Apropos Technology: Providing Mission-Critical Contact Center and Customer Management Solutions

Since 1993 Apropos has been singularly focused on developing and delivering contact center solutions to organizations around the world. With clients in over 20 countries Apropos is uniquely capable of providing proven, mission-critical, multichannel contact center solutions for organizations from the mid-market to the Fortune 500 and the Global 2000.

Apropos Interaction Management Suite
Apropos is a pioneer of multichannel interaction management solutions combining leading-edge technology, continuous innovation and an unmatched commitment to customer service.

The Apropos Interaction Management Suite is designed with a centralized architecture for the intelligent automation and management of customer, partner and employee communications. Whether it is connecting disparate telephony switching environments from Avaya, Cisco, Nortel, Philips, Siemens or 3Com for circuit and/or voice-over-IP (VoIP)-based communications, processing emails, Web chat and collaboration sessions or managing complex workflows via integration to leading third-party line of business applications from PeopleSoft, Peregrine, Siebel Computer Associates, or others, Apropos has the proven experience and expertise to deliver a comprehensive contact center solution. The Apropos Interaction Management Suite is comprised of the following solutions:

Interaction Manager
The Interaction Manager, the core of the Apropos Interaction Management Suite, enables seamless, intelligent management of all interaction types based upon real-time customer value as well as interaction value as realized through Apropos’ patented visual, universal queue. Interaction Manager classifies, prioritizes, and personalizes all including inbound and outbound phone calls, emails, Web chat and collaboration sessions, faxes and asynchronous work within the contact center.

Communication Channel Applications
The Interaction Management Suite includes communication channel applications for the intelligent management of voice (ACD, IVR, CTI), email (intelligent message analysis and routing, automatic response, suggested response), Web (text/chat, collaboration, cobrowsing, VoIP calls, call-back requests), fax and task management (intelligent management of asynchronous events) interactions within single or multisite contact centers.

Interaction Vault™ (iVault)
iVault provides real-time visibility into every interaction that has occurred within the contact center(s). iVault documents the course of an interaction from the point of entry through management and resolution/closure. iVault tracks and archives native transcripts of all voice, e-mail, web, task and fax communications enabling the Interaction Manager to better process and automate current and future interactions and agents/supervisors to provide better, more personal service to each customer.

Real-Time Management Tools
The Interaction Management Suite’s Real-Time Management Tools provide a single point of management for system-wide agent, supervisor and system configurations; comprehensive multi-channel customer interaction reporting; and creation and modification of business rules for single or multi-site contact centers. The Real-Time Management Tools provide up-to-the-second, accurate data on its performance, allowing managerial staffs to react in realtime to changing business conditions.

Historical Reporting Tools
The Interaction Management Suite’s Historical Reporting Tools provide a comprehensive business intelligence system that delivers detailed views of operational efficiency and effectiveness across single or multisite contact centers. The Historical Reporting Tools streamline the decision-making process for a contact center and their managerial staffs by providing powerful customized reporting capabilities that help you manage staffing and other resources more efficiently, and provide a higher level of customer service.

Customer Service Representative Tools
The Interaction Management Suite’s Customer Service Representative Tools empower agents to effectively and efficiently manage inbound and outbound voice, email, Web, fax, and task interactions from a single, integrated application that dramatically improve operational effectiveness and customer satisfaction.