

Complaints Management in the Cloud

Delivering a Cost Effective and Efficient Way to Manage Complaints

AT A GLANCE

The KC Online Complaints Manager application, provided OnPremise or in the Cloud, is designed to bring control, consistent levels of service and approved issue resolution to the complaint handling process. The KC Online Complaints Manager application ensures that complaints are quickly identified and efficiently owned and resolved first time, every time. Seamlessly delivering the power to automatically capture and classify complaints from any incoming channel, such as emails, social media communications, fax, SMS etc, with the power of checklist based workflows to ensure the total complaint process is controlled.

From Complaint Capture Through to Issue Resolution

Knowledge Capture® Online (KC Online) Complaints Manager is a fully hosted and managed Cloud or OnPremise based solution designed to enable organisations, of any size, to cost effectively capture customer issues/complaints, regardless of the media of communication, and process via business configured rules based checklist workflows.

By coupling powerful information capture technologies such as document imaging, email and social media monitoring with 'out of the box' complaint handling checklists and workflows, KC Online Complaints Management enables customers to register their complaints and grievances through any media channel, safe in the knowledge that these will always be captured, processed and resolved.

Knowledge Capture Complaints Manager delivers a broad range of 'out of the box' business benefits and capabilities including:

- Single point of complaint capture, whether it was originally received via paper, email, social media or other electronic media
- 'Out of the box' complaint handling checklist process to control the process for each complaint with ability to adapt your business process, based on each organisations unique complaint handling requirements
- Consolidation of complaint documents related to each complaint incident, providing one unified client view of everything
- Browser or phone based view ensuring secure access from any location
- Strict adherence to business processes with clear points of escalation depending on workflow outcomes, controlling and driving service level commitments
- Insightful and real time online dashboard management reporting, providing visibility of each complaint, the reasons, outcomes and timelines for resolution

Capturing and Managing Complaints

From:

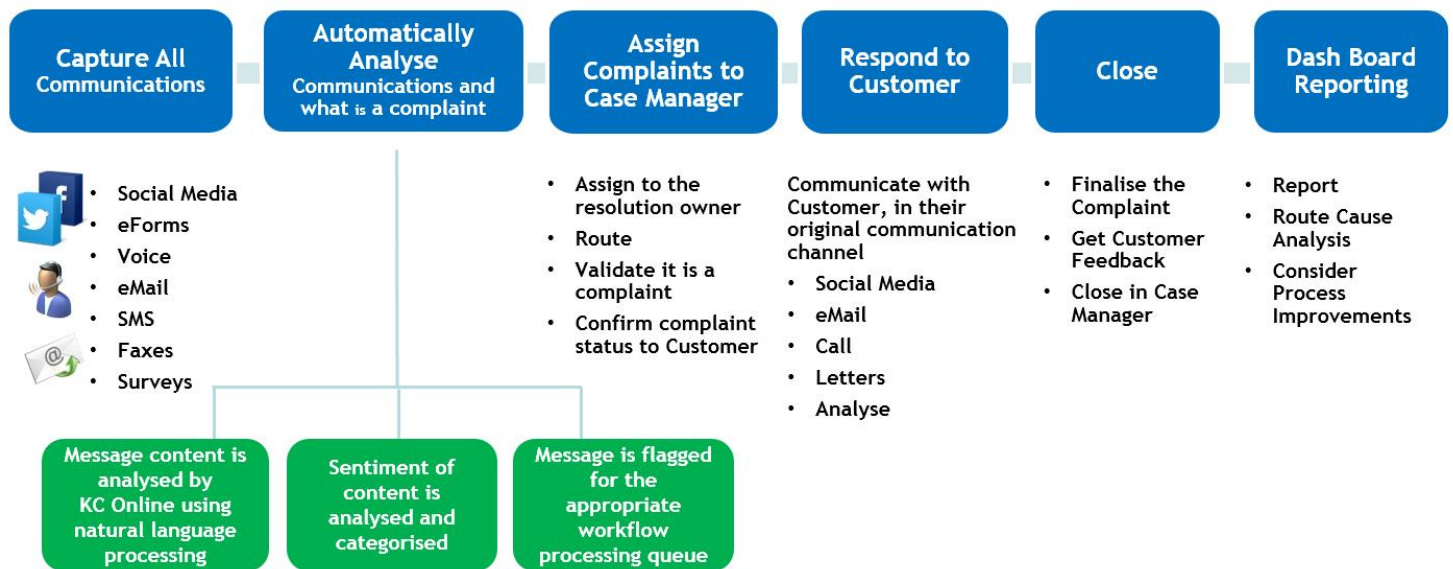
- Social media
- SMS texts
- Emails
- PC files
- Telephone voice conversations
- Other digital feeds

Provided OnPremise or in the Cloud Our Pricing Models

KC Online Complaints Manager is available as a Cloud or OnPremise solution

As a fully hosted Cloud or OnPremise Service, the KC Online Complaints application can be priced on a per-user, per-month usage model, delivering enterprise level technology with no upfront capital costs, or purchased as a perpetual software application as part of a OnPremise installation

Email us for more information at: sales@kc-ol.com



Beyond Paper and eMail to Social Media Complaint Handling

KC Online Complaints Manager extends beyond just the capture of phone, letter and email complaints to uniquely enable the capture and automatic classification of social media based complaints and the delivery of a truly 'blended' complaint handling capability.

KC Online enables organisations to monitor their social media channels (Facebook, Twitter, LinkedIn, Google+ Instagram etc), automatically identifying customer's complaints amongst the vast noise of social media banter.

Once KC Online has automatically identified a complaint, using the KC Online fully automated content analytics and sentiment processing, business based rules and actions can be defined to perform actions such as automatic social media channel message responses, email notification, message prioritisation and uniquely, automatic Complaint Management 'Case' creation.

Case Management Complaint Tracking and Resolution

For all Complaints, regardless of the media of communication, KC Online Complaints Manager includes a time proven Advanced Case Manager (ACM) application. ACM is used by thousands of clients around the world to capture, manage, process and report on Complaints.

By harnessing the power of ACM's Checklist driven workflow capabilities, the KC Online Complaint Manager enables complaints to be processed accordingly to each organisation's strict complaint handling processes, service levels and points of escalation.

To discover how KC Online Complaint Manager can help your organisation cost effectively bring control and efficiency to the handling of customer complaints, contact us today for a free demonstration.

More Information

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