



## **PRESS RELEASE**

### ***Altivon to Offer Snapshotz Online throughout North America***

#### **Self-assessment tool for Contact Centers, Service Centers and Help Desks**

PHOENIX, AZ, May 5, 2010 -- [Altivon](#) today announced the launch of Snapshotz Online into the North American market. SnapShotz Online is a self-assessment tool that assists contact center directors, help desk managers and others in obtaining a holistic view of their customer service environment. Altivon is the exclusive reseller for North America and will provide support and analytical expertise as a service to their customers. Development and international sales are handled by [Customer Services Audit](#) (CSA) of New Zealand.

“Snapshotz Online provides a quick and easy way for users to get an objective assessment of their organizational performance,” said Bruce Andersen, Altivon President and CEO. “It offers tremendous value as a planning, reporting, risk management and training tool for contact center management. It is unique and attractively priced, delivering immediate ROI for those who use it.”

Developed specifically for the customer service environment, Snapshotz Online can provide a good value for organizations from as few as 2-3 agents to those with several thousand. The tool is based on a cloud computing / software-as-a-service (SaaS) model and gathers more than 620 data points via questions grouped in eight functional areas.

Analysis and feedback are immediate, identifying areas for improvement against industry best practices. Organizations can also audit themselves by comparing results over time. Altivon customer service representatives are trained and available to assist users in interpreting their results.

“Snapshotz makes it easy for customer service management to audit the customer service center in one place,” said Deepak Selvaratnam, CSA founder. “We are extremely pleased that Altivon has joined us because they bring deep contact center consulting skills and experiences that can help Snapshotz users derive the greatest benefit possible.”

#### **About Altivon**

Altivon delivers high value, high impact unified communications solutions to Contact Centers and the Enterprise. Focused on enabling, enhancing and elevating the experience of an organization’s employees, partners and customers, Altivon handles all aspects of solution design, deployment, support and on-going improvement. The solution set includes multi-media [Customer Interaction Management \(CIM\)](#), [Interaction Process Automation \(IPA\)](#), [Enterprise IP Telephony](#), [Unified Messaging](#), and Networking. Founded in 1989, Altivon is headquartered in Phoenix, Arizona and has offices across the US and Canada.

#### **Contacts**

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