

**PRESENTATION OF**

**Different Queries/Complaint**

**Systems**

## **Can define different types of groupings on:**

**Type of customer:** Government, Salaried, Businessman, HNI's, Investor, Dealers, Corporate groups etc..

**Type of Property:** Commercial, Residential (Villas), Residential (Flats), Plots, Malls, Offices etc..

**Type of City/Area:** A Class City/Area, B Class City/Area, C Class City/Area.

**Type of Zones, queries, Complaints etc..**

## **BRIEF FLOW:**

- The queries/complaint management system starts from the receiving of the queries/complaints from customers. The receiving could be through Phone, Fax, E-mail, Drop Box etc.. The complaint can be registered through call centre, back office etc..
- After receiving the complaints the complaints are forward to the concerned group depending on the type of queries/complaints, automatically. Here we can have a manual intervention also. This generates an auto e-mail for the internal/external people from whom the complaints are received and to the concerned group also.

- There is work flow engine built into the system, where one query/complaint is forwarded to another groups after the action is taken by the forwarding group.
- This done till the query/complaint is finally closed by the group and forwarded to the call centre for the verification from the internal/external people who have made the complaint through the telephone.
- Whenever the complaint is forwarded, it generates an e-mail for the receiving group, automatically. Thus informing the group for the taking an action.

- In the system we can define escalation levels also. Through this the system generates escalation e-mails automatically. We can define complete hierarchy while defining the escalation levels. The escalations are given to the concerned middle/top management people if the complaint is not closed within stipulated timeframes.

- The system also generates the reminder e-mails automatically for the groups, if there is an pending query/complaint and the expected date of action/closure is coming close.

- The whole system is parameterized. The company can get lot of information related to queries/complaints, districts, areas, groups etc..

## **SOME OF THE HIGHLIGHTS:**

- Auto escalation through e-mails. Auto Mailing to consumers
- On the basis of type/category of customer the user will be able to fetch a lot of info from the present system. Area/Zone wise
- As on moment status of the query/complaint
- Complete Notepad will be maintained
- The system will generate Complaint ID/Query Ids, File No.
- The system will take care of FAQ's
- The system will show the pending query/complaints while entering a new query/complaint
- The system will capture the start time and end time while entering the query/complaint.
- Every where the system will capture User ID and Date of entry.
- The system will capture info like Call within 24 hrs, Change of attributes, so that complaints can sorted out fast.

- A lot of analysis can be done like:
  - **Dist./Group/Type of customer/Property wise queries/Complaints received/pending**
  - **Datewise complaints/Queries received**
  - **Datewise different type of parameters wise Complaints & Queries received**
  - **Mode of complaintwise Complaints type wise total complaints received and sorted out**
  - **System will show alerts at different places.**
  - **Average age of sorting query/complaint Etc.**

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