

# Resolutte

## Diamond Level Reseller Partner Reaching New Success

### Alvaria Products Resolutte Offers

- Alvaria Advanced Outreach™
- Alvaria CXP™
- Alvaria Engagement Analytics™
- Alvaria Motivate™
- Alvaria Performance™
- Alvaria Quality™
- Alvaria Workforce™

### The Organization's Beginnings

Founded in 2015 in São Paulo, Brazil, Resolutte, an IT outsourcing company, serves small and mid-sized businesses. In addition to their headquarters in São Paulo, in 2022, Resolutte expanded their business to the United States, creating the affiliated company Rising Interactions, based in Orlando, Florida.

### Partnership with Alvaria

Alvaria partners with organizations and industry leaders across the globe in order to offer end-users more choice and greater access to Alvaria technology and solutions. A partner since 2019, Resolutte is a strong advocate of the power of Alvaria's outbound capabilities which allow contact centers to build strategies to route calls to specific agents. Additionally, they champion Alvaria workforce engagement management (WEM) software because of its multichannel forecasting abilities as well as the easy integration with automatic call dialers (ACD). The Alvaria partnership became even more meaningful in 2020. At the beginning of the pandemic, Alvaria engineering and support teams worked around the clock to ensure Resolutte's customers' platforms were stable, allowing agents to work from home without interruptions.

*“We appreciate Resolutte’s commitment to customer engagement and the success they have had in multiple customer segments with us.”*

– Gary Levy, Senior Vice President of Global Channels, Alvaria



Resolutte and Alvaria's first joint customer, CRC, increased agent seats by 50 X in one year because both companies focused on helping them grow.



#### About Resolutte

Resolutte and Rising combine the experience of contracting users with a team of high delivery capacity and adherence to the best market practices. Working very closely with their customers, delivering technologies, and teaching the best practices to let them get their best results and performance. Performance, collaborations, and results are the main focus.

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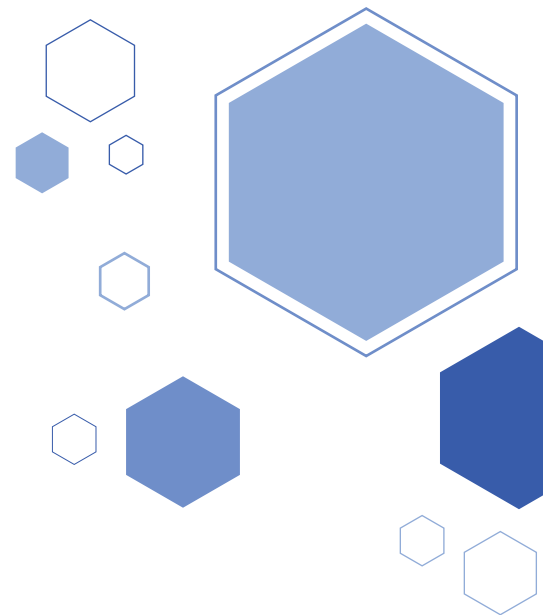
## Future with Alvaria

In 2022, Resolutte's knowledge and commitment allowed them to reach specific revenue goals, earning the company the distinction of Alvaria Diamond Partner. Chief Operating Officer, Diego Carvalho has indicated, the organization wants to become more than a diamond partner by continuing to sell Alvaria products and growing their company.

*“Our main focus is to grow our customers' business. We believe that by working very closely with our customers, we can increase trust in our business.”*

– Diego Carvalho, Chief Operating Officer, Resolutte

*Alvaria is welcoming new partners in all regions. [Learn more](#) about becoming an Alvaria channel partner today!*



#### About Alvaria™

Alvaria helps organizations efficiently manage and engage the modern workforce and connect compliantly with customers and prospects. Our open, innovative multi-platform is purpose built for two core competencies; a feature-rich, intuitive, and intelligent workforce engagement management platform, and a multichannel proactive compliant outreach platform. Alvaria, the product of the merger of world leaders - Aspect Software and Noble Systems - is proudly celebrating 50 years in business reshaping customer and employee experience. ALVARIA. Reshaping Customer Experience™. For more information, visit [www.alvaria.com](http://www.alvaria.com). Follow Alvaria on Twitter at [@Alvaria\\_Inc](https://twitter.com/Alvaria_Inc). #ReshapingCX

