

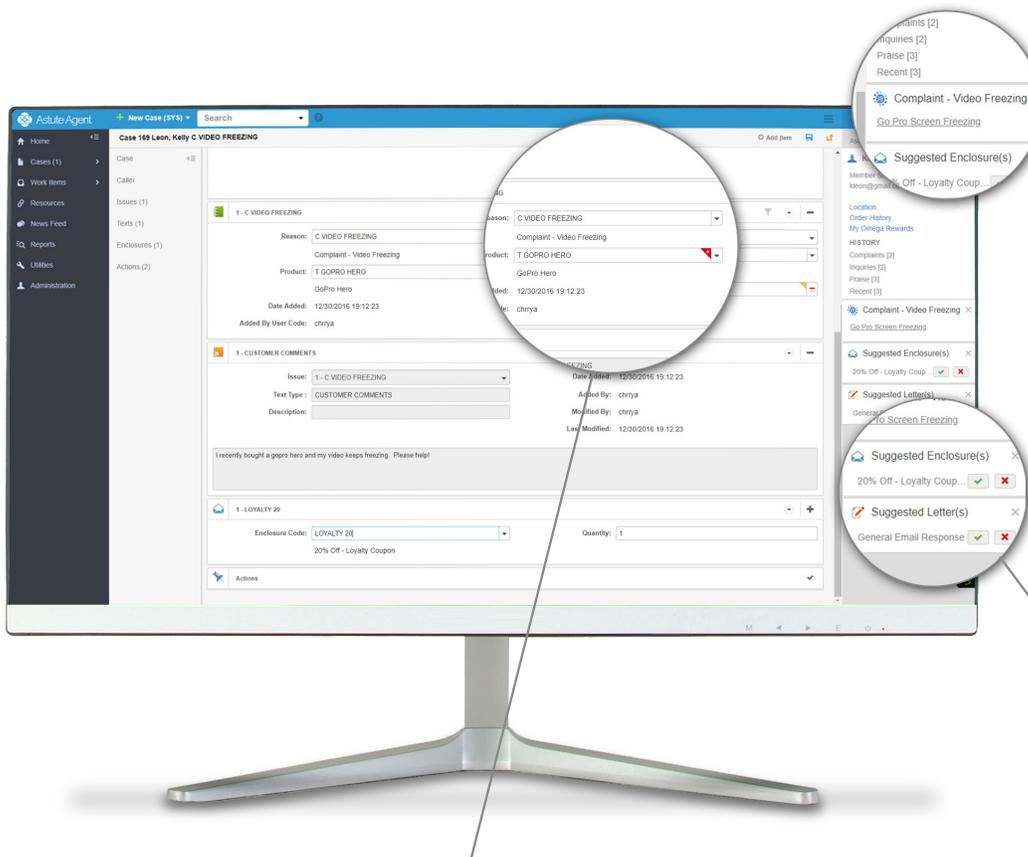
Astute Agent™

Customer Engagement CRM



Power up your agents with the world's smartest CRM.

Resolve issues more quickly and effectively with CRM software that shortens training time, shows a unified customer view, and provides everything agents need to improve loyalty in a single, integrated interface.



Astute Knowledge™ Agent Assist

Astute Agent guides your agents through every interaction by providing context-driven recommended steps that anticipate the customer's next move with unrivaled accuracy.

Follow-up, simplified.

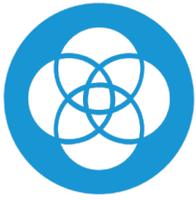
Closing the loop has never been simpler. Customer follow-up emails are automatically populated based on case information and desired resolution. All agents have to do is hit Send.

Smarter data entry means better interactions.

With features like name and address matching, dynamically changing fields, and intelligent type-down options, agents can focus on what really matters: high-quality interactions.

Ready to see what Astute Agent can do for you?

Schedule a personalized demo at AstuteSolutions.com/demo or call us today +1 877.769.3750



Astute Agent™

Additional Product Features

Integrated Knowledge Management

From custom-crafted to automatically-sourced responses, our knowledge management software is always ready with an answer.

Reporting & Analytics

Track trends and delve deep into consumer behavior and attitudes with comprehensive reports and analytics tools.

Repeater Identification

Minimize losses due to fraudulent claims by identifying consumers seeking to abuse your goodwill.

Email Campaigns

Create and send email campaigns right from our CRM.

Reputation Management

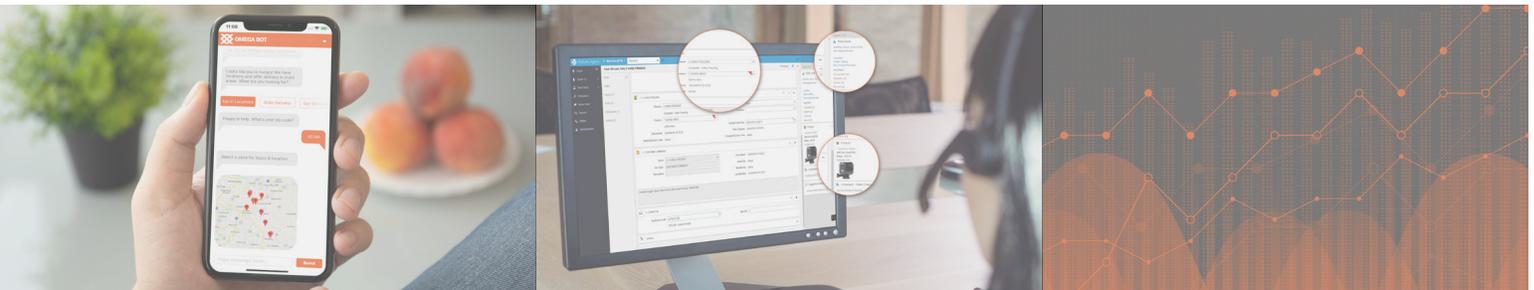
Detect issues early and reduce the impact of adverse events with threshold reporting and real-time alerts.

Workflow Automation

Escalate cases to other departments seamlessly, monitoring status in real-time while keeping an audit of interactions in one place.

Agent Desktop

Streamline your agents' workflow by allowing them to see everything that matters at that moment, all in one place.



Digital Self-Service

- » AI-driven customer service chatbot
- » Seamless escalation from any channel
- » Fully integrated with CRM for comprehensive customer data
- » Web and mobile product locator

Agent Tools

- » Case management CRM built for consumer engagement
- » Integrated knowledge and guidance for agents
- » Social customer care and case routing
- » Consolidated customer data source with flexible analytics & BI capabilities
- » Automated CRM case data QA
- » Social customer care

Advanced Reporting

- » Bring together data from multiple sources/databases in graphical visualizations
- » Create ad hoc reports
- » Multi-view dashboards with separate or synchronized filters
- » Robust data filtering and drill-down views
- » Geographical/map filtering
- » Auto schedule and deliver

Request a demo today.



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