

# COMPLAINT MANAGEMENT SOFTWARE

Manage every channel in a single platform to track complaints, respond quickly, and learn from feedback to improve customer experience and refine processes.



## CAPTURE COMPLAINTS ACROSS THE CUSTOMER LIFECYCLE

Manage email, chat, SMS, Verbal and more in a single platform to get a holistic view of the customer experience. Link a contact form so customers or employees can submit complaints from your website. Or trigger the complaint handling process from your CRM or ERP solution.



## CUSTOMISED TO MEET LEGISLATION

From July 1st, 2023 all local councils in Northern Ireland will begin to deal with complaints according to the new set of standards as set out by the Northern Ireland Public Services Ombudsman, which say that straightforward complaints should be dealt with within five working days.

Our software provides a transparent audit trail of all complaint-related activities, including actions taken, communications exchanged, and resolution outcomes. This feature ensures accountability and helps you meet regulatory compliance requirements.



## SET ALERTS FOR QUICKER RESOLUTION

Automate the complaint lifecycle to organize messages, assign them to teammates, and give thorough responses. This will help your team resolve issues in a more streamlined manner, lowering response time. You can also save time by adding preset canned responses to handle frequently reported issues.



## MONITOR COMPLAINTS AND TRENDS WITH ANALYTICS

Gain valuable insights into your organization's complaints management process with our advanced reporting and analytics tools. Identify trends, areas for improvement, and track key performance indicators to drive continuous enhancement.

## BENEFITS AT A GLANCE

- Complete control of every stage of the complaints lifecycle
- Fair and consistent, every time
- Digitize and Streamline your complaints process
- Improve productivity and reporting
- Targets and alerts set to match your KPIs
- All customizable and extendable
- Meet regulatory compliance