ATLAS OVERVIEW

The World Class Platform for Customer Lifecycle Management

An important addition to the award-winning ANPI VIP Hosted Unified Communications (UC) solution, Atlas consolidates order management, fulfillment, provisioning and customer care into a single platform, giving members of the ANPI Premier Partner Program complete control over their customer's experience.

Sales Proposals and Orders
The heart of Atlas is an easy-to-use, intuitive quote, proposal and order management system that allows the customized building of an ANPI VIP order to precisely match your customer's requirements. By filling in customer information and selecting the appropriate products and services, Atlas enables you to create professional, accurate proposals that are delivered straight to a customer's email.

More Autonomy for Agents
Atlas gives you the power to manage all sales activity and customers in one convenient place. An automated workflow engine gives you the ability to be notified when emailed proposals are opened by customers, when phones are delivered, when installation is complete and when a customer needs attention. Atlas also gives you full access to the complete line of ANPI VIP products and services, as well as full control over prices. Setting sales goals – and surpassing them – is now in your hands.

Unprecedented Visibility
After an order is accepted, you can track equipment delivery, provisioning activity and final turn-up of the service using real-time reporting. Atlas also provides visibility into customer care for when questions arise or trouble tickets are created. With the knowledge that every order is well taken care of, you are able to focus on your primary role: selling.

Personalized Communications
With Atlas, proactive communication with customers is built right in. You will have a powerful email management tool to automatically send messages to customers at key points throughout the installation process, including equipment orders, number porting and installation dates. Even if ANPI receives a sudden influx of orders, Atlas scales with ease, sending customers automated notifications keeping them up to date on their new Hosted UC solution's progress. Plus, with each outgoing email, you have the opportunity to read, edit or completely rewrite the communication, creating the exact experience desired for each customer.

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COLLABORATE. INNOVATE. DELIVER.