

COMPLAINT MANAGEMENT

Where Every Customer Complaint Leads to Improvement

CUSTOMIZATION

The software features customizable configurations that enable users to adapt complaint handling and monitoring processes to their specific needs and preferences.

INTERACTIVE DASHBOARD

The software includes an interactive dashboard that provides a dynamic and visual graphical overview of important complaint reports.

COMPLAINT TRACKING

The software that allows organizations to monitor the entire lifecycle of a complaint, from initial submission to final resolution helping to improve customer satisfaction.

PAPERLESS

The digital seamless process helps to eliminate the requirement of printing on paper. Go for an eco-friendly approach, enhancing both efficiency & sustainability.

ROOT-CAUSE ANALYSIS

It aims to identify causes of complaints, underlying issues, organizations can implement effective solutions to prevent future occurrences of similar complaints.

SEARCH & FILTER

The software features an easy search and various filter options, enabling users to swiftly search and sort information about complaints.

CUSTOMIZABLE WORKFLOW

Tailor reporting, according to the organization workflow from investigation & resolution processes to meet their specific safety protocols.

TREND ANALYSIS

Software examines complaints over time to identify patterns, recurring issues & emerging trends, enables businesses to gain valuable insights into areas for improvement.

Customer Complaint Management Software is designed to streamline the complaint resolution process, ensuring customer concerns are addressed promptly and effectively with powerful tools for complaint tracking, trend analysis, root-cause investigation, & reporting. Software helps to enhance transparency, improve operational efficiency, & boost customer satisfaction. our customizable solution adapts to your needs, enabling proactive issue resolution & continuous improvement.



**CUSTOMER
COMPLAINT
MANAGEMENT
SOFTWARE**

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CUSTOMER COMPLAINT MANAGEMENT SOFTWARE

CUSTOMIZABLE CONFIGURATION



Product Quality



Delivery Performance



Product Packing



Product Performance



Transit Damage



Wrong Location Delivery



Quantity Variation



Wrong Product



Warranty Claim



Associated Services



Better Communication

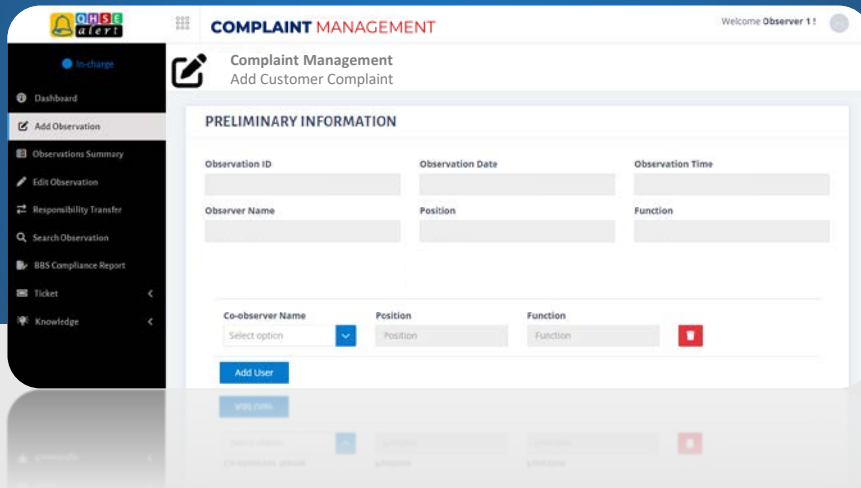


Wrong Documents

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FEATURES OF CUSTOMER COMPLAINT MANAGEMENT SOFTWARE



Unlimited
Complaints



Complaint
Tracking



Root Cause
Analysis



Trend
Analysis



Search &
Filter



Interactive
Dashboard



Unlimited
Users



Customizable
Workflow



Export
Data



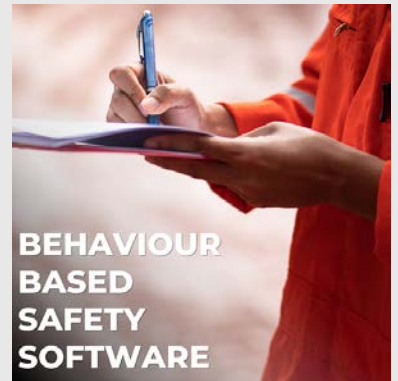
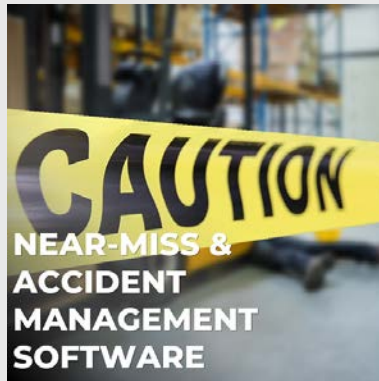
Instant
Notification



Attach
Photo/ File



User
Friendly



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