Appian

Appian Intelligent Contact Center™ Platform

BUILD A NEXT GENERATION CONTACT CENTER WITH THE POWER OF INTELLIGENT AUTOMATION

> Omni-channel capabilities create seamless customer engagement

> Dynamic case management unifies systems and data for holistic customer views

> Intelligent automation with RPA, AI, and BPM enables greater agent efficiency

> Low-Code application platform assures compliant rapid delivery on-premises and in the cloud

The contact center has long been the frontline for ensuring positive customer outcomes. With the emergence of new communications channels, growing regulations, and changing customer expectations, ensuring consistent and seamless interactions has become increasingly difficult. Siloed operations, manual processes, and legacy systems present significant barriers to achieving an integrated customer experience.
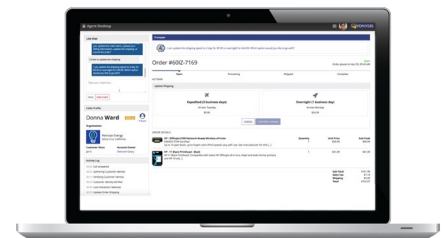
How can contact center leaders transform their operations into engagement centers to redefine customer experience—and the business value they bring to the organization?

REALIZE THE POWER OF THE APPIAN INTELLIGENT CONTACT CENTER™ PLATFORM

The Appian Intelligent Contact Center™ Platform makes it easy for organizations to build next generation contact center applications that improve customer engagement, increase agent efficiency, and deliver strategic business impact.
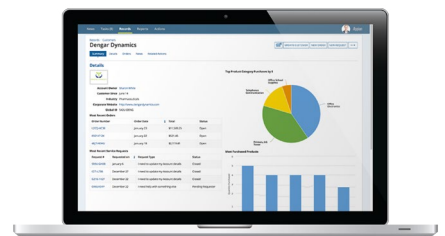
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Omni-Channel Engagement

Turn multi-channel support into a true omni-channel environment by integrating voice, chat, SMS, email, social media, and co-browsing into a single interface. Provide agents a comprehensive view of the customer journey, create rewarding experiences and cultivate lasting customer loyalty.
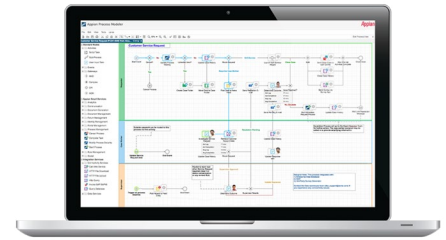
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Dynamic Case Management

Achieve a single, consistent view of the customer and support high-end problem solving for complex interactions. Unifying the interactions between people, process, data, and content, case management provides a powerful interface that allows agents to provide accurate information and reach resolution faster.

Intelligent Automation

Automate work and orchestrate processes, integrate systems, and apply business rules with Business Process Management (BPM), Robotic Process Automation (RPA), and Artificial Intelligence (AI). Agents are supported by robotics and coached by artificial intelligence, allowing them to focus on advising customers, delivering personalized offers, and pursuing upsell opportunities.

Low-Code Cloud Platform

When speed to market and compliance is critical, adopting a cloud strategy with a low-code application development platform is essential. Build applications that meet security, confidentiality and compliance controls, while accelerating time for deployment—and in turn, time-to-value for the contact center.

WHY APPIAN INTELLIGENT CONTACT CENTER™ PLATFORM?

Improve the metrics that matter. Leading organizations have transformed their customer engagement and contact center operations with Appian:

- Target Group **achieved 80% reduction in customer service processing time** through a custom remediation program solution delivered in 2 weeks.

- A leading global investment firm **reduced Customer Service Representative response time by 85%** and manager escalations by 80%, significantly reducing manual controls and operating costs.

- Aviva, one of the UK's largest insurance companies, **achieved a 9X acceleration in customer service response times** and more than 40% operational cost savings with 22 systems consolidated to 4 synergistic Appian applications.

- One of the largest health insurers in the US **reduced Member Management data collection and reporting times by 75% and achieved $10 million in annual cost savings.**

Realize the power of the Appian Intelligent Contact Center™ Platform to transform your operations and build a next generation contact center. Deliver concierge customer experiences, create rockstar agents, and achieve optimum business efficiency.

Discover how to empower your agents and cultivate lasting customer loyalty. Learn more at the Appian Intelligent Contact Center™ Platform resource center at appian.com/engage

Appian

Appian provides a leading low-code software development platform that enables organizations to rapidly develop powerful and unique applications. The applications created on Appian's platform help companies drive digital transformation and enables competitive differentiation.

For more information, visit www.appian.com