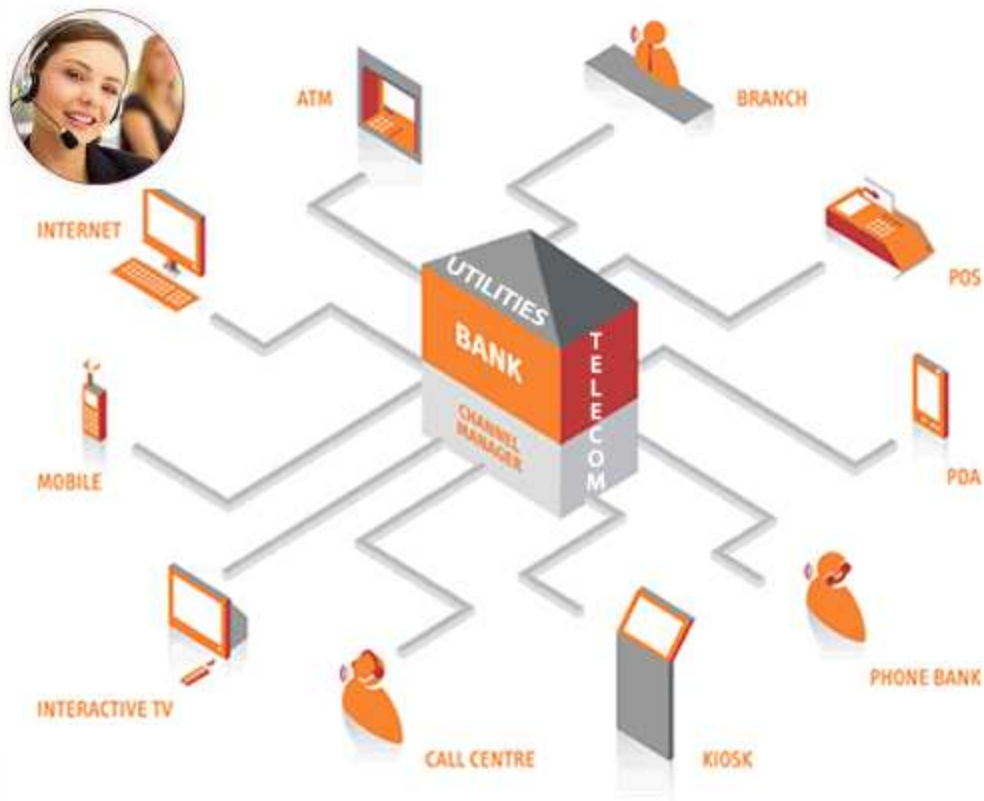


eBizCCMS

Customer
Complaint
Management
System



October 2008



An overview of the eBizCCMS Customer complaint management system workflow and procedures. Topics include problem ticket recording, routing, and resolution, as well as an overview of the roles and responsibilities of First Level, Second Level, Back office, Supervisors & Program managers

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eBizCCMS **Customer complaint management system** **Process Flow**



eBizCCMS Environment

Level 5: **Program Managers**

Level 4: **Supervisors**

Level 3: **Back office (escalation users)– Network, IT, Finance etc-**

Level 2: **Second level support**

Level 1: **First Level support**

Level 0: **Users**





eBizCCMS Workflow

Users can log in their complaints with eBizCCMS at:

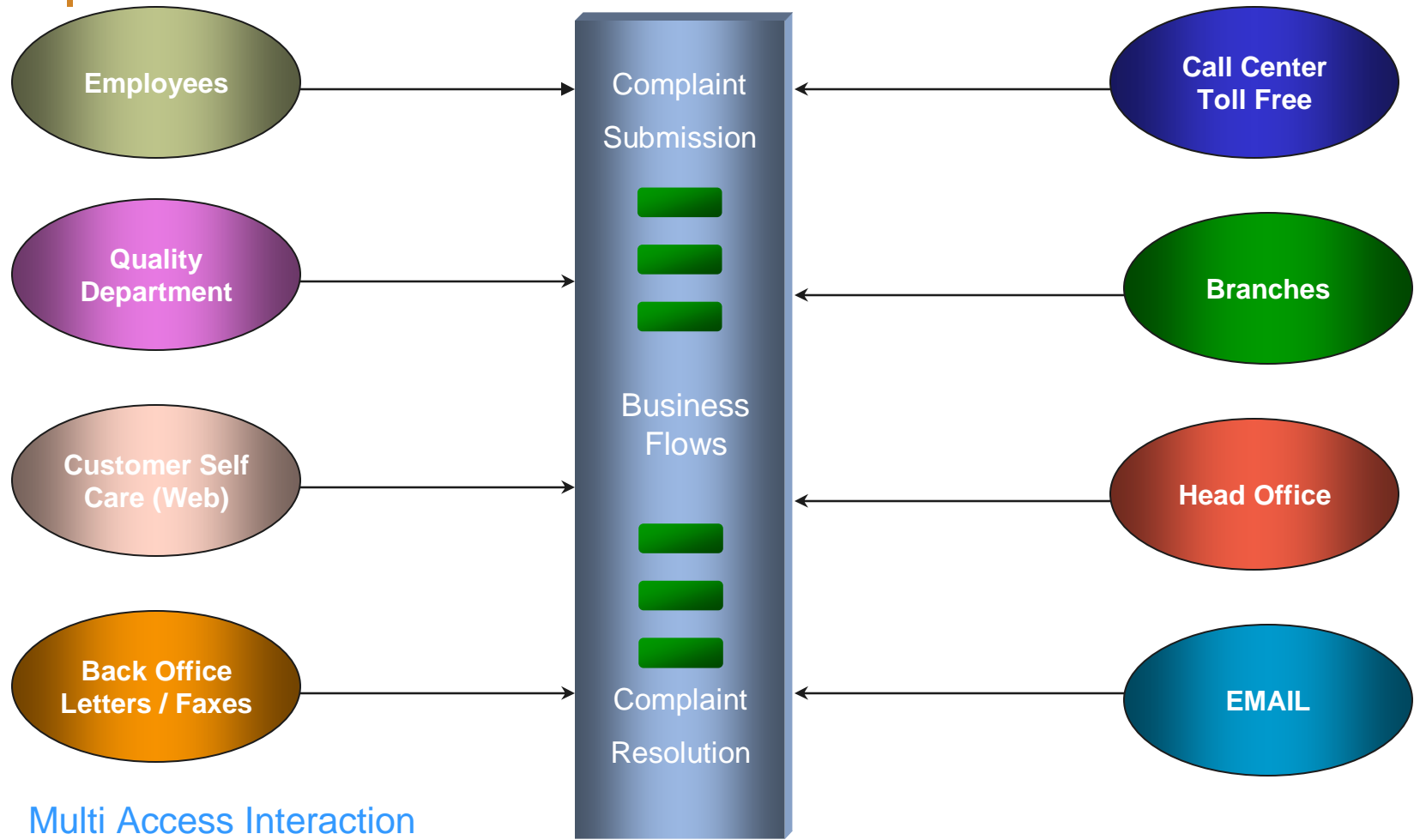
- ❑ Call Centre
- ❑ Back office
- ❑ Retail centre



eBizCCMS

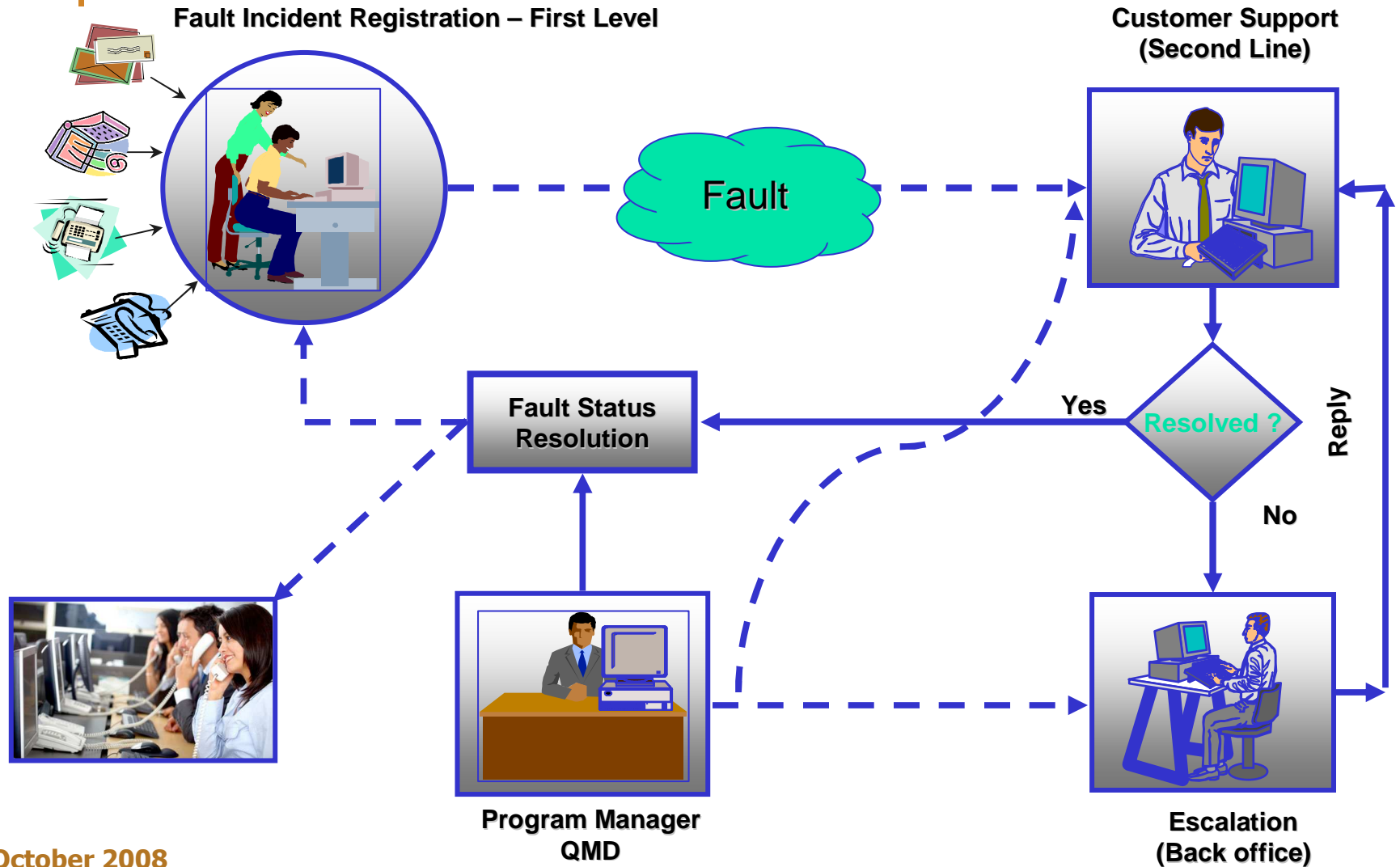
Customer
Complaint
Management
System

Customer complaint management system Components



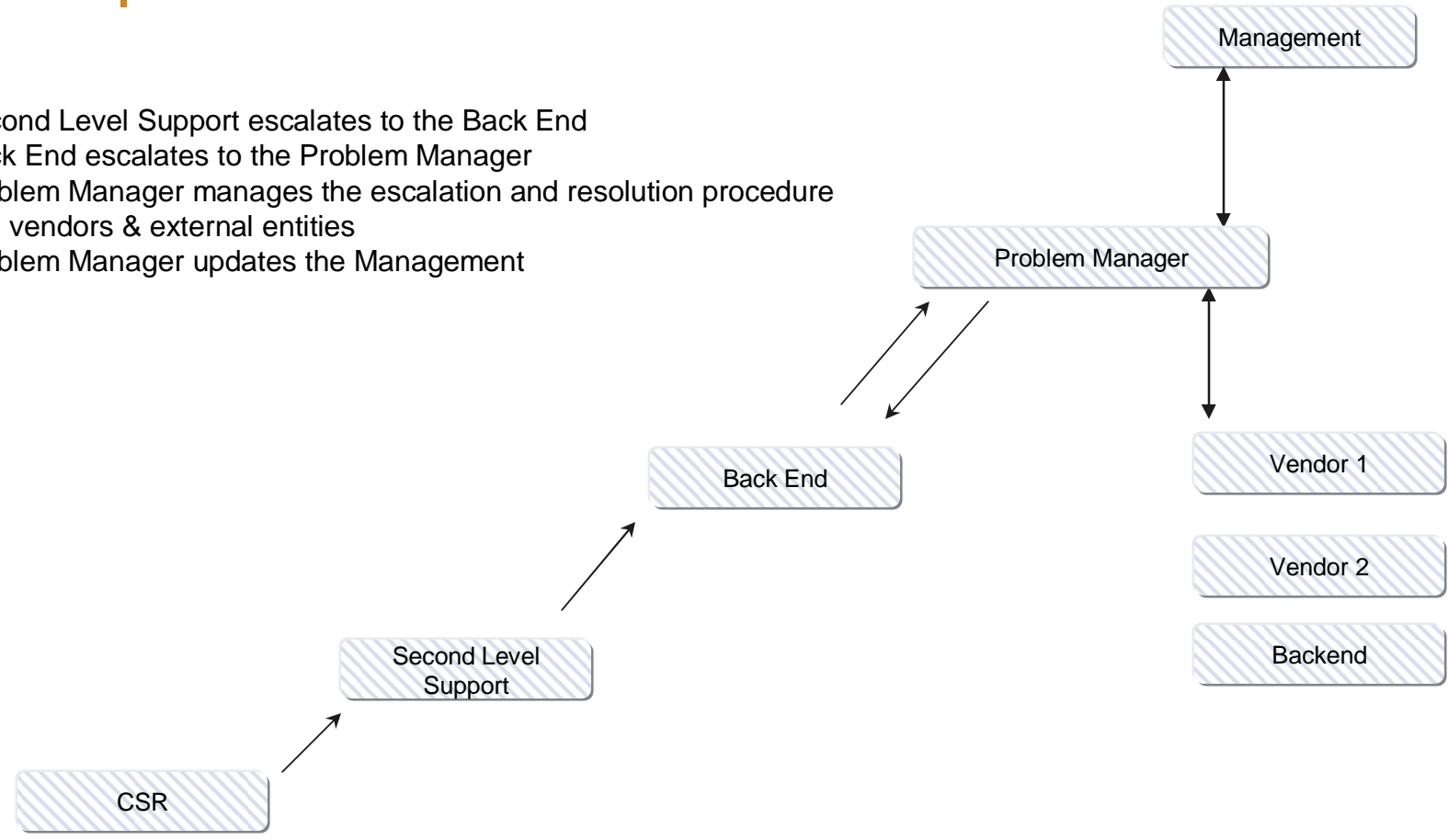
Multi Access Interaction

Fault Handling Process



Escalation Process

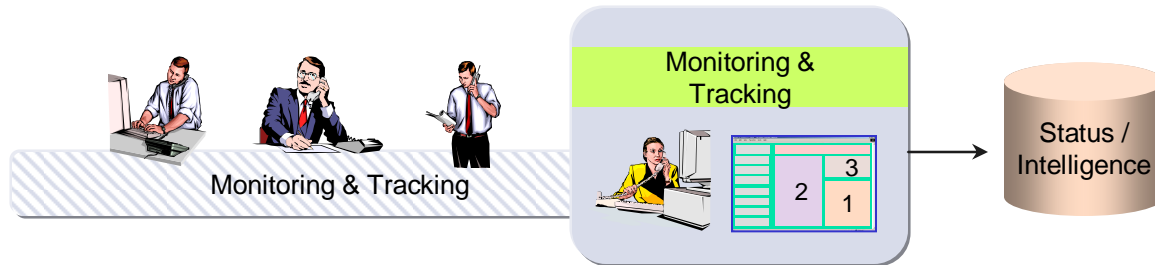
- Second Level Support escalates to the Back End
- Back End escalates to the Problem Manager
- Problem Manager manages the escalation and resolution procedure with vendors & external entities
- Problem Manager updates the Management



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Tracking



Criteria:

1. SLA Specific
2. Fault Specific
3. Drill Down
4. Individual

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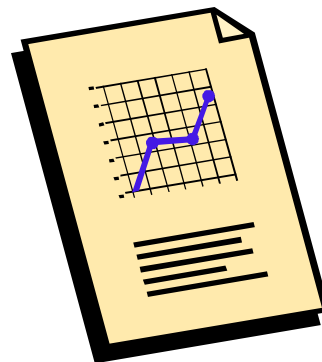


System Features

- Enhanced Monitoring and Tracking
- Tracking of Problems – Trouble Tickets
- Accelerated and more efficient processing of Problems
- Convenient Access for all staff members and customers
- Detailed reporting to support quality assurance and continual improvement
- Support for sequence of operation workflows when processing internal or external Problems or Incidents
- Ticket Access rights are related to roles and groups
- Ticket Assignment on the basis of Roles and Groups
- Status Notifications by email, SMS, Fax
- History Data Creation (all correspondences, actions, transactions are stored within History ticket and can be visualized with a simple click)
- Automated Archiving

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Reporting





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Customer
Complaint
Management
System

Summary Reports:

Requests Received Summary by Date by CSR
Requests Received Summary by Date by Category
Requests Received Summary by Date by Priority
Requests Received Summary by Date by Contact Channel

Requests Closed Summary by Date by CSR
Requests Closed Summary by Date by Category
Requests Closed Summary by Date by Priority
Requests Closed Summary by Date by Contact Channel

SLS Violation reports – Closed Requests:

All SLA Violations
SLA Violations by Category
SLA Violations by Department
SLA Violations by CSR

All Requests:

All Requests by Priority
All Requests by Department
All Requests by Group
All Requests by CSR
All Requests by Due Date
All Requests by Category
All Requests by Request Date
All Un-Assigned Requests

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Sample Reports

Open Requests:

Open Requests by Priority
Open Requests by Department
Open Requests by Group
Open Requests by CSR
Open Requests by Due Date
Open Requests by Category
Open Requests by Request Date

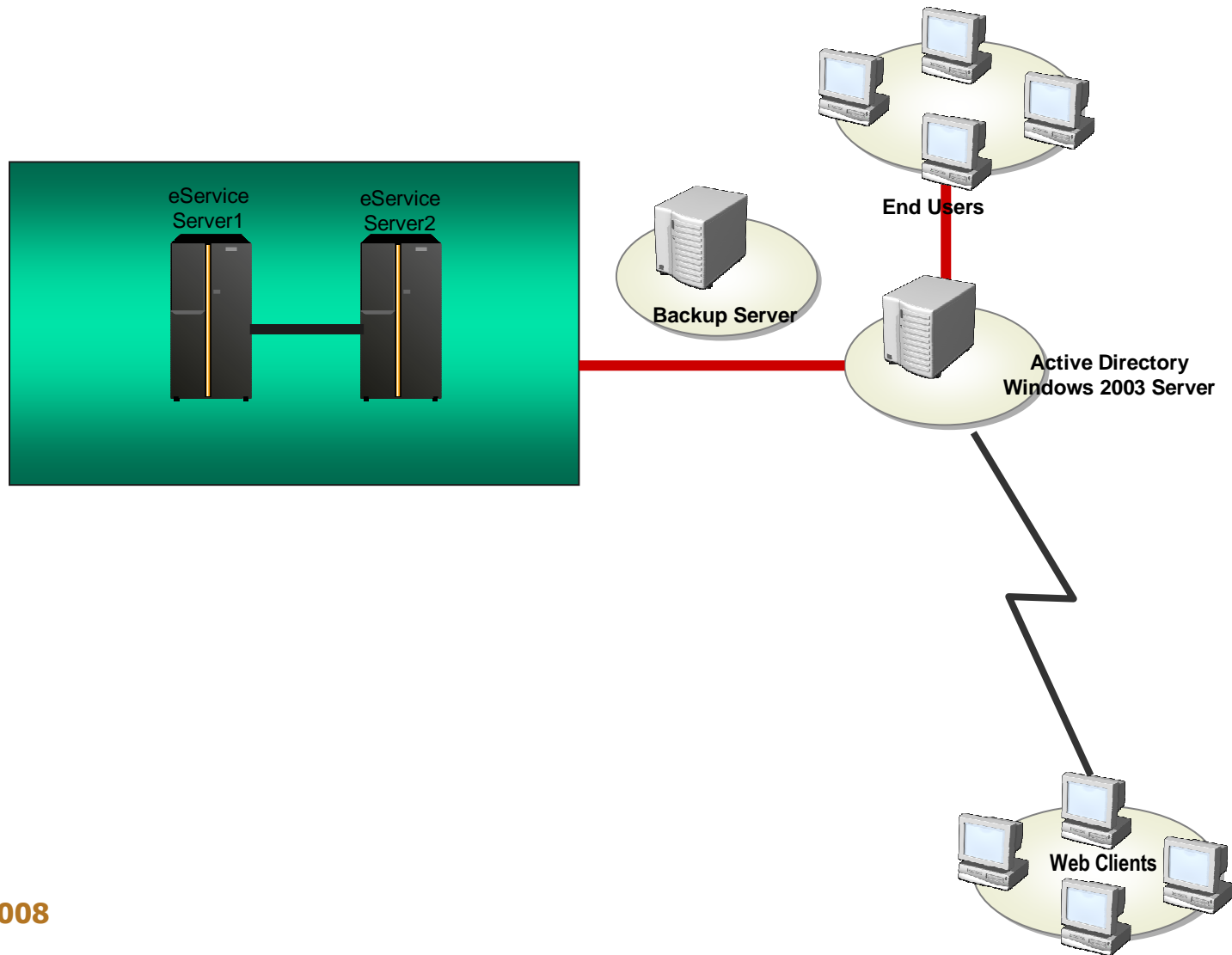
Closed Requests:

Closed Requests by Priority
Closed Requests by Department
Closed Requests by Group
Closed Requests by Group Member
Closed Requests by Due Date
Closed Requests by Category
Closed Requests by Request Date
Average Completion time by Category by CSR

Overdue Requests:

Overdue Requests by Priority
Overdue Requests by Department
Overdue Requests by Group
Overdue Requests by Group Member
Overdue Requests by Due Date
Overdue Requests by Category
Overdue Requests by Request Date

Recommended Sever Architecture





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