

Aptean updates Respond for financial services

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Aptean has released Respond 6.0, its complaints and feedback management offering. The new version delivers increased functionality to help companies further improve interaction with customers, deliver timely case resolutions and stay in compliance with constantly changing Financial Conduct Authority (FCA) and Consumer Financial Protection Bureau (CFPB) regulations, among others.

Now available on tablet devices, Respond 6.0 features a brand new user interface where all customer complaint data is captured in detail and viewed via drillable dashboards. The dashboard system includes information such as incoming regulatory casework, outstanding approvals and additional information for seamless regulatory reporting, claims Aptean. Further, it says, Respond now provides editable templates for frontline staff to send personalized Summary Resolution Communications (SRC) to customers, which is expected to be a new U.K. regulation for financial services firms under the FCA.

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