autoMate™

Voice driven artificial intelligence by Alta

A better customer experience is just a (tech-powered) phone call away

Keep the Focus on Your Customer by Narrowing Your Agent's Focus

Alta's autoMate™ voice-driven AI streamlines the multi-tasking historically done manually during a call by the agent to achieve one critical task—**making the customer feel heard and valued.**

autoMate works seamlessly in the background to gather data and offer recommendations, eliminating those awkward pauses while the agent enters data, searches knowledge bases and verifies customer information. As a result, the agent can focus on listening, making an authentic connection with the consumer and providing a low-effort experience. **No more frustrating the customer who's awaiting a response.**
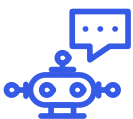
How autoMate Supports Your Agents *So They Can Support Your Customers*

Live Agent Assist
Automates operational tasks so agents can focus their undivided attention on the customers themselves.
- Transcribes call content in real-time to assist agent during call
- Collects and auto-populates basic customer data for increased efficiency
- Recommends appropriate articles from the knowledge base
- Completes case coding and a case summary after the call

Virtual Assistant
The voice bot in the interactive voice response (IVR) is capable of managing low-complexity calls through fully autonomous conversations.
- Transcribes call content for accurate records
- Initiates call flow, collects data, and in a timely manner, smart-routes customers who need personal interaction with a live agent for more complex situations
- Agents are supplied a full transcription and pre-populated data prior to interacting with the customer

Other Useful autoMate Features

Robotic Process Automation
Using call data, autoMate automatically triggers post-call workflows and downstream processes, cutting down on time agents spend on post-call tasks.

Insights & Analytics
Leverage rich, real-time data, such as satisfaction scores, voice of the customer, call quality and more, to make sound business decisions with confidence.

Multilingual Compatibility
Multilingual, translation, and language-based coding capabilities ensure solutions work for North American and global customers.

Learn more about Alta Resources online at **altaresources.com**

alta resources

Improve Your Bottom Line AND Increase Satisfaction And Engagement

- Reduces call-time and post-call wrap-up via automated data entry and full transcriptions
- Reduces employee training time and improves time to proficiency for new agents
- Reduces risk of manual entry errors through automated transcription and population
- Increases customer satisfaction due to shorter, more engaged, lower-effort conversations
- Improves employee engagement, which can ultimately reduce employee attrition

autoMate: The AI You Didn't Know You Needed But Wish You Had

Brought to you by the experts in world-class customer care.

Voice is one of the most complex, yet least-supported channels in the customer care landscape, despite being one of the largest. At Alta, we've always focused on applied innovation—that means we don't just build technology for other businesses; we utilize the tech we build every day with some of the world's most respected brands on some of the world's toughest audience—consumers. autoMate is designed with the customers' need at the center and the agents' needs at its heart. Because a better agent experience means a better customer experience, and vice versa.

Platform Compatibility

We consulted IT and Care managers on how to maximize the value of their care services, and the response was similar across the board—to integrate Alta's phone-based artificial intelligence with their existing technology investments. **autoMate integrates with Salesforce, Zendesk, and many open platforms via APIs, otherwise our proprietary platform is available for businesses without one.**
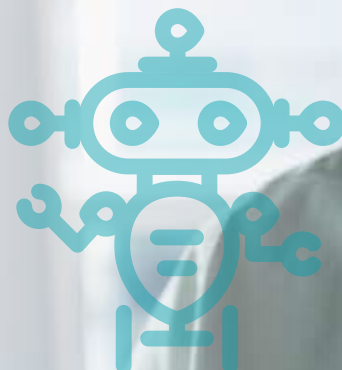
autoMate makes your agents' jobs easier, your customers happier, and your bottom line larger.
Why wouldn't you autoMate?

Discover how autoMate by Alta can help you achieve better success
Schedule a 30-minute demo

When it comes to autoMate, seeing is believing. Once you see autoMate in action, the benefits are clear. See how autoMate can impact your business by scheduling a demo today.

Contact your Alta representative or visit **altaresources.com/contact**

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