

WEB BASED

Each **Contact.360** programme can be individually branded and accessed from any computer and location with an internet connection

REAL-TIME ACCESS

Contact.360 is an online platform available 365-24/7 as a real-time 'always on' system

MULTI-USER CONTROL

Secure login control for multiple users with privilege controlled access rights

SUPPLIER USERS

Suppliers can be granted unique login to view consolidated results of their own customer satisfaction

MULTI-LAYER REPORTING

Reporting by multiple criteria, across unlimited 'Event Types' from the individual customer up to full business consolidation

MULTI-LANGUAGE

Fully configurable for European, Middle East and Far Eastern languages



apd's unique award-winning customer, driver and passenger information programme, measures at source satisfaction levels across a spectrum of outsourced and internal touch-points.

The programme delivers, via its online dashboard, unparalleled feedback on satisfaction levels and, using a set of pre-agreed business rules, measures agreed KPIs to ensure that any dissatisfaction registered can be recorded for later review and, through a series of automated e-alerts, remedial actions can be taken.

Voted the Best New Customer Initiative at the prestigious Fleet News Awards* in March 2009, the apd **Contact.360** programme is the preferred choice of major vehicle leasing companies, vehicle manufacturers and national airlines looking for a proactive customer-centric programme that links in one system real-time feedback on satisfaction levels, automated alerts, and rapid resolution of dissatisfaction processes (RRDP) that ensure customers receive the correct levels of post-experience communication, and supplier management can pin-point weaknesses in service delivery.

* Fleet News Award presented to Zenith Provecta for the use of their 360osi programme. (www.zenithprovecta.com)

Why **Contact.360** with apd?

- **Customisation** - Branded within your corporate guidelines
- **All in One** - A single integrated platform combines all the features and functionalities needed to action and report on satisfaction levels virtually as they happen, in real-time
- **Versatility** - A unique configuration is used across each department's event types, providing a single and holistic view of the business performance
- **Speed** - Created with the latest technology, on-line modeling, report access, raw data drill down and export for custom queries is rapid and real-time
- **Self sufficiency** - The programming-free environment empowers customers to rapidly understand their B2C relationships
- **Simplicity** - A powerful and friendly reporting environment minimizes training time and maximizes individual productivity

Fleet News Awards

The judges were impressed with how the Zenith 360osi system provides an independently audited measurement of customer satisfaction and prompts an immediate response to any problems the instant they arise.



"Everybody aims and strives for great customer service, but Zenith Provecta achieves it," said one judge, *"It is excellent and instantaneous".*

Full release can be viewed at www.apd-rd.com

DYNAMIC CHARTING

Latest technology delivers powerful real-time charting based on actual live data

DRILL DOWN

Access all data behind each chart simply by clicking on any of the active hotspots within the chart to drill down

EXPORT DATA

Create exports of the charts or tabular format data sections into other applications for your own customised reporting needs

CODE RED REPORTING

Customer dissatisfaction is reported as a code red, giving you instant access to the full details of the issue including the optional call recording playback facility

HELP & SUPPORT

With its own integrated 'Help' application **Contact.360** is simple to learn and use. However, our dedicated support team is available for additional help

Reporting Features

- **Overall Summary**
Year to date and monthly overview of the satisfaction of the different elements contributing to the customer experience
- **Customer / Supplier Summary**
Colour coded response & satisfaction chart by customer or supplier with full drill-down to tabular data results
- **Event Type / Event Owner Summary**
Colour coded response & satisfaction chart by event type or event owner with full drill-down to tabular data results
- **Franchise Summary**
Colour coded response & satisfaction chart of franchised vs non-franchised with full drill-down to tabular data results
- **Overview Report**
Tabular view of response & satisfaction by event type, by score group, with customer and supplier filters
- **Custom Supplier Response Summary**
Create a custom supplier-based report
- **Online Response Summary**
Tabular report tracking success of survey submissions via email invitations
- **Question Analysis Summary**
Overall results analysis by individual question
- **Team Summary**
Colour coded response & satisfaction chart by team with full drill down to tabular data results
- **Supplier Vehicle Delivery**
Individual supplier performance report on event type "Vehicle Delivery" for the year to date period
- **Code Red Review**
Tabular analysis of all code red issues. Log actions, open or close code red items
- **VIP Tracker**
Track within results your most important customers
- **Financial Impact Reporting**
Check the impact improved customer satisfaction is having on your bottom line profits

Where Can I Try Contact.360?

A **Contact.360** demonstration site is available for you to view the cosmetics, functionality and simplicity of a programme which is revolutionising CRM, free of charge for 7 days.

Simply email admin@apd-australia.com.au and indicate that you would like to register for a demo version of **Contact.360** and a team member from apd Australia will be in contact with you. Please include a phone number in your email and indicate your demo preference, ie OEM, Fleet or Retail Business.

MINIMUM SYSTEM REQUIREMENTS

Microsoft Windows XP / Vista
1Gb RAM
Pentium IV Processor
Internet Explorer 7
1Mb/s Internet Connection

FURTHER INFORMATION

Visit our website at:
www.apd-australia.com.au
Contact our sales team on:
(03) 8838-8797
Email our support team on:
admin@apd-australia.com.au