

## Aptean Respond

# Make Customer Experience a Competitive Advantage



Aptean Respond is an enterprise case and complaints management platform that supports every role in your customer experience team – from frontline agents and case managers to team leaders and executives.

Through configurable workflows and user-friendly dashboards, Respond empowers your team to improve customer interactions, accelerate case resolution, and capture actionable insights to provide an outstanding customer experience.

## Benefits

- » Improve the quality and consistency of the customer journey with customisable case processes and context sensitive customer surveys
- » Stay compliant with industry-tailored templates
- » Spot trends and identify root causes with user-friendly dashboards and reporting tools
- » Monitor staff performance and provide guidance with risk-based quality assurance tools
- » Identify and support vulnerable customers with a built-in text analytics solution



## World-Class Case & Complaint Management

With Respond, you can streamline case management, improve outcomes, and elevate your customer experience – all while staying compliant with regulatory requirements.

- › **Excel at Regulatory Compliance** – Leverage Respond’s industry-specific templates and embedded reporting tools to help stay compliant with current regulations – including the Financial Conduct Authority’s (FCA) Dispute Resolution (DISP) and the General Data Protection Regulation (GDPR), amongst others.
- › **Improve Customer Interactions** – Respond helps your team resolve complaints faster while maintaining quality and consistency at every touchpoint. Quickly identify potentially vulnerable customers with a built-in text analytics solution, monitor your team’s case handling and provide feedback with risk-based quality assurance tools, and more.
- › **Gain Interactive Visibility** – Respond’s interactive dashboards can be easily customised to display the data needed by various user roles. Give your staff at-a-glance visibility into the information that matters most—from case pipelines and outstanding tasks to performance metrics, root cause trends, and more.
- › **Save Time and Boost Efficiency** – With Respond’s highly configurable platform, you can easily modify workflows or build your own case processes with specific rules, templates, and automation preferences – no programming or database knowledge needed.
- › **Choose from SaaS or On-Premise Options** – Respond is available in both SaaS and on-premise models, so you can choose the option that works best for your business.



## Key Features

- › **Case Agent** – Case Agent gives your frontline staff an intuitive interface for entering customer cases. It helps them deliver appropriate, consistent responses to complaints, enquiries, and compliments, and automatically escalates cases where needed.
- › **Case Manager** – Case Manager helps case handlers and team leaders navigate customer interactions from capture to resolution. It gives staff visibility into case pipelines and tasks, plus industry-tailored templates and reports to help them work more efficiently while adhering to regulations.
- › **Configuration Manager** – Respond Configuration Manager allows you to design your ideal case management process – no programming needed. Easily define workflows, escalation paths, automation preferences, and more.
- › **Consumer Vulnerability Detection** – Respond provides a built-in text analytics solution that scans inbound customer communications for signs of potential vulnerability which might otherwise be missed during the case handling process. Vulnerability markers are flagged for frontline staff and case handlers so they can assess whether a different approach is needed to provide the customer with proper support.
- › **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 Respond's built-in dashboards for at-a-glance access to key metrics.

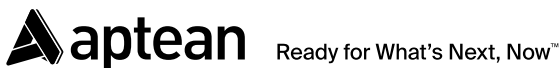


## Additional Capabilities

- › **Survey** – Respond Survey embeds a customer feedback solution within your case management platform, enabling you to create engaging, case-specific customer surveys and then track and analyse the survey feedback within the context of the case data.
- › **Simple Self-Serve** – With Simple Self-Serve, you can build online contact forms that channel customer feedback directly into your complaints management system. When a customer submits feedback through Simple Self-Serve, a case is automatically created in Respond for your team to pick up and manage.
- › **Quality Accelerator** – Quality Accelerator provides risk-based, real-time quality assurance and retrospective quality control, allowing managers to monitor their team's case handling, provide individual feedback, and—if needed—intervene.
- › **Easy Management Information (MI)** – Whether you want to sync a Microsoft Excel workbook with the latest information in Respond – or pull Respond data directly from the cloud to slice and dice with your preferred reporting tool – we offer user-friendly options for all your MI needs.

# Are you Ready to Learn More?

Contact Us at [enquiries@aptean.com](mailto:enquiries@aptean.com)  
or visit [www.aptean.com](http://www.aptean.com).



## About Aptean

Aptean is one of the world's leading providers of industry-specific software. Our enterprise resource planning and supply chain solutions are uniquely designed to meet the needs of specialized manufacturers and distributors, while our compliance solutions serve specific markets such as finance and life sciences. With both cloud and on-premise deployment options, Aptean's products, services and unmatched expertise help businesses of all sizes, across many industries, to scale and succeed.

For more information, visit [www.aptean.com](http://www.aptean.com).