Aptean

Aptean Respond

World-Class Case & Complaint Management

Aptean Respond is an enterprise case management platform that supports every role in your customer experience team – from front-line agents and case managers to team leaders and executives. Through configurable, process-driven workflows and user-friendly dashboards, Respond empowers your team to improve customer interactions, accelerate case resolution, identify root causes, and capture actionable insights to provide an outstanding customer experience.

Elevate Customer Experience

Respond enables organizations across financial services, healthcare, government, and more to streamline case management, improve outcomes, and elevate customer experience while supporting industry best practices and regulatory requirements.

Respond provides:

- **Case Agent** – Case Agent provides front-line agents with an intuitive interface for entering customer cases. It guides them through complaints, enquiries, and compliments, helping them deliver appropriate, consistent responses and automatically escalating cases where needed.

- **Case Manager** – Case Manager helps case handlers navigate customer interactions from capture to resolution. Its configurable dashboard offers visibility into case pipelines and tasks – and industry-tailored templates, built-in search, and reporting help users streamline their workflow while adhering to regulations.

- **Configuration Manager** – Respond Configuration Manager allows you to design your ideal case management process – no programming knowledge needed. Easily define workflows, escalation paths, automation preferences, and more.

- **Dashboards, Reporting & Searching** – Respond offers a variety of tools for extracting insights on customer satisfaction and case metrics. Easily search case data and export reports and charts, or leverage built-in dashboards to display information immediately.

Benefits

- Accelerate case resolution

- Increase quality and consistency of customer interactions

- Spot trends and identify root causes

- Monitor staff performance and provide guidance

- Improve regulatory compliance

- Open API for integration with third-party applications

- Choose from SaaS or on-premise options

Additional Capabilities

Respond's functionality can be expanded with a range of additional features, including:

- **Social** – Respond Social gives case managers access to Twitter and Facebook channels so they can respond to inbound feedback while monitoring specific accounts, keywords, and hashtags. All tweets, posts, and messages from company accounts appear in a Universal Inbox, and users can respond directly from inside the platform.

- **TheySay Sentiment Analysis** – TheySay immediately analyzes text from social and email channels to produce real-time sentiment analysis on inbound messages, helping users prioritize workload easily.

- **Business Intelligence** – Business Intelligence outputs Respond data in a standard online analytical processing (OLAP) reporting format that can be used in your existing data warehouse or through a third-party reporting or data analytics tool.

- **Quality Accelerator** – Quality Accelerator provides risk-based, real-time quality assurance and retrospective quality control, allowing managers to monitor their team's case handling, and – if needed – intervene. Through it, managers can provide individual feedback, identify and fix common mistakes, and recognize outstanding performance.

- **XSync** – XSync allows users to continually synchronize data in a Microsoft Excel workbook with the latest information from Respond. Instantly refresh Respond data from within Excel, and quickly conceptualize data visualizations from within a tool you already know.

- **Self-Serve** – With Self-Serve, you can embed an additional channel for customer feedback within an existing client portal or website. When a customer logs feedback in Self-Serve, a case is automatically created in Respond, eliminating the need to re-key information.

For more information, contact us at **enquiries@aptean.com**.

Aptean Aptean provides very specific industries with very specific ERP, supply chain management, and customer experience solutions. In today's fast-paced, highly competitive economy, organizations don't have time to waste forcing homegrown software, spreadsheets, and one-size-fits-all solutions to do things they were never designed to do. Aptean is on a mission to end those workarounds – with industry-specific solutions instead of generic software, expert support instead of making you go it alone, and a steady influx of new ideas instead of the status quo. For more information, visit **www.aptean.com**.