

Aptean Respond

World-Class Case & Complaint Management

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.

Elevate Customer Experience

Respond enables organisations across financial services, healthcare, government, and more to streamline case management, improve outcomes, and elevate customer experience 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.
- **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 cloud (SaaS) and on-premise models, so you can choose the option that works best for your business.

Benefits

- Increase quality and consistency of customer interactions with customisable case processes and workflows
- 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
- Leverage an open API for integration with third-party applications

Key Features

- **Case Agent** – Case Agent provides frontline staff with an intuitive interface for entering customer cases. It helps staff 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 offers visibility into case pipelines and tasks along with industry-tailored templates and reports to help users 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.
- **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.

Additional Capabilities

- **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. Managers can also provide individual feedback, identify and fix common errors, and recognise outstanding performance.
- **Social** – Respond Social gives users access to Twitter and Facebook channels, enabling them to monitor specific accounts, keywords, and hashtags, and respond directly to inbound feedback from a single platform.
- **TheySay Sentiment Analysis** – TheySay immediately analyses text from social and email channels to produce real-time sentiment analysis on inbound messages, helping users prioritise 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.
- **XSync** – XSync allows users to continually synchronise data in a Microsoft Excel workbook with the latest information from Respond. Instantly refresh Respond data from within Excel, and quickly conceptualise data visualisations 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 provides very specific industries with very specific ERP, supply chain management, and customer experience solutions. In today's fast-paced, highly competitive economy, organisations 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.