windows, Linux OS,  
Android OS, Chrome OS



**Edge** new

Microsoft

MS Windows, MacOS, iOS,  
Android OS



**Opera**

Opera Software

MacOS, MS Windows, Linux OS,  
Android OS



Interactive **Powers**





Interactive Powers

**Europe**

Carretera de Fuencarral 44 B5 Oficina 11  
28108 Alcobendas (Madrid)



Interactive Powers

**America**

2320 Ponce de Leon Boulevard  
33134 Coral Gables (Miami)





Interactive **Powers**

Streamline your business  
communications