



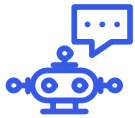
## Alta's Artificial Intelligence Platform



### Keeping the Focus on Your Customer

autoMate blends automation with human agents, ensuring agents have the tools and support they need to confidently resolve complex situations. It's their Mate in the background efficiently working ahead, gathering data and providing just the right knowledge to help a customer.

### What Can autoMate Do?



#### Agent Assist

Increases the agent's ability to listen/empathize and reduces call time.

- Transcribes call content in real time
- Pre-populates data
- Recommends appropriate articles from the knowledge base



#### Virtual Assistant

Enhances interactions creating more helpful agents and happier customers.

- Smart routing to "triage" contacts using tools like keyword mining
- Basic customer information collected and auto-populated for increased efficiency
- Full self-service for customers with low complexity interactions



#### Insights and Analytics

Collects viable information using tools like word mining and regression.

- Identifies key trends in customer contacts
- Scores agent quality and helps coach our agents
- Provides better understanding to utilize voice-of-customer data



#### Fulfillment Automation

Streamlines interactions by monitoring calls and automatically creating records in order management systems.

- Coupons or samples
- Product replacements
- Reimbursements
- More



#### Global Scale

Includes global application for every step of the process.

- Multilingual capabilities ensure solutions work for North American and global customers
- Translation for interactions taken in other languages but coded in English



# Why Alta Resources' autoMate?

At Alta, we focus on applied innovation – we help to identify the use case for the emerging technology that will maximize value for your business. Alta's artificial intelligence technology, autoMate, is a customizable platform of solutions to integrate with *your* platform to provide enhanced customer experiences. We create solutions that maximize customer relationships.

## What We Do

We serve as a transparent extension to our clients and, in turn, streamline their brand experiences across all touch points. Alta Resources delivers defined results in the form of efficiencies, sales growth and cost savings.

### Care

Care is no longer just a post-sale process or strategy. Through traditional and digital channels, we interact and engage with clients' customers in a retention-focused, brand-satisfying manner. We provide dedicated care at all points of the digital customer journey.

- Omni-channel customer care through voice, email, social media, chat and text
- Online self-service via the web and interactive voice response (IVR)
- Social media monitoring and engagement
- Member services and loyalty programs
- Technical support
- Lead capture, qualification and management
- Crisis communications
- Cross- and up-sell opportunities

### Sales

Inside-sales teams apply omni-channel contact strategies to help brands retain and grow their B2B and B2C accounts.

- Direct
- Team
- Retail
- Digital
- Patient outreach and compliance
- Licensed agents
- Analytics

## Whatever Your Need...We Have A Location for You

We have strategically expanded our footprint – domestically and internationally – over the last 25 years. Our five distinct locations allow us to meet clients' needs for more language, time-zone and service-level options:

- Neenah, Wisconsin (headquarters)
- Fort Myers, Florida
- Brea, California
- Manila, Philippines
- Belize City, Belize