



Delta Training

DETAILS

Altitude software is a leading provider of Contact Centre technology, which is constantly growing and being updated. Since the launch of the Altitude 8 version in 2013, it is in constant development.

Many of our customers continue working with the 7.5 version, however we strongly recommend to upgrade and migrate to the latest version to benefit from the full potential of the platform.

This migration is not a straightforward operation given that Altitude 8 is an entirely new proposition, which offers many new functionalities along with changes to their data schemas.

To assist with this major version migration, Re-inventa offers Delta training course specific to version 8 migration, where we provide an in-depth, comprehensive coverage of new functionalities and improvements implemented in the latest version. This ensures an easy, and smooth transition.

Changes in Altitude 8 include:

- New Data model, Contact Profile, Directory, etc.
- New web-based application.
- Ability to manage an autodialling software such as Strategy Centre.
- New campaign workflows.
- Personalised dialling rules.
- Fall-back rules for failed cases.
- Optimisation of queue management service (single queue system), and priority queuing.
- Complete personalisation of the uSupervisor tool.
- Changes to Scripting and Automated Scripting.
- Personalisation, and extension of reports.

With the Delta training programme, supervisors, developers, and maintenance personnel alike will be able to complete the change over to the newer version with total security and confidence, and start taking advantage of features the new version has to offer.

Over the years at Re-inventa, we have worked with a myriad of customers and provided them with tailored solutions to attend to their changing business needs. Our extensive knowledge and experience in technology sector, ensures that solution offered is right for you, delivered by reliable, highly qualified engineers.

MAIN FEATURES

- Designed for the migration from Altitude 7.5 to 8.
- Overview and management of latest changes and features.
- Training orientated towards the new features that the software offers.