AltiaConnect
Cloud Based Contact Centre Solution

AltiaConnect Contact Centre Overview

Customers want a seamless process when they reach out to organisations, and they expect that to be consistent across every channel. Delivered as a fully managed service, AltiaConnect is a cloud-based omni-channel contact centre solution hosted in Microsoft Azure.

Scalable Cloud Solutions

With a cloud-based solution, you receive a highly scalable platform that provides the latest in unified communications technology, giving your organisation best-of-breed applications that will help develop and optimise the interactions your agents have with customers.

Flexible Cloud Phone System

AltiaConnect leverages your existing technology investment to provide a full Cloud Contact Centre solution, offering extensive and seamless PBX integration options, such as Skype for Business, Microsoft Teams, Cisco, Avaya, Mitel and Unify.

Reduce Costs

Equip your organisation with the flexibility and agility to expand, and start leveraging the capabilities of a secure and compliant cloud-based platform. Helping your organisation reduce risks over traditional on-premise contact centres.

Enhance Customer Experience

Designed to coordinate all your channels within one platform for a seamless engagement journey, our omni-channel solution enables your customers to reach out for help using their preferred method of communication. All from a cloud-based service, AltiaConnect offers intelligent routing and queuing for all chosen communication channels including voice, SMS, chat, email, fax and social media.

Improve Employee Experience

To keep up with accelerating changes in the workplace, you can also deploy individual applications on a per-agent basis to help build and scale your work-from-home team.

Omni-Channel Contact Centre for Improved Customer Engagement

Ensure a Smooth Service with a Hosted Cloud Contact Centre

Service Features

- Cloud based contact centre solution.

- Omni-channel contact centre

- Routing and queuing engine that offers you powerful management rules with a single administrative interface.

- Customers can initiate contact through a number of access channels – Voice/ Web/ Text/ Social.

- Real-time and historical reporting with dashboard technology and performance monitoring.

- Enhanced voice recording with PCI compliance capabilities.

- Comprehensive built-in ticketing system for each communication stream.

- Access support tied to service levels, ranging from Mon - Fri 0900-1700 to 24/7.

Service Benefits

- Access cloud enabled flexibility by scaling up or down to control expenditure and eliminate the cost of on-premise hardware.

- A seamless experience for customers who can initiate chats and transfer conversations to email without restarting a discussion.

- Have control over your department's workflow, tasks and processes with an easy to manage control panel.

- Stay flexible and friendly with your customers by supporting them with the contact channel of their choice.

- Use reporting analytics to efficiently plan support teams and manage shift patterns around busy and quiet periods to maintain excellent customer contact levels.

- Review performance, monitor calls and securely comply with payment system management.

- Easy management and full automation that improves handling and responsiveness to incoming requests.

- Expert consultancy and on-going support backed by Altiatech's Microsoft Gold Partner and Altigen Partner status.

Next Steps and Service Delivery

⚙ Pre-requisites

There are no pre-requisites for AltiaConnect, we provide all licencing and software/ hardware required for your deployment.

We will hold an initial workshop to determine your requirements and then assess your existing infrastructure to ensure the best plan is deployed for your current and future needs.

The service can be deployed remotely or on-site – dependant on your access policies and the final infrastructure configuration agreed. A basic voice-only deployment for 20 users typically takes 20 days.

🤝 On-boarding and Off-boarding Process

A comprehensive assessment of your current estate will be carried out by our fully qualified consultants. This assessment will determine the correct configuration of the service to meet both your existing infrastructure and business needs, along with the time it will take for deployment.

The standard minimum contract length is 24 months. Once the contract period ends, it can be cancelled with ninety-days notice. Upon cancellation, all services will be ceased, and any equipment provided will be recovered.

Ongoing Support

Altiatech can provide you with on-going support, from 3rd line to a fully managed service with a range of support hours/ SLAs to meet your business needs depending on the severity of your support issue.

Typical services we provide are as follows:

Monday – Friday 0900–1700 with 4-hour Response
Monday – Friday 0800–1800 with 4-hour Response
Monday – Sunday 0800–2000 with 4-hour Response
24x7 with 4-hour Response

Altiatech can also provide a tailored support package to meet your business needs.

Empowering Business Through Innovation

About Altiatech

Altiatech is a Microsoft Gold Partner and has deployed unified communications for several Universities and other public sector bodies. Our consultants have extensive knowledge on a range of telephone and contact centre systems, as well as video conferencing services, enabling us to plan your deployment regardless of the current infrastructure.

Microsoft Partner | Microsoft

Gold Cloud Platform
Gold Datacenter
Gold Windows and Devices
Silver Cloud Productivity
Silver Small and Midmarket Cloud Solutions

Altiatech can also provide ancillary services, such as:

- End-user devices (headsets/ handsets/ webcams or screens)

- Drive user adoption and optimise your investment with our training services, including on-site, online and train the trainer packages.

  Through professional services, our team offers an effective combination of customer service expertise and deep technical knowledge to help guide you on your journey towards the modern workplace. We deliver innovative ways to better serve your organisation and support users to enjoy the full benefits of your IT investment.

Public Sector Clients

As a specialist end-to-end IT provider, we are committed to working hand in hand with our clients. We understand that people come first, and technology second, which is why we provide flexible IT solutions to enrich your user experience and improve your organisations digital transformation.

Here are some of our clients below.

NHS Worcestershire Acute Hospitals NHS Trust

SOUTH KESTEVEN DISTRICT COUNCIL

Allerdale borough council

University of Suffolk

London South Bank University EST 1892

Historic England