

## *Multi-channel contact solutions*

If you are receiving a surplus of emails through your website, traditional methods of managing emails rapidly become inadequate. Akio Mail Center facilitates the set up of an efficient and reliable communication with your future prospects and present day clients.

Providing personal attention and quick responses to enquiries guarantees your customer's loyalty.

**Akio Mail Center's implementation enables you to go beyond your customers' expectations.**



### *Mail Center : the reference for incoming emails management*

Smart routing engine distribute messages to the appropriate skills based on a predefined rules. Routing rules are configurable to allow you to set up a personalized queuing depending on your organization and priorities. Routing can be done depending on language, email content, skill, agent's availability, Information System request, and so on.

Emails can be allocated to agents on a "pull mode" (agents can access a list of messages in stand-by mode) or a "push mode" (emails are automatically sent to agents for processing).

**Routing emails depending on content, agents' skills or availability : optimize message distribution for a productive processing.**



### *Web Self Service : 24/7 efficiency*

You are facing a large number of incoming emails and want to improve your agent's efficiency ?

Akio Mail Center's Artificial Intelligence Engine automatically detects the message's language, analyses the content, and proposes the five best matching templates pulled from the Knowledge Database. In most cases, an agent need only to pick-up the right template to respond to the enquiry. Moreover, Akio Mail Center enables automatic insertion of information issued from webform or Information System Databases: greeting, name, and so on.

**Personalized responses and automatic templates proposals are part of the automation processes that improves productivity.**



### *Fax Center : for a paperless management*

What are the sources of incoming emails ? Current customers or future prospects ? Satisfied or disappointed ? Information request or complaint ?

Akio Mail Center enables emails categorization through a customizable criteria. Collected data can be utilized to generate reports and statistics within Akio's Information Center. Each communication thread is archived by Akio Mail Center. Each dialog is stored as a file linked to an email address. As a result, all your customers communication history is accessible in a single click.

Inbound emails categorization and email communication organization : know your customer better and archive emails.



## *Chat Center : the instantaneous customer relationship*

How many messages did you receive last week ? What is your average response time for Claims Service enquiries ?

Akio Mail Center measures incoming and outgoing loads, service quality, performance, connection time, and so on and generates reports in either MS Excel or Html format. There is over a hundred reports providing qualitative and quantitative analysis data to monitor your Customer Service's activity.

Utilize Akio Mail Center's advanced statistics to measure and monitor your Customer Service agent's efficiency. The Akio Mail Center allows you to receive personalized statistic reports on a regular basis.

**Quantitative and qualitative reports : monitor your Customer Service's efficiency to optimize its operations.**



## *Direct Email : the email marketing campaign management*

The internet user is provided with relevant responses within a very short time.



## *Web Call-Back : for an immediate contact*

Your emails processing capacity is considerably increased.

The relevance of the answers guarantees a maximum performance thanks to the Artificial Intelligence engine and smart routing engine.

## *Customers testimonies...*

*« We gained in quality of response and in productivity thanks to Akio™ Mail Center. »*

Sally Crookes, Customer Service Manager - Novalis

*« Thanks to Akio™ Fax Center, our account executives are much more effective. »*

Laurence Lallau, Director – Domofinance (Cetelem Group)

*« The statistics show that average response time to emails has been reduced from 48 hours to only 4 hours. »*

Joseph Gleeson, Customer Service Manager – OctopusTravel UK

*« The pragmatism of AKIO team is a fundamental and comforting point. »*

Gabriel Swaels, Mail Order Dept manager - Damart

AKIO, french CRM editor, proposes a complete and multi-channel Web contacts management solution. Akio e-Contact Center manages emails, fax, chat, web call-back and self-service.

Leader in its market, Akio counts more than 150 clients in France and in Europe, in any sector (Banking, Insurance, Health cover, Commerce, Telecom, Public Sector, Services, Industry, etc.) , among others : Agrica, ANPE, Caisse des dépôts, Cetelem, Crédit Agricole, Crédit Mutuel, Damart, Darty, Debitel, DHL, Service Public, EDF, France Télécom, France Télévisions, GDF, GMF, JM Bruneau, Mairie de Paris, Novalis, Octopus Travel, Oseo, Prévadiès, Quelle, Ratp, Skyrock, Selftrade, Sofinco, ViaMichelin, Voyages-SNCF, ...

