

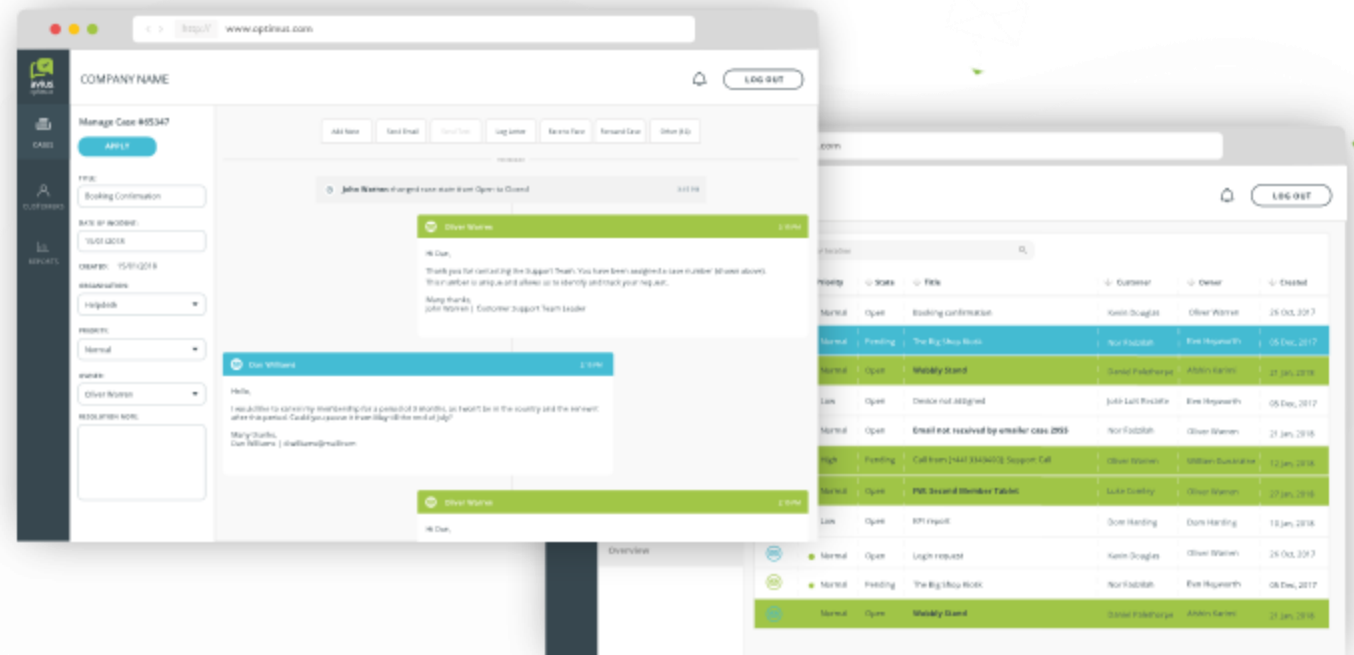
Optimus



Optimus – Customer relationship management

Collect, manage and reply to all feedback from multiple channels, in one system.
Combine and compare data, monitor performance and get business insights.

- Manage all enquiries in one system
- Speed up response and resolution times
- Measure and improve efficiency
- View customer history
- Set case notifications
- Easy access reports to improve performance
- Compare results (locations, users, categories)
- Design your own dashboards



Optimus – Customer relationship management

Manage all enquiries in one place

It's easy to manage and prioritise enquiries in one place.

- Responses from Surveys
- Emails
- Website enquiries
- Scanned letters
- SMS Text messages
- Offline enquiries



Optimus Features

Case Management

Assign, prioritise and categorise enquiries to speed up response and resolution time

Team Collaboration

Work together as a team to solve customer issues without duplicating work with the functionality to set hierarchy

Case Reporting

Easily access your data and reports to see valuable insights to improve your business

Case Notifications

You can set up notifications to suit your requirements

Customer History

You can see an entire audit history of each case, who did want and when

Data Security

All products are only accessible via encrypted and secure connections

- SSL Certificates
- Cyber Essentials Plus certified
- Working towards ISO 27007

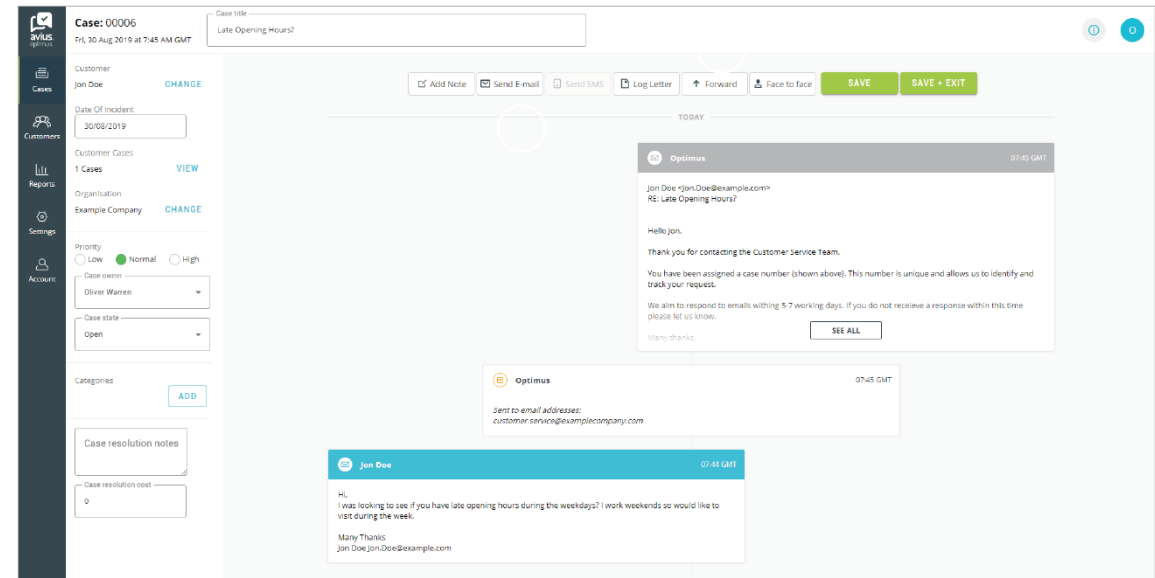


Category Assist

Uses machine learning to categorise cases automatically

Spam filtering

By default, Optimus will access all incoming emails for spam and set the cases state to junk automatically

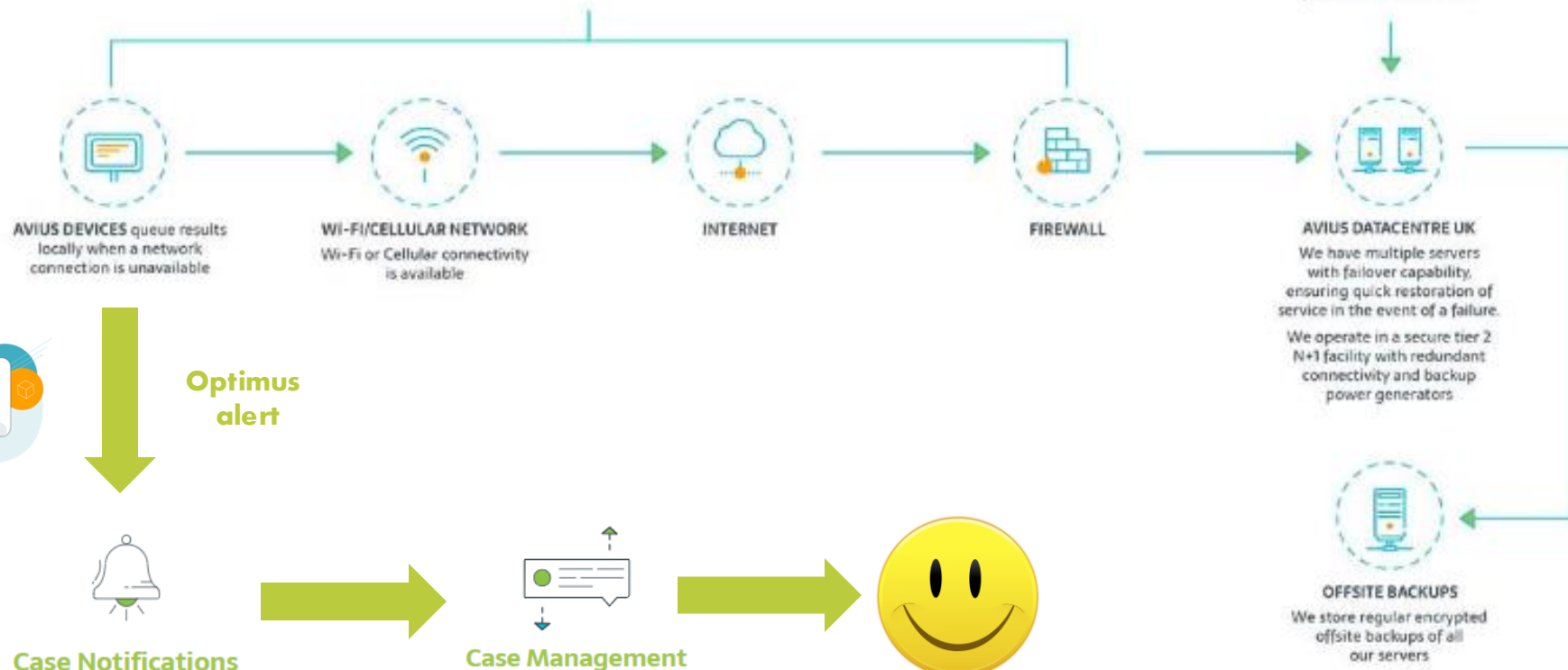


Optimus Survey Alert Flow

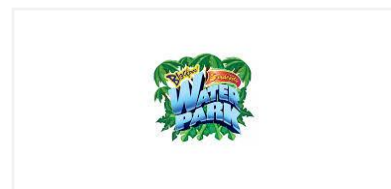
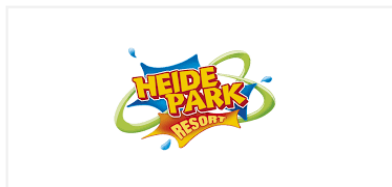


ENCRYPTION
The device encrypts each response so even the device can't decrypt it. Data is only decrypted once it reaches our system.

AVIUS CUSTOMERS
Our customers access our systems via a secure HTTPS connection using username and password authentication



Working together



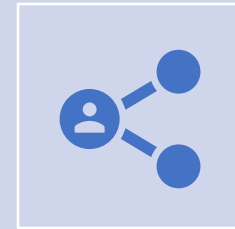


WWW.AVIUS.COM



CHRIS WILLIAMS
VP OF CUSTOMER SUCCESS

CHRIS.WILLIAMS@AVIUS.COM



+44 (0) 7507 700 858

+44 (0) 1202 559 933