



Appian Announces Partnership with Twilio to Power Communications for the Contact Center

May 15, 2019

Appian Intelligent Contact Center™ incorporates the Twilio Cloud Communications Platform to empower service agents to deliver concierge customer experiences

RESTON, Va., May 15, 2019 (GLOBE NEWSWIRE) -- [Appian](#) (NASDAQ: APPN) today announced a partnership with Twilio to incorporate Twilio's communications platform into the Appian Intelligent Contact Center (ICC) solution. Customer service centers are plagued by legacy technologies and point solutions that complicate work and prevent service agents from focusing on customers. The Appian Intelligent Contact Center empowers agents to deliver differentiated customer experiences with unified customer views, powerful case management, and automation capabilities. Twilio's world-class communications enhance Appian's ability to provide customers a true omni-channel experience in one unified solution. As a result, companies can rapidly transform their operations to exceed customer expectations for service speed and quality.

"Twilio's cloud communication platform makes it easy for customers to engage with businesses across any channel," said Chetan Chaudhary, Global Vice President of Partners at Twilio. "By integrating Twilio into Appian's Intelligent Contact Center, Appian makes it easy for contact center agents to create outstanding customer experiences. We welcome Appian to Twilio Build and believe the integration addresses many of the complex challenges contact centers face today."

Michael Beckley, Chief Customer Officer and Chief Technology Officer at Appian said, "Delivering cutting-edge customer experiences requires a new approach to building contact centers and new tools to empower Agent collaboration and teamwork. Agents need a simpler way to get a full picture of the customer. They need Artificial Intelligence to guide them to the best outcome. And, they need all of this across channel the customer prefers. By bundling Twilio's cloud communication platform services into the software license, Appian brings Intelligent Automation in a unified solution that enables contact centers to deploy quickly to reduce costs, hit KPIs, and exceed customer expectations."

Appian Intelligent Contact Center produces strong customer outcomes. Large enterprises have increased customer satisfaction by 64%, reduced costs by 50%, and improved customer response times by 9-times with Appian. For more information about Appian Intelligent Contact Center, visit <https://www.appian.com/platform/intelligent-contact-center>.

About 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.

For Information Contact:

Nicole Greggs
Director of Media Relations, Appian
+1 703-260-7868
nicole.greggs@appian.com



Source: Appian Corporation