



RESPOND 7

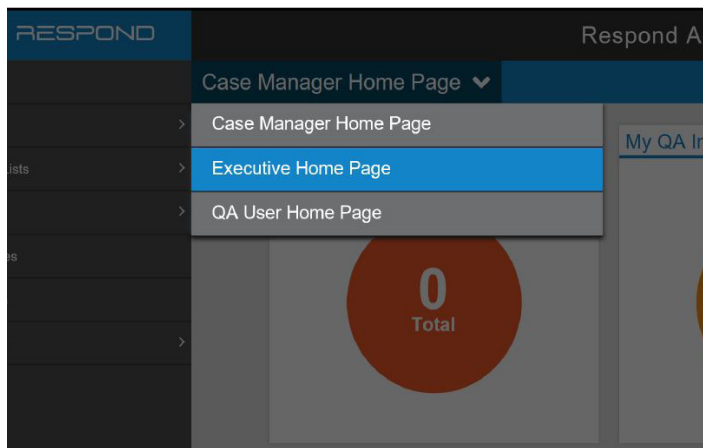
DATA SHEET

Aptean is proud to introduce Respond 7: the latest release of the market leading case and complaint management solution. Although the version number has changed, our ethos hasn't: we still want to help you build better customer relationships through fast, efficient and accurate case management. Listening to you is the best way to improve and we've included more of your suggestions in version 7.

MULTIPLE DASHBOARDS

In today's modern age we're blessed with vast quantities of data, but it's a constant battle to display only the most important metrics to those that need it most. We heard that you wanted to be even more specific in what a user can see on their dashboards.

We've expanded Respond's dashboard capabilities so you can now create different views for a specific user, and allow users and groups to have more than one dashboard. Rather than cramming everything into a single, generic dashboard, you can now logically lay data out in distinct dashboards and better target users with metrics specific to their role in the organisation. For example, maybe you need a complete overview of your team's work on one dashboard and what your quality assurance queue looks like on a separate dashboard.

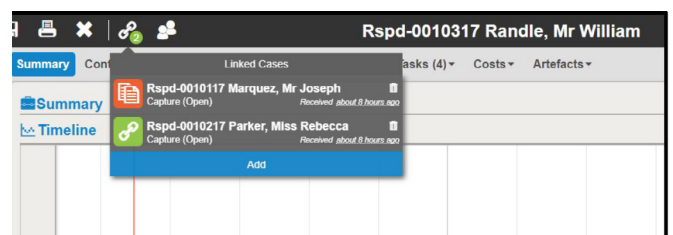


INTRODUCING THE QUALITY ACCELERATOR MODULE

We're also excited to announce the launch of our Quality Accelerator module, designed to provide both real-time quality assurance and retrospective quality control. Read more about the Quality Accelerator module here. Please note, you need to be on Respond 7 to use Quality Accelerator.

LINKED CASES

If complainants have serious grievances they will often reach out to you through several channels, meaning you might have several cases logged with the same content. Instead of manually searching for duplication to see what has been said on other cases, now you can efficiently link cases to prevent trawling through several files. This is useful when lots of people are working on cases from the same individual, or when there are cases relating to the same product or service that all need to be handled in a similar way. The link allows users to get up to speed quickly with your customer's history without them needing to repeat it. It also means the outcome for each similar case will be the same and your customers are being treated fairly.



FAST FACTS

- 250+ improvements
- 55 customer reported bugs have been fixed in this release
- Microsoft Windows Server 2016 and SQL Server 2016 support added
- Microsoft Exchange supported added

EMAIL IMPROVEMENTS

Email isn't going away. Its demise has been predicted constantly, but we're actually seeing a steady upwards trend in email usage amongst our customers. Just a few years ago it was considered fairly informal, but younger generations, who will soon form the bulk of your customer base, now see it as a formal communication channel. You're probably sending and receiving more emails than ever before, so we've made over 25 improvements in this area. Here are some of the highlights:

- Universal Inbox now accepts email as an inbound channel (Microsoft Exchange integration)
- Team leaders can allocate email, Tweets or Facebook comments to a certain member of their team
- Sentiment Analysis now applied to inbound email (requires Sentiment Analysis)
- Reply from Template or free text
- Forward from Template or free text
- Spellcheck on outbound emails
- An email sent from Respond will not break the email chain: all previous history will be included



Aptean is a leading global provider of mission critical enterprise software solutions. We build, acquire, and integrate industry-focused solutions to support the evolving operational needs of our customers, enabling them to increase operational efficiencies and improve customer satisfaction and loyalty. To learn how Aptean can help your organization stay at the forefront of your industry, visit www.aptean.com.

TECHNOLOGY

It couldn't be simpler to take advantage of the latest version. Upgrading from Respond 5 or 6 is just as easy as a move from Respond 5.5 to 5.6. All of your existing workflow and functionality will be the same and you will just need to configure the new features before you start using them. Moving from Respond 3 to 7 is no problem either; you'll just need a helping hand from us.

PLUS EVEN MORE...

When you first log in to Respond 7 you'll notice we've made subtle improvements to the way your screens look, but all the important bits are still in the same place. We want to speed up understanding and efficiency by making fields easier to see and text easier to read. We also understand that Respond needs to appeal to an increasingly younger workforce. Having an interface that is familiar for those new to the workplace will help them to get up and running much faster and reduce your employee churn in the process.

We've also made it easier to contact your colleagues via contact cards. If you need to get in touch with a case handler in a department you may not be familiar with it can take a while to find them in your address book and send them a message. With contact cards, you can quickly access their details within Respond to continue the conversation.

For a closer look at Respond 7 and the Quality Accelerator module, watch Senior Product Manager Martin Ellingham present the latest features and functions: <https://youtu.be/drgXadM9kcg>.

If you like what you've read, why not get in touch for a demo to see Respond 7 in all its glory?

Contact your Account Manager or send us an email at respond@aptean.com.