



Complaint Board

Corporate Challenge:

The employee is the key person in any organization and an organization has to make them comfortable. Every organization is making a great effort to fix its issues as soon as possible. Because of the complex reporting process like identifying the right person and their availability, employees feel difficult to raise the complaint with the department and outside the department. So every organization requires a Complaint Board application for an effective process.

Business Problems:

1. Difficult for new joiners to learn the complete process.
2. Implementation of the system is complex and cost is also high.
3. Longer turnaround time.
4. Delay in response time of the application.
5. Require more time to customize the application.
6. Lack of alert and tracking process.
7. Limited to the supporting documents.
8. Automatic reassign is difficult.
9. Limited user accessibility.
10. Unable to meet the target of the organization.
11. Increase in attrition level.



Our Solutions:

- Simple and easy application with centralized data.
- Can able to post multiple complaints within and outside the department at a time without any hassle.
- Creation of the users and assigning roles for them are easy.
- Follow-up notification alerts.
- Response and TAT for resolving the complaint is fast (average closure of the complaints raised from 6 to 10 per day).
- Able to schedule a meeting with the assignee.
- Detailed reporting and customizing of the application can be implemented whenever it is required.
- Supports image, PDF, and PPT files.
- Track user performance.
- Reassign of the complaints are made easy based on the escalation level.
- Increase in productivity and revenue.