

## Pre-Production for Aptean Respond

# Test-Drive the Latest Respond Functionality



## Try Out Our New Features in a Sandbox Environment

Ever wish you could try out a new Respond release before it goes live? With the new Pre-Production offering for Aptean Respond, you can do just that. Respond Pre-Production gives your team early access to every Respond release in a sandbox environment that mimics your live configuration and contains a sample of your own case data. With Respond Pre-Production, you can:

- ▶ **Get a Sneak Peek at the Latest Innovations** – As a Pre-Production user, you'll be among the first to try out the latest innovations in every release, and your team will be prepared to get the most out of the new functionality from the moment you go live.
- ▶ **Test Against Your Own Configuration** – Your Pre-Production environment will feature the same configuration and modules\* as your live Production instance – plus a sample of your own anonymised case data – giving you the most realistic testing experience possible..
- ▶ **Mitigate Risk** – Ensure your whole organization is confident in the upcoming release by testing out every feature from end to end. You'll enjoy full support of your Pre-Production environment just like your live system.
- ▶ **Train Your Team** – Give your team members time to familiarise themselves with new features from the safety of a sandbox environment. Pre-Production is completely isolated from your live system and supports no outbound communication, so your team can freely test and explore without worry.


\*Respond Social, Business Intelligence, Central Printing, and Configuration Promotion modules are not currently supported in Pre-Production



A homepage dashboard in the Pre-Production environment



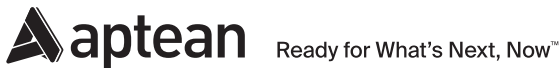
## Key Benefits

- › **Pre-Release Access** – Pre-Production will provide you and your organisation with access to all upcoming major and minor Respond releases prior to the SaaS go-live date of the release. Longer periods of pre-release access may be provided for major releases.
  - › **Your Own Configuration and Data** – Your Pre-Production environment will feature the same workflows, templates, and modules\* as your live Production Respond instance, and will be pre-loaded with a subset of anonymised case data from your production database to provide a realistic testing and training environment.
  - › **Available to All Users** – From front-line agents to executives, all licensed users of your live Production environment can leverage the Pre-Production environment. User access settings are based on your live configuration, so each user will have access to the features and functionality appropriate to their role.
  - › **Respond SaaS Exclusivity** – Pre-Production is available exclusively for users of Respond SaaS. Not currently on SaaS but interested in Pre-Production? Contact your account manager to learn more about your options.
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# Are you Ready to Learn More?

Contact Us at [enquiries@aptean.com](mailto:enquiries@aptean.com)  
or visit [www.aptean.com](http://www.aptean.com).



## About Aptean

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