

Mobility, Convenience, Realization
**Seamless Customer Interaction and
Relationship Management Solutions**



Proposal For Automated Complaint Management System

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Executive Summary

1. This proposal is presented for setting up an Automated Complaint Management System. This System will allow users to register their Complaints through any telephone at any time of the day or night using a IVRS (Interactive Voice Response System). (The system can be interfaced with the web enabling users to log in their complaints through the internet/intranet also). The IVR system is multi-lingual. User needs to know only how to use a telephone. The complaints are registered easily and quickly and the caller gets a Docket number. This is used to check the status of your complaint. Also you can exercise the option of getting a call from the system to inform you after your complaint has been rectified. While the users are given the complaint number, the system simultaneously prints out a Complaint Slip at the Service Centre to process the complaint handling.

2. The users can directly enter the Complaint code or can be guided by voice menus in simple language to register their specific complaint. In addition the appropriate technician/repair person to service the complaint is also informed over a voice call or SMS depending on his choice with details (complainant's house number, nature of complaint, time of complaint) so that the complaint may be serviced. On closure of the problem the technician may report back over a voice call that the complaint has been closed. Alerts will be raised to the next higher level if a complaint remains unattended for a long time – the time limits and the persons to whom the escalation will be done can be customized based on the requirements of the Management. (An example of a system is enclosed). The system provides comprehensive and customized reports for use by the Management to monitor and control his resources.

Note :

- The system would support Security and logging features (User wise options).
- The system will generate the complaint print out in a particular Format – as desired/customised.
- The callers will be allowed to access the Operator by dialing 9 at any stage of their interaction with the system as also to record their message.
- All technicians will have a password to access the system.
- CMS Administrator shall have the following facilities/rights:
 - Screen locking features
 - Enabling and disabling technicians.
 - GUI interface for changing and recording of special prompts.
 - Keeps Logs on the system access and system functionality.
 - Full access to change in database in the system.

3. Alliance Infotech is a Microsoft Certified Partner and partners with IBM and Dialogic to deliver robust and scalable solutions. Its Client List includes Airtel, Airports Authority of India, American Express, BHEL, Ballarpur Industries, AIR, Indian Railways, Indian Defence Services, State Bank of India, GE, NTPC etc.

Key Values Provided to our Customers: -

4. We provide the following key values to our customers' messaging needs.

(a) Low Total Cost of Ownership, Customised and Easy to Use Solutions

Our system reduces total cost of ownership through integration with existing infrastructure, a simple maintenance system and easier to learn systems. With strong commitment to customers Alliance Infotech delivers solutions customized to meet the requirements of our customers.

(b) Quality Solutions

Alliance has a very strong Quality Orientation and is committed to provide timely and quality solutions to our customers.

(c) Reliable Life Time Support

We provide support for life time of our products (Free during the warranty period and on an Annual Maintenance Contract thereafter). Our Customers/Clients can reach us at any time by any of the following modes :-

- (i) Phone – we are only a phone call away. Call 011-26371851
- (ii) Fax – you can fax us at 011-26371852 giving the details of the support required.
- (iii) Email – you can email us at support@alliance-infotech.com
- (iv) Internet – you can go to the support page on our Web site <http://www.alliance-infotech.com/support> and login your problem.

(d) Other Benefits Provided

- Future Tech Compatibility -- with future and current technologies.
- Administration and Customisation – Centrally administered through “Control Panel”
- Alarms – Multiple Alarms Generated to notify various conditions
 - Variety of systems to address varied needs
 - Customisable solutions
 - Professional Services

User Benefits

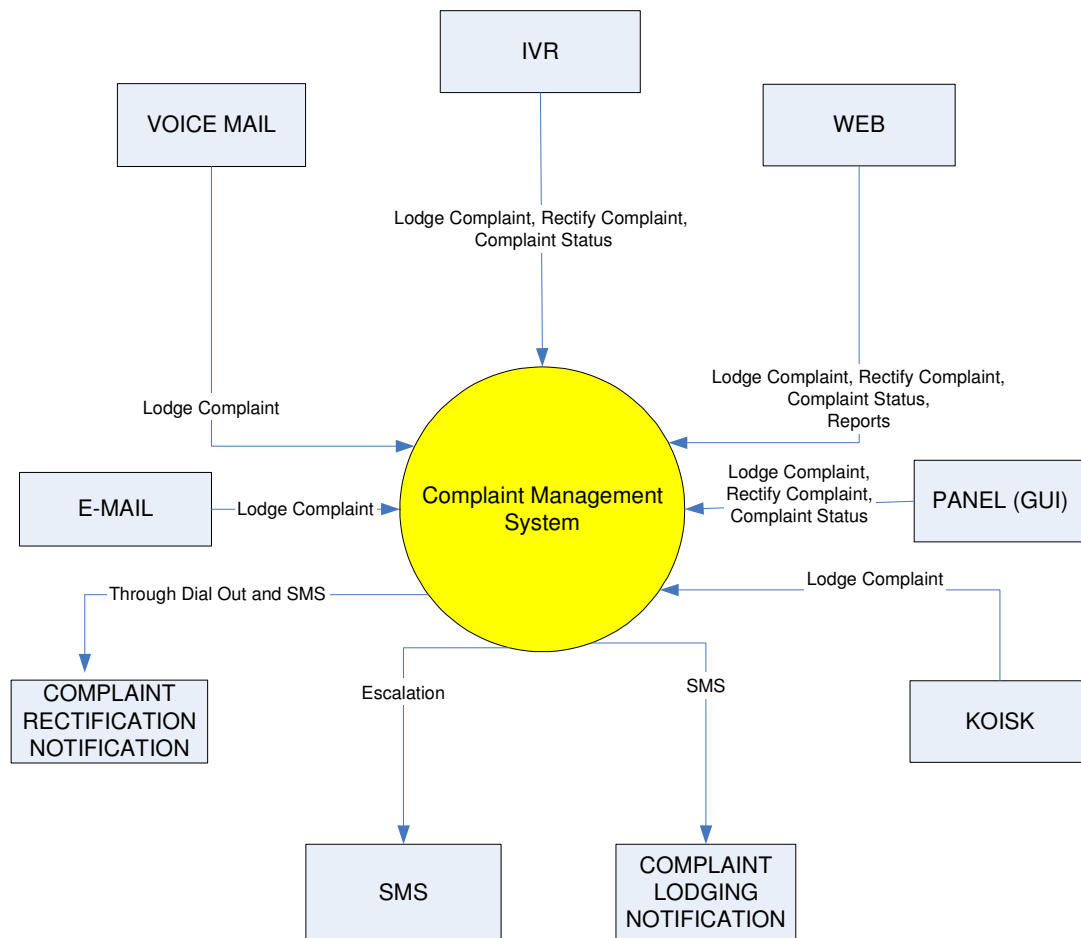
5. The system has a number of benefits both for the Management and the Users. These are :-

- (a) System is easy to use. Makes Registration of complaints easy.
- (b) Automated process of generating unique complaint numbers – ensures easy processing and makes follow up by users easy
- (c) Round the clock service – complaints can be booked at any time of the day/night. This is particularly relevant as the complaint can be booked at the time of occurrence of a fault itself thus ensuring that the complaint gets booked immediately – and users do not forget it in their busy work schedule during office

hours. This will also reduce the total time between complaint occurrence and its rectification

- (d) The system is Easy -to-use for the technicians also. They can access complaints from anywhere at anytime and similarly Report the status / feed back from anywhere at anytime without going back and forth to the Complaint centers every time. This will also lead to an increase in the efficiency of service staff & technicians
- (e) Proper Reports available to Management – this is perhaps one of the biggest advantages as it will enable them to monitor and exercise better control of their resources. In fact an analysis of these reports will also help in pre-emptive actions and prevention of faults.
- (f) Reduces Service Costs through Increased Operational Efficiency.
- (j) Prompt resolution of Complaints which will lead to greater User satisfaction

Complaint Management System



Sample Call Flow - Complaint Management System

