altodigital
your office technology partner

Established for over 35 years, we have focused exclusively on providing unbeatable office technology, and although we are a truly national operation, our success has been forged around our unique network of local offices providing on-the-spot response, rapport and reliability.

Virtual Contact Centre

Our virtual contact centre (VCC) provides seamless integration and connectivity with all of your contacts, including overseas. Delivered through a single platform, benefit from integrated presence, multi-lingual chat with immediate translation, call routing, reporting and management and more.

Businesses just like yours can use our VCC technology to better serve the people that matter to you, across the globe. It's based on powerful cloud-based, call centre software and is extremely flexible, quick to deploy and simple to use.

The fact that your call centre can be located anywhere and everywhere is a huge bonus. With our UC system it's possible to bring even the most remote of home-based agents together, in one virtual call centre.

Better customer service

Customers demand great service. Altodigital's VCC solution can help you to better manage and improve your communication systems with features like real time monitoring, skills based routing, solutions for telesales, help desk and more.

Customers also say that they have enhanced their customer retention and profit-making potential by using methods that customers prefer such as chat, email, phone and web call back.

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Improve Availability

We have worked hard to create a world-class solution that benefits businesses large and small. It combines the latest cloud-based software, with the resilience of our top tier data centres, to provide a proven track record, providing 99.99% uptime.

The methods we adopt for managing reliability are unique to our industry, and we believe have set new standards for how system maintenance and upgrades are managed in the cloud.

In addition, disaster recovery options can be introduced, to re-route individual channels of customer communication (voice, chat, email, web call back) remotely, or to duplicate an entire section of your platform to an alternate geographical location.

Global solutions

VCC Global simplifies the whole process of logging into multiple contact centre systems to manage traffic from different continents. It allows you to intelligently route all of your interactions more efficiently and without unnecessary complexity.

It's an effective and highly efficient way of engaging and communicating with existing contacts, as well as making news ones, regardless of location. With VCC Global you are always in the best position to deliver a world-class, optimal service, without any shortcomings.

Communication Solutions

Your business has to maintain constant and effective communication and connectivity – with your employees, agents, customers and suppliers. Any loss of efficiency can impact on your bottom line. Use our intelligent, technology-driven solutions to ensure your business keeps pace with today's global demands.

The Benefits

- Manage global call centres through a single location
- Experience seamless integration and connectivity with overseas contacts
- Improve your customer experience
- More intelligently and efficiently route/re-route interactions
- Retain more customers and increase your profits
- Extremely flexible, quick to deploy and simple to use

To find out more about Altodigital telephone:

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