

We Are Alta Resources



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Who is Alta Resources?

Founded in 1995, we are a company focused on the relationship business. We form meaningful bonds on behalf of brands by utilizing our suite of integrated business product outsourcing (BPO) services. From customer care and sales to e-commerce and fulfillment we listen, ask thoughtful questions and go out of our way to help your customers. Our individualized approach results in increased customer satisfaction, retention and lifetime loyalty, all of which positively impacts your bottom line.

Why Alta Resources?



Omni-Channel

A full scope of integrated services for a complete brand experience using voice, email, social media, chat, text and self-service applications.



Applied Innovation

From implementing AI tools and analytics solutions to channel expansion – we are constantly re-evaluating how we work, piloting new technology and implementing best practices.



Security & Compliance

Level-1 PCI compliance and SOC certification to protect information and reduce risk. HIPAA compliant and HITRUST certified.



Six Sigma

Proven and disciplined methodologies create a culture of continuous improvement, innovation and cost savings.



Global

Onshore, offshore (Manila) and nearshore (Belize) operations provide options for significant cost savings and around-the-clock multi-lingual support.



Size

Large enough to scale, small enough to be nimble and responsive. Allows for dedicated, detailed service for all clients – large and small – while still being capable of large program launches and expansions.



Experience

Twenty years of proven results, trusted relationships and deep vertical expertise for world-leading brands.

hello.

how can we
help you?

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 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, video, 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

Integrated Services

- E-commerce - We acquire, convert and retain customers through multichannel commerce, including self-service e-stores.
- Fulfillment - We handle millions of products, premiums, gift cards, coupons and rebates through outbound delivery (pick-pack-ship), gifting and more.
- Back Office - We annually process millions of pieces of inbound mail for clients.

Where We Are

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 (Pasig City), Philippines
- Belize City, Belize



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.**

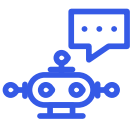
How autoMate Supports Your Agents *So They Can Support Your Customers*



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.

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.**

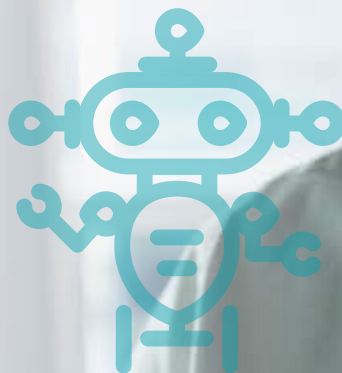
autoMate makes your agents' jobs easier, your customers happier, and your bottom line larger.

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



Fox Cities – Green Bay, WI | Orange County – Los Angeles, CA | Southwest Florida
Central America | Latin America | Southeast Asia



Alta Resources

Content Moderation



Alta safeguards your community while strengthening your brand.

User-generated content is a powerful tool with endless possibilities to connect to your online community while your community connects with each other. *It also opens the door to inappropriate, misleading, offensive, and even dangerous and threatening content.*

With the continuous influx of user-generated content online, it's critical to keep ahead of user-generated content on every digital platform and eliminate content that can be potentially damaging to your online community, such as:

- Manipulation
- Coercion
- Misinformation
- Bullying
- Fraud
- And more

74%

of consumers see security as the most important element of their online experience.
- Experian

93%

of consumers say that user-generated content can help them in making a purchasing decision.
- AdWeek

But it's not just your community you need to keep safe—your reputation is on the line as well. *Online communities are built on trust, so distrust can quickly ruin your brand reputation.*

Fostering a safe community means you can freely encourage community engagement, affect buying habits, build a positive brand perception, and resolve conflicts quickly and effectively.

What can Alta Resources do for you?



Brand & Customer Care—Social care for brands

We manage our clients' brand pages on various platforms to engage with their consumers, addressing comments, questions, ratings, reviews, and inappropriate content that is not captured by the native platform.



Content Moderation—Social care and fraud protection for digital platforms

We monitor for inappropriate content (text, photos and videos) that is dangerous, threatening, malicious or otherwise unsafe, that artificial intelligence can't do alone.



Fraud Monitoring—Phishing protection for online communities

We investigate questionable posts and profiles for fraudulent activity for our clients with e-commerce platforms to ensure their online community is safe from phishing schemes.

Learn more about Alta Resources online at altaresources.com



Get comfortable getting back to doing what you do best

And let Alta handle your content needs.

By relying on Alta Resources for content moderation, your community can freely enjoy connecting with their friends and family, asking for and giving recommendations, learning, shopping and more without experiencing unnecessarily unpleasant, unsafe, or even fraudulent content on your platform.

Why Alta?

Our foundation in Customer Care gives us a unique advantage in the human side of moderation.

When artificial intelligence alone can't make a call, you need human intervention to make critical decisions. That's where Alta thrives. Our 25+ year history in customer care makes us specially equipped to monitor questionable content and make decisions that are in the best interest of company policy in a timely, effective manner.

Trend Analysis & Insights Reporting

Our content moderation and data annotation team can combat threats while identifying user trends and brand opportunities, so your community and your brand can continue to thrive. We leverage our customer care expertise by identifying insights that might otherwise go unnoticed during traditional content moderation, creating opportunities to elevate your brand.

At the heart of the matter, the heart and mind are what matters.

Care isn't just what we do, it's how we do it.

For 25 years, companies have trusted Alta to care for their customers. The satisfaction, safety and trust provided on our clients' behalf through our Customer Care and Sales is also extended to our employees. Our frontline team members give us the opportunity to provide outstanding care, and we know they work tirelessly to give the service your customers deserve. It's only right that we always have, and always will, go to the same great lengths for them in return.

Employee wellness is our number one priority.

A resilient person not only understands an adverse or dangerous situation they've experienced but their emotions surrounding it as well, so that they can remain in control of their wellbeing. But resilience isn't a birthright to be expected in every individual without the proper training and ongoing support. At Alta, we understand the magnitude of content moderation at its darkest and the toll it can take on employees working on the front lines. We are committed to employee wellness as the top priority when considering content moderation opportunities.



Alta earned Gallup's "Best Practice Demonstrated Engagement Excellence" Recognition in 2021

