ALITER TECHNOLOGIES

ALITER
Aliter Contact Center

EFFECTIVE
COMMUNICATION WITH CUSTOMERS

IVR

DEPLOYABLE IN THE CLOUD

CUSTOM-TAILORED SOLUTIONS

VOICE BIOMETRICS

Aliter CC combines effective solutions for clients ranging from small companies to large corporations with corporate cost optimisation.

Automatic communication routing

- Optimised response times for processing requests
- Automatic performance assessment
- Optimal agents utilization

Support for outbound campaigns

- Automated generating of calls and callbacks
- Call scripts for unified communication with clients
- Assessment, classification and statistics

Efficient requests solving

- User-friendly dashboard for the agent and supervisor
- Integrated knowledge base
- Interactive decision trees

Voice biometrics

- Automatic caller voice recognition using different audio sources

Trouble-free service provisioning

- Extended history of client and his requests
- Efficient multi-channel communication
- Channel operation from a single agent interface
- Analysis of recorded calls

Integration of supporting systems

- Systems for ITIL process administration

Optimisation of investment and operating costs

- Support for multi-tenant operations
- Deployable in the cloud
- Virtualisation of agent farms – zero client
- Modularity and scalability

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