Aptean Respond

World-Class Complaint Management

Aptean Respond is an enterprise complaint management platform that supports every role in your customer experience team – from frontline staff and managers to team leaders and executives. Through configurable workflows and user-friendly dashboards, Respond empowers your team to improve customer interactions, accelerate complaint resolution, and capture actionable insights to provide an outstanding customer experience.

Elevate Customer Experience

Respond enables banks, insurance providers, and other organizations that manage large volumes of complex complaints to streamline their processes, improve outcomes, and elevate the customer experience.

- **Manage Complex Complaints** – Unlike simple ticketing systems, Respond is purpose-built for managing the nuances of complex complaints, which may require specialized processes and collaboration across multiple departments to resolve.

- **Drive Efficiency** – Respond's customizable workflows, templates, and escalation paths help your team manage their workload and resolve complaints faster. Leverage Respond's out-of-the-box workflows and automation or configure your own – no programming or database knowledge needed.

- **Enhance Visibility** – Respond provides interactive dashboards that can be easily customized to display the data needed by different user roles. Give your team at-a-glance visibility into the information that matters most – from outstanding tasks to performance metrics, root cause trends, and more.

- **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

- Improve the quality and consistency of the customer journey with customizable workflows, escalation paths, and communication 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

- **Case Agent –** Case Agent provides frontline staff with an intuitive interface for entering customer feedback. It helps them deliver appropriate, consistent responses to complaints, questions, and compliments, and automatically escalates cases where needed.

- **Case Manager –** Case Manager helps complaints handlers and team leaders navigate complex customer complaints from capture to resolution. It offers visibility into pipelines and tasks along with industry-tailored templates and reports to help users work more efficiently.

- **Configuration Manager –** Respond Configuration Manager allows you to design your ideal complaint 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 complaints metrics. Easily search complaints data and export reports and charts, or leverage Respond's built-in dashboards for at-a-glance access to key metrics.

Additional Capabilities

- **Survey** – Survey embeds a customer feedback solution within your complaint management platform, enabling you to create engaging, targeted customer surveys and then track and analyze the survey feedback within the context of the complaints data.

- **Simple Self-Serve** – Build online contact forms that channel customer feedback directly into your complaints management system. When a customer submits feedback through Simple Self-Serve, a complaint 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, enabling managers to monitor their team's complaint handling, provide individual feedback, and–if needed–intervene.

- **Social** – Social gives users access to Twitter and Facebook channels, enabling them to monitor accounts and keywords, respond to posts and messages, and post proactively – all without leaving Respond. Social also performs sentiment analysis on inbound social media posts, flagging negative feedback so it can be prioritized.

- **Business Intelligence** – Output 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 synchronize data in a Microsoft Excel workbook with the latest information from Respond. Instantly refresh Respond data while working within Excel, and quickly create data visualizations within the familiar environment of Excel.

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

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