

Knowledge Capture Complaints Management

Delivering a Cost Effective and Efficient Way to Manage Complaints

AT A GLANCE

The Knowledge Capture 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 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® (KC) Complaints Manager is a fully hosted and managed Cloud or OnPremise based solution designed to enable organizations, 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 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 organization's 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

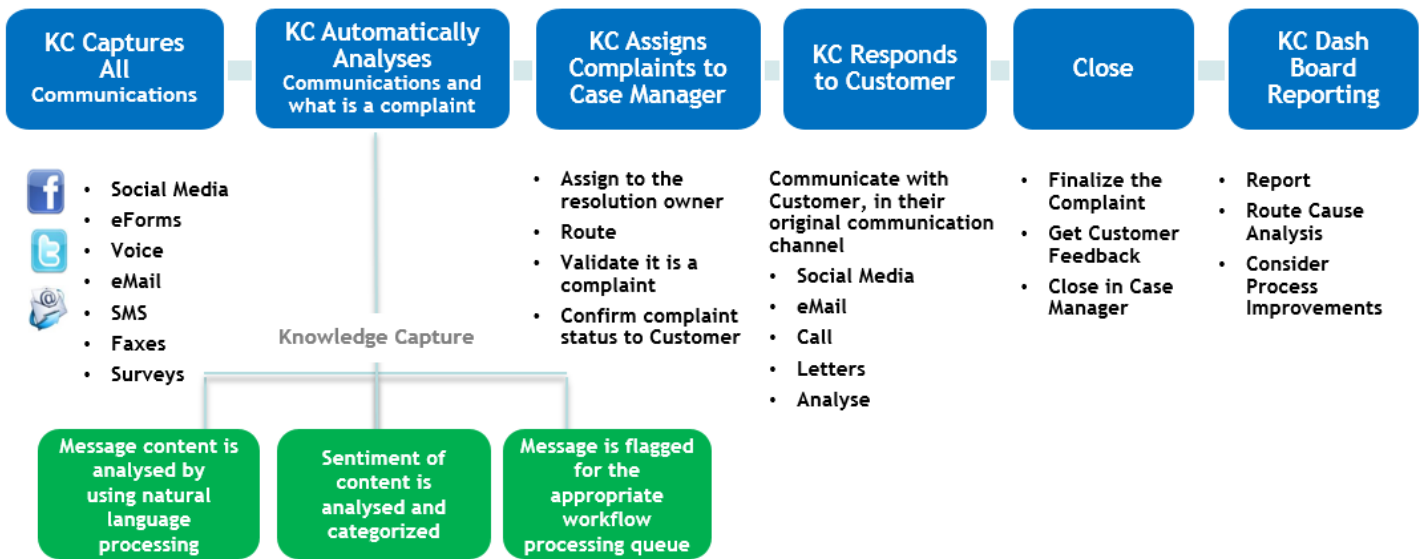
Provided OnPremise or in the Cloud – Our Pricing Models

Knowledge Capture Complaints Manager is available as a Cloud or OnPremise solution

As a fully hosted Cloud or OnPremise Service, the Knowledge Capture 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

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Beyond Paper and eMail to Social Media Complaint Handling

KC 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.

Knowledge Capture enables organizations to monitor their social media channels (Facebook, Twitter, LinkedIn, Google+ Instagram, iTunes etc), automatically identifying customers' complaints amongst the vast noise of social media banter.

Once Knowledge Capture has automatically identified a complaint using the KC 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 prioritization and uniquely, automatic Complaint Management 'Case' creation.

Case Management Complaint Tracking and Resolution

For all Complaints, regardless of the media of communication, Knowledge Capture 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 Complaint Manager enables complaints to be processed according to each organization's strict complaint handling processes, service levels and points of escalation.

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

More Information

Website: www.kc-ol.com
 Email: sales@kc-ol.com

kc-ol.com/complaint_management.php