

AXS-One Delivers Successful On-Line Transacting First Time, Every Time

Adding the Human Element to Web Interaction

AXS-One, a leading provider of eBusiness solutions, today announced the release of Interaction Management System (IMS), the very first system to manage online transactions that bridges the gap between customers, web content and internal systems such as contact centre, CRM and eCommerce systems.

IMS provides the elements of personal interaction for all on-line transacting, resulting in first time transaction completion, higher customer satisfaction and greatly reduced transacting costs.

A number of exciting facilities make up the Interaction Management System.

Web Based Customer Support

Any organisation can provide a co-browsing web session to their customer enabling both the customer and the service agent to see exactly the same thing. This can be extended to allow the agent to whiteboard or write or highlight on the screen for explanation and training purposes. Collaborative desktop sharing provides instant technical support resolution as support staff can share customers mouse/keyboard and other technical facilities linked via customers network to desktop if permitted.

Web Automatic Call-Back

This provides the integration of on-line customer service and sales with exiting telephone facilities. Customers and e-mail recipients are able to request an instant and automatic telephone call back from support staff, without leaving the Internet.

On Line Text Communication

Web visitor can instantly connect to a company's customer service centre for help without the need to e-mail or log off to call.

Document/Files/Data transfer

Two-way push and pull facility to send files and data instantly for discussion, co-processing or simply to upgrade software or download patches. Eliminates e-mails and mailing.

Multi-Lingual Translation

Instant two way interactive language translation between web site visitor and web site staff.

eMail Secured and Certified

eMails and attachments sent via this facility guarantees 100% security of content, guarantees 100% delivery to correct recipient with guaranteed 100% signature certification audit.

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These facilities enable the customer to totally complete their transactions be it obtaining information from a web site, completing/lodging forms, buying or paying over the web, or providing customer support over the web. This eliminates the current heavy costs associated with incomplete transactions i.e. not finding the information, wrong information being mailed or never mailed, incomplete or incorrect form completion and all with much improved security.

Customers are demanding fast if not immediate responses to their inquiries. If they are lost on your web site or need to clarify something online, the ability to immediately interact with the customer becomes vitally important. These enterprise solutions provide an easy to use and consistent way to manage customer interactions over the Internet, enabling direct communication between an organisation and their customers on-line. said Ossie

Pisanu, Vice President Asia Pacific, AXS-One.

About AXS-One

AXS-One is a provider of e-Business financial solutions for local governments, global 2000 companies, professional service organisations and financial managers. AXS-One, formerly Computron Software, has implemented high-volume, scalable and secure business solutions for hundreds of customers across the globe. AXS-One has over 300 employees in offices worldwide, including Asia, Australia, Canada, Europe, United Kingdom, United States and South Africa. For further information on AXS-One, visit the AXS-One web site at www.axsone.com.