APTEAN
WHERE SOFTWARE WORKS

WHAT COULD RESPOND 6 DO FOR YOU?

DATA SHEET

THE LATEST VERSION OF RESPOND IS HERE - BUT WHAT DOES IT INCLUDE?

Customer expectations are at an all-time high, with more questions, queries and complaints being logged than ever before, coupled with an expectation of extremely fast turnaround times. For those in regulated finance, add to that the recent proposed changes from the Financial Conduct Authority (FCA) to their complaints handling regulations, and you have unrelenting pressure from all angles attacking your ability to maintain consistency and quality standards.

As an Aptean Respond 3 customer, you will know that the Respond solution offers an unparalleled means of complaint and feedback capture. Since the release of version 3 in 1998, Respond continues to lead the market, constantly adapting to advances in technology and monitoring regulatory change as well as the evolving means by which complaints are made.

As well as supporting existing versions to make sure they are meeting the high standards customers expect, Aptean constantly strives to provide the most advanced solution possible. Aptean is pleased to announce the availability of Respond's newest release, version 6, which introduces targeted functionality to help companies achieve increased productivity, easier access to information and regulatory compliance.

But what are the differences between version 3 and version 6, and how could you benefit from an upgrade?

INCREASED PRODUCTIVITY AND EASIER ACCESS TO INFORMATION

Over half of Respond customers surveyed agreed that an improved User Interface (UI) would help them increase productivity. Respond 6 features a fresh, modern new UI fit for the always-on-world. This new UI is much more streamlined, allowing for increased case throughput thanks to quick access to all the relevant information directly from the dashboard, or Action Centre.

Visual representations of data in graphical, traffic light or table format in the Action Centre allow users to view the data they need exactly how they want it. This increases user adoption rates as well as making day to day tasks much simpler by accessing time critical information with one click. You can also drill down from these graphs straight from the Action Centre, right down to case level if needed, and view graphs alongside the original data, instantly uncovering insights into performance and quality.

EASY FOR THE FRONT LINE

More and more, customers are expecting personalised responses to any kind of communication they have with a company, and for complaints this is no different. A personalised response to a complaint will give customers the excellent customer service they expect and increase loyalty. Respond 6 allows front line staff to edit certain defined paragraphs within the system, creating an individual response without needing to upgrade users' security profiles or by sending generic communications that may not meet customers' expectations. This step-up would specifically help staff who are current front line Case Agent users of Respond 3: you can give them controlled access to letter writing, text messages and emails.

RESPOND ON THE GO

Respond 6 is also available on tablet at no extra cost, something which is great for team leaders or executives who may need to present different views of Respond data at meetings or back to the team. You can access your Action Centre then and there, and even on the go, instantly bringing up alternative graphs and data displays on the spot, rather than needing to return to Respond 3 and configure the required views.

FULL PICTURE REPORTING

Do you need to view several types of data in the same report? Are you creating several reports to get to where you need to be? Do you currently need to merge this data outside of Respond to create a complete overview? With Respond 3, this would be your daily process. Respond 6 features searches and reports which show multiple types of data including task, reference number, contact and more, providing a full picture exactly when you need it, cutting down the previously time consuming task of building the report you wanted.

ALL THE FUNCTIONALITY YOU NEED

Where a manual process, or no process at all, currently exists in your Respond 3 system for cost authorisations, Respond 6 can replace this with automation (out of the box) to reduce bottlenecks at the approval stage. Payments can be authorised in bulk, reducing the risk of an authorisation being logged in the system but not sent for payment. Authorisation limits are configurable based on user profile or complaint or cost type; PPI redress may be higher than other types, for example.

Respond 6 also features added functionality for integrating payments and fulfilment directly in the system which includes redress and cheque writing automation. It also includes audit searching capabilities which allow you to monitor configuration changes, track when users log in and out, see when data has been exported, and much more.

DOES RESPOND 6 SOUND LIKE THE VERSION FOR YOU?

Nearly all customers Aptean surveyed agreed that improved usability and higher productivity would be extremely important for the new version of Respond - and the team has delivered. Respond 6 brings lots more functionality to complaints and case management which provides much faster access to key information and ensures regulatory compliance. If you would like to expand your current capabilities and keep right up to date with the latest technology and regulations, please contact your Account Manager directly.

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About Aptean: Aptean helps businesses profit, innovate and grow where the work gets done—in the call center, on the floor of the factory, at the end of the assembly line. That's where Aptean's CRM, Complaints Management, ERP and Supply Chain software applications enable nearly 5,000 customers to satisfy their customers, operate more efficiently and stay at the forefront of their industry.

Aptean is where software WORKS. For more information, visit www.aptean.com.