

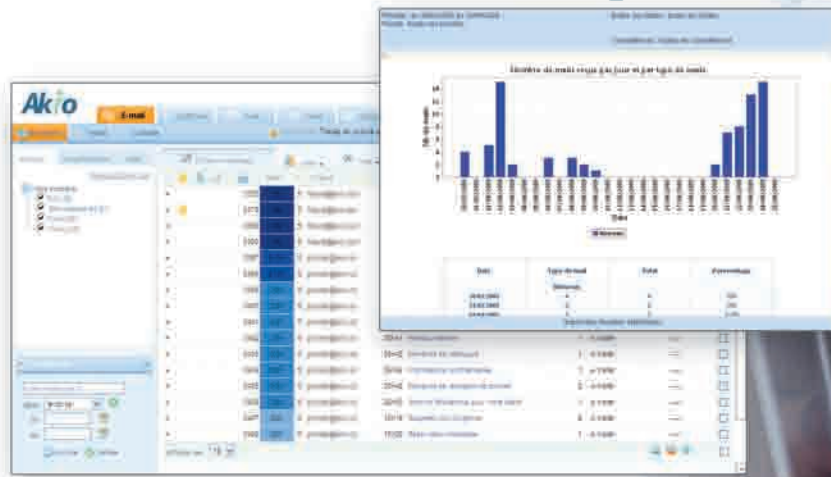
# Akio Mail Center

An Akio™ Interaction Center Module



Email

## Optimize inbound email management



Inbound email management is part of an overall strategy for Multichannel Customer Relationship Management. It provides excellent quality of service in terms of the content of and timeframes for replies sent to customers.

By managing inbound emails with Akio, you are selecting a software package that is tailored to your needs and your industry to standardize flow processing.

➔ Improve the contact center's performance and simplify customer service through email!

Akio Mail Center, the leading contact management solution on the market, has more than 15,000 users. It provides unique functions in a collaborative, ergonomic and user-friendly interface.

Akio™ Interaction Center

Web SelfService • Mail Center • Chat Center • Web CallBack • Web Phone  
Fax Center • Doc Center • SMS Center • Online Survey • Direct Email

GLOBAL INTERACTION  
MANAGEMENT SOFTWARE

**Routing • Automatically sort inbound emails**

Emails are analyzed, then sent to the inboxes of agents with the skills required to answer them.

**Escalation • Transfer emails**

Each received message can be transferred to another agent, to another inbox or referred to an expert.

**Response Support • Optimize email processing quality and time.**

You can set up a knowledge base and leverage Akio's powerful text mining engine that, using keywords or natural language, will search for and suggest the best matching response templates.

**History • Archive all your communications**

Single click access to all customer communications records including emails, status and attachments.

**Contact Manager • Know your customer better**

Is your business multichannel? Centralize all available information about your customer and view a communications history for each channel.

**Reply • Quality control**

Use the HTML preview, classification and approval functions to control the quality of your replies.

**Monitoring • Monitor activity in real-time**

Real-time monitoring of your agents' activity and productivity.

**Management • Easy access to progress reports**

Over 200 HTML statistical reports, that can be exported using MS Excel, and indicators to monitor replies sent to customers (read, etc.).



**Control your activity and immediately reap the rewards!**

Many companies use Akio Mail Center, including

AXA Banque, Brandalley, But, France-Télévisions, Orange, Seb, SNCF...

Significantly increase your quality of service and productivity.

Immediately achieve a first-time fix rate ranging from 70 to 100% depending on your activity.

Decrease your response time with Akio's powerful search engine capable of handling any language (including Asian, Slavic and Indian languages and Arabic).

Know your customers better and manage your activity with precision by activating statistics, real-time reporting and feedback.

Use our teams of specially trained consultants to optimize your projects.

Have a multichannel business! Integrate all of the modules available for our Akio™ Interaction Center platform and have an overview of all your communications.

**Your choice**

Extensive functional coverage

A multilingual, collaborative interface

Highly flexible integration and configuration

Available and responsive customer support



"Akio's inbound email management solution stands out due to the quality of the final output sent to customers, its ease of use, its user-friendliness and its administration interface which is highly responsive in terms of configurations. Our estimated increase in productivity is 25 to 30% per agent."

Sandra Sahli,  
Head of the Business and Residential Customer Internet Channel, gazdefrance.fr



Akio, 43 rue de Dunkerque, 75010 Paris, France - Tel. +33 (0)1 53 20 63 80 - Fax +33 (0)1 53 20 63 81

[www.akio.com](http://www.akio.com)