

Complaints Management

INTERNET BASED ISSUE TRACKING AND MANAGEMENT SYSTEM

CC Tracker is a powerful, easy-to-use Web-based collaboration tool to help companies manage and track complaints with optimum resource utilisation. This flexible system incorporates:

- Tracking - Tracking reported bugs, defects, business issues, enhancement requests, etc.
- Workflow - Automatic routing and notification to get issues resolved.
- Process enforcement - Managing and enforcing your company's process of resolving issues.
- Status - Up-to-the-minute project information and status to team members everywhere to foster collaboration.
- Communication - Capturing discussions and sharing knowledge.
- Accountability - History and audit trail

As a browser-based application, CC Tracker can be rapidly deployed to both internal and external people, thereby supporting teams in a distributed environment.

Complaint Management

Support analysts can log new calls; group leaders can review new calls and assign them to the appropriate analysts; and analysts can investigate, communicate resolutions to customers, and finally, close the calls.

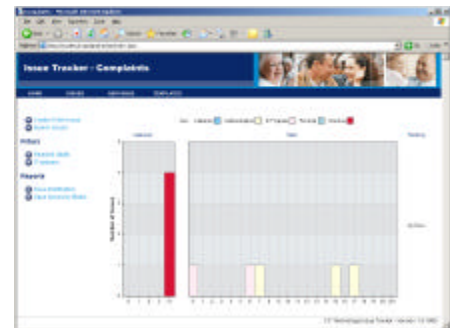
Timeline Compliance

Most organisations have performance targets that the complaints manager must meet. The time taken for the initial response and for resolution of a complaint are key performance indicators which are monitored by the CC Tracker through the use of management reports and visual flags.

The system can also track time-dependent tasks within a request. Key activities such as investigation, third party consultations have customisable standard response periods associated with each activity. When a due date is approaching or has been exceeded, reports and visual indicators alert the Manager that action is necessary.

Consistency

Even with detailed complaints policies, manual procedures allow for individual flexibility in processing requests. The way in which the Analyst tracks timelines and documents actions taken on a file may vary within the office. IssueTracker applies structure and consistency to the documentation of actions taken on a file. Two of the main benefits are that request files can be seamlessly reassigned to other Analysts in the office when the need arises, and consistent procedures allow our clients to perform business process analysis and improvement.



A screenshot of the CC Tracker interface showing a detailed form for a complaint. The form includes fields for 'Issue Title', 'Issue Category', 'Issue Status', and 'Issue Priority'. There are also sections for 'Issue Description' and 'Issue Resolution'. The interface is clean and professional, with a blue header and a white background.

A screenshot of the CC Tracker interface showing a list of issues. The list is organized into columns for 'Issue ID', 'Issue Title', 'Issue Category', 'Issue Status', 'Issue Priority', and 'Issue Date'. The list contains several rows of data, providing a clear overview of the current issues being tracked.

Work Management and Reporting

CC Tracker maintains information on complaints classification and workflow that can be analysed to understand the nature of the complaints raised and identify processing bottlenecks. The reports address most aspects of complaint processing. For example:

- Dashboard view of Complaints status on a split timeline for initial and full responses.
- Reports of allocation and time to respond.
- Charts of distribution of complaints by month and drill down to day by day
- These reports are extremely useful in an office environment which receives a steady flow of incoming requests.
- Correspondence. The software links to customisable e-mail and word processing templates that automatically generate the required correspondence. Acknowledgement letters, decision letters and other correspondence to complainants and affected persons can be quickly generated. Call specific information (e.g., addressee, dates, etc.) automatically populates the letter. These features increase accuracy and save time.

Proven Technology and High Performance

CC Tracker is designed for high performance as a Microsoft® .NET Framework-based application running against Microsoft SQL Server 2000 and following Microsoft .NET Internet Architectures. The application performance scales for very high usage both on larger servers and across multiple web servers using Load Balancing Services.

The browser interface is written using standards compliant HTML and CSS making it usable across different browser types and versions. The web pages are compliant with the W3C Web Accessibility Initiative guidelines.

Managed Service or Local Installation ?

As an internet application browser based applications like IssueTracker can be installed on an organisations LAN or at an internet farm with little impact to the application performance. This makes client access and remote installation straight forward options.

Installation at a server farm allows the application to be deployed without resource from the IT department and to be configured for client access without needing to consider internal security, D.R. and network issues. This also opens the application to partners.

Where the application is installed locally Windows Integrated Security allows single logon to the desktop to be used to govern access to CCT Issues. All access management can be achieved through groups in the Active Directory

CC Technology have the infrastructure in place to provide the entire application, deployment and system management as a managed service.

CC Technology provide innovative IT solutions and consultancy to meet the needs of changing business practices. Technical excellence and business understanding form the basis of solutions provided to a client base including FTSE100 companies and enterprising SMEs since 1988 .

Contact us to learn how CC Technology can help you and your business.