

FEATURES AND BENEFITS

- Intelligently auto-route messages (both social media and email/fax/etc) to the appropriate department for response or consideration
- Automate up to 90% of the handling of all incoming email and communications with industry-leading accuracy, thereby significantly reducing operational costs.
- Mine the intelligence residing in your incoming unstructured customer communications data by using Attensity Respond together with Attensity Voice of the Customer.
- Gain increased control and visibility into customer communication processes, analyze and enhance contact center performance via dashboards and reporting tools.
- Track, manage, control the process, and retain all customer interaction-related history to stay compliant with both company rules and external regulations such as Sarbanes-Oxley or HIPAA.
- Support multiple departments/business units through a multi-tenancy architecture.
- Integrates with leading Service and CRM systems, including our own e-Service suite, as well as Kana, eGain, salesforce, and Microsoft CRM.

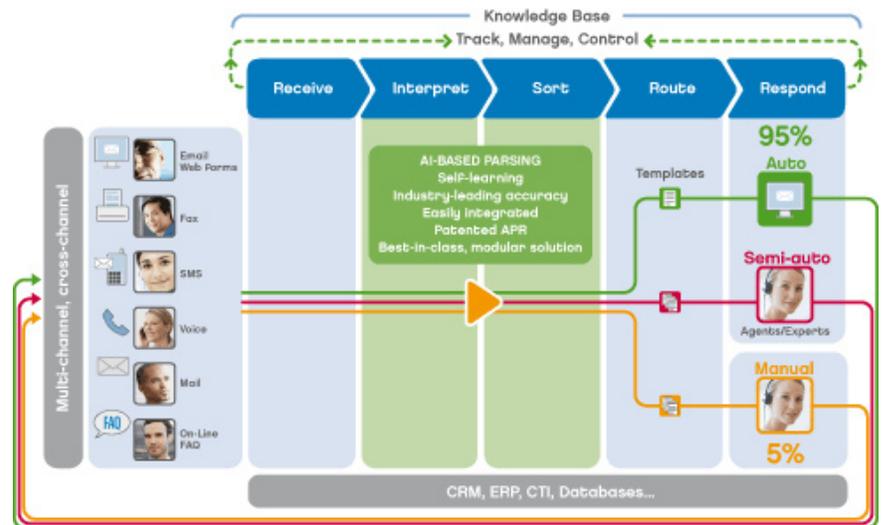
Response recommendations can be automatically generated for review, even for non auto-response events. All responses can also be reviewed before sending, ensuring control over the system.

In conjunction with our Analyze Voice of the Customer application, you can also see dashboard reports that reveal sentiment and track issues that people care about. You can also correlate issue types with response time, sentiment with satisfaction scores, and other metrics.

Improve Your Response Processes

You can surpass service level expectations and maximize efficiency with intelligent message routing and handling that automatically delivers scripted reply templates, resulting in dramatically lower response times and more standardized responses, regardless of agent experience.

All communications -- direct (email, etc) and indirect (twitter, etc) can be handled and tracked through a single system, enabling greater control and transparency.



Attensity provides business user applications that generate value from unstructured data. Its comprehensive family of solutions leverage semantic analytics to enable knowledge management professionals, business leaders, customer support personnel and customers to interpret and manage an organization's unstructured data to get relevant and actionable answers — fast. Our award-winning software is in use by more than 250 of the Global 1000 and by large government agencies to deliver powerful insights, enhance operational efficiency, reduce risk exposure, and ensure increased customer satisfaction. With more than 500 installations worldwide, services customers from multiple offices in the U.S. and Europe. Attensity's corporate headquarters are in Palo Alto, Calif. More information is at www.attensity.com.

ATTENSITY

LISTEN - ANALYZE - RELATE - ACT

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