



Appian Intelligent Contact Center™

The Appian Intelligent Contact Center™ powers contact centers at many of the world's leading organizations. Backed by the #1 rated case management solution, the Intelligent Contact Center™ provides a complete, single view of the customer while driving rapid resolution.¹ The result is superior agent performance and world-class customer experiences.

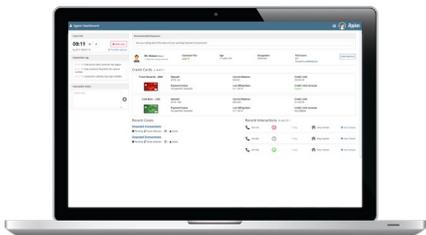
- > Unified customer view for personalized customer interactions
- > Universal agents guided by AI, RPA, and Dynamic Case Management for fast first call resolution
- > Embedded omni-channel capabilities create seamless customer engagement

The contact center has long been the frontline for ensuring positive customer outcomes. With changing customer expectations, the emergence of new communications channels, and growing regulations, ensuring consistent customer satisfaction has become increasingly difficult. Siloed data and 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™

The Appian Intelligent Contact Center™ makes it easy for organizations to provide outstanding customer satisfaction, increase agent efficiency, and deliver strategic business impact.



Unified Customer View

Unify data from across your organization to create one actionable customer view. Agents will have a clear understanding of who they're talking to and deliver unmatched customer service.



Universal Agents

Dynamic Case Management, AI, RPA, and intelligent processes help guide agents to handle any situation — fast. Agents are supported by robotics and coached by artificial intelligence, allowing them to focus on advising customers, delivering personalized offers, and pursuing upsell opportunities.



Omni-Channel Engagement

Turn multi-channel support into a true omni-channel environment with embedded voice, chat, and SMS in a single interface. Provide agents a comprehensive view of the customer journey, create rewarding experiences and cultivate lasting customer loyalty.

1. The Forrester Wave™: Cloud-Based Dynamic Case Management, Q1 2018

APIAN IMPROVES THE METRICS THAT MATTER MOST

Leading organizations are transforming their customer engagement and contact center operations with Appian:

64%

Increase in Customer Satisfaction



80%

Improved Service Level



40%

Cost Savings



TURN IDEAS INTO APPLICATIONS, FASTER. WE GUARANTEE IT.



The Appian Guarantee is our commitment that you will realize incredible productivity and impact with Appian’s low-code platform. The Appian Guarantee establishes an accelerated 8-week project for your first application at a fixed price. Appian also guarantees that anyone technical can be trained as an Appian developer in 2 weeks.²

2. The Appian Guarantee is available to new Appian customers developing and deploying in the cloud who purchase Appian software with an annual contract value in excess of an Appian-set minimum, who agree to fully use standard Appian features and prioritize scope according to the guidelines as qualified by Appian Professional Services. These guidelines are best practices for fast delivery as they relate to project delivery methodology, integrations, data manipulation, and data design. The 10-day design course fees are not included in the first application project cost. Subject to project scope and conditions. Visit appian.com/company/appian-guarantee/ to learn more.

Appian

Appian provides a low-code development platform that accelerates the creation of high-impact business applications. Many of the world’s largest organizations use Appian applications to improve customer experience, achieve operational excellence, and simplify global risk management and compliance.

For more information, visit www.appian.com