

Complaint Management System

Providing round-the-clock services is very essential in the customer care/production industry to satisfy the customer expectations. We have a Complaint Management System developed using Interactive Voice Response System (IVRS) that allows caller bypass normal operators for booking their complaints. The system also provides information about the sales promotions, product pricing, availability of product, dispatch status, booked complaint status etc. Using only the touch-tone telephone handsets and by just punching their options, the caller's are able to directly access the company customer care department. They can also check the status of the delivery of the item after booking/buying and the billed amount over the telephone.

The application works in the following manner:

- The customer calls the complaint number or the company number. The IVR greets the caller and takes to the complaint booking menu. In the initial step, customer provides the customer ID or the product ID. The IVR validates the customer or the product and if the entry is valid, the customer is given various complaint type options for booking of the complaint. Once the caller chooses the option of complaint type, the complaint is booked and the caller is given the complaint number.
- After the complaint is booked, the complaint is passed on to the concerned staff by calling on phone or reports can be printed to have the list of the booked complaints.
- After the complaint is attended by the staff, they can call the IVR and update the status of the complaint.
- The caller can dial the IVR number and get the status of the booked complaint.

Various options available in the software:

- The system can dial out to customer and can verify about the working of the system.
- Various types of reports can be printed to analyse the data.
- Sales promotion, product availability modules can be added in the IVR.
- Fax support can be added in the IVR.
- Email notification module can be added in the IVR.
- Voice recording of the Caller can be done.
- Calls can be transferred to the operator.
- Screen Pop regarding the call (part of Call Center Software).

Software Features

- Provide 24 * 7 days customer service.
- Allows customers to book their complaint for the specific product.
- Gives the delivery status over the phone, thereby valuing the customers time.
- Allows the customer to check the billed amount over the phone.
- Customer retention is improved with this value added service.
- Frees staff from routine work and allows them to attend to more complex work.

- Designing and development of IVR application is very easy and requires no code writing. The complete call flow can be designed using the drag and drop approach.
- The changes can be made on fly. The changes in the software can be made even while IVR/Voice Mail is running without need to reset the server or the application. So while the calls are actually handled by the system and changes can be done and implemented immediately.
- Integration with any kind of the database (Ms-Access, FoxPro, SQL server, Oracle) is possible. Various techniques apart for direct ODBC can be used to enhance the working of IVR. The software requires almost no maintenance.
- Support through remote connectivity is possible. Once direct connection with the remote system is available, then any changes can be made, system performance can be monitored or any malfunctioning can be corrected.
- Can be integrated with any existing complaint booking software.

Pre-Requisite of the application:

System Requirements

Minimum Pentium PIV processor based Computer

1 GB RAM, DVD-RW Drive, 160 GB or larger Hard Drive.

Operating System Supported: Windows NT, Windows 2000, SQL Server

Database supported: Any ODBC Complaint like MS Access, FoxPro, Oracle, and SQL Server.

For Information Contact:

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