Complaints Management Portal

|| Simple Configuration

|| 1 Month Deployment

|| Instant Results

Advancya
The only way we Advance, is if *YOU* do!

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Get Closer to your Customers with a Turnkey Solution

EASY
Complaints, Feedback, Surveys

STREAMLINE
Client Interactions

INCREASE
Clients Satisfaction

LISTEN
- Anonymous Complaints
- Registered User Complaints
- Anonymous Surveys
- General Feedback
- Complaint Comments Wall

INFORM
- Users Track Complaints Status
- FAQ for quick Answers
- Knowledge-base Articles
- *Streamlined Backend Processing*

SATISFY
- Quicker Response to Complaints/Feedback
- Self-service Track Request
- Easy registration (Email, Social Media)

Powered by: **Microsoft Dynamics 365**

|| Ready-made form that users can fill and submit.
|| Give your clientele immediate gratification instead of calling & wasting their time and consuming your call center time as well.
|| Gather customer feedback using ready Online Surveys.

Features & Benefits

Simple Forms for filling complaint information

Feedback form with service rating

Multiple Choice Surveys, fully configurable through CRM

Measure Client Satisfaction

Complaints | Feedback | Survey

Componentized Content

Backend Case Management

User Registration

FAQ's & Knowledge Base

Reporting Configuration

|| Empower your customers with self-tracking to monitor their complaints status.

|| Relieve pressure from your call center, so your agents focus on what matters the most, Solving Problems.
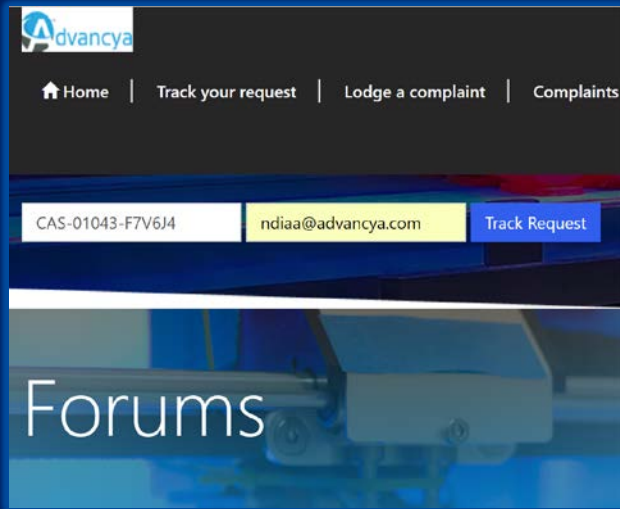
Request ID & Email Validation
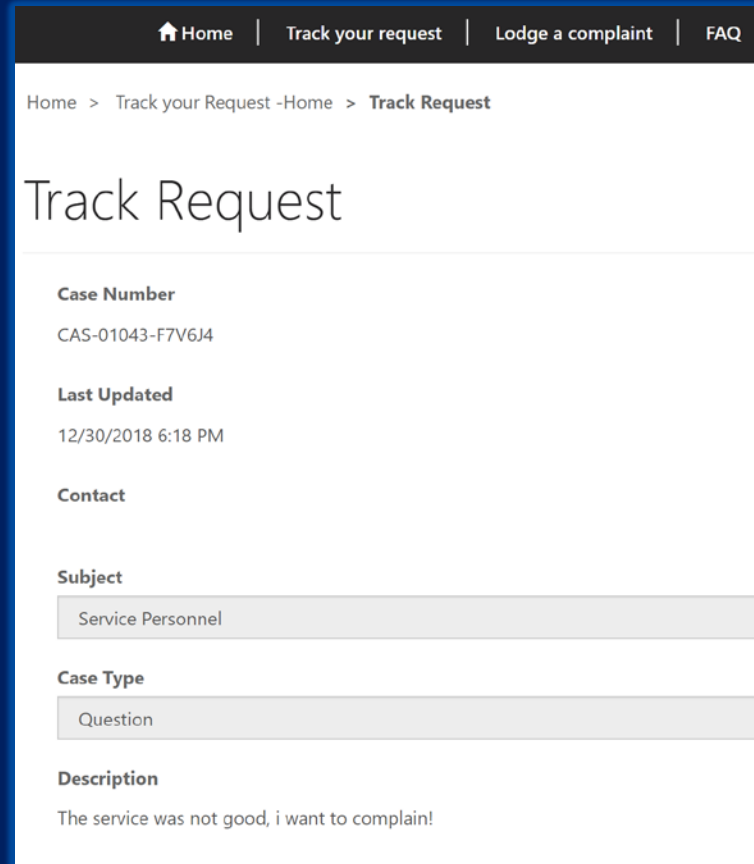
Complaint Details with updated Status

Our Value-Added

Complaints | Feedback | Survey

Request Tracking

Backend Case Management

User Registration
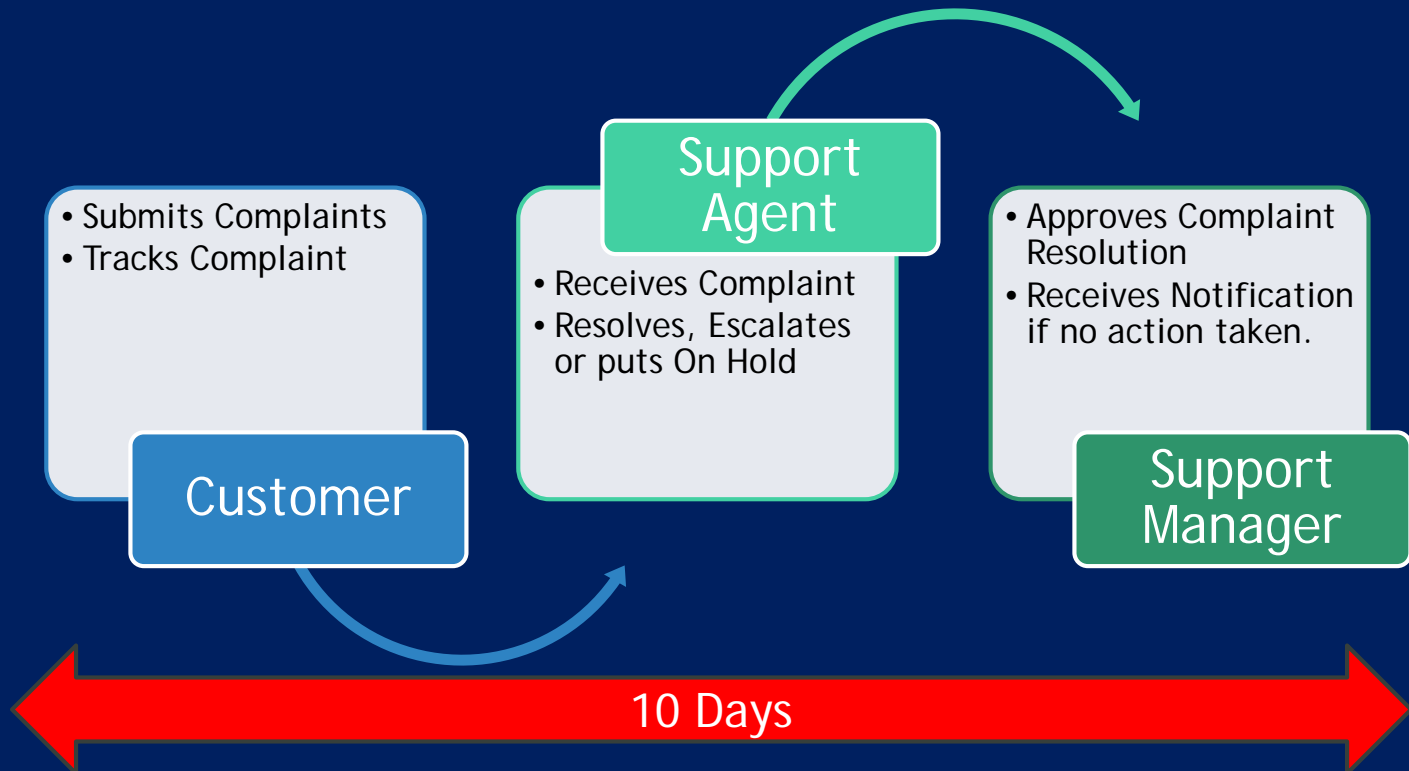
FAQ's & Knowledge Base

Reporting Configuration

|| Consolidate your Customer Support Team with ready-made Complaint Management Process for Complaints & Feedback Management.
|| Complaints received by Support Agent can be resolved, or escalated to Support Manager.
|| Feedbacks received get routed to Marketing Team for similar processing.
|| Configurable SLA to monitor Complaint Resolution; ex: if case unresolved for 10 days, send email to Support Manager.

Our Value-Added

Customer
- Submits Complaints
- Tracks Complaint

Support Agent
- Receives Complaint
- Resolves, Escalates or puts On Hold

Support Manager
- Approves Complaint Resolution
- Receives Notification if no action taken.

10 Days

Complaints | Feedback | Survey

Request Tracking

Backend Case Management

User Registration

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Reporting Configuration

|| Our solution will get you Up & Running with a ready-made Portal with its own separate User Registration.
|| Users can register using their email, Facebook, Twitter, Microsoft or even Azure Active Directory credentials, all Out Of The Box.

Full Case Tracking Page for registered users.

Case Number	Case Title	Case Type	Subject	Origin	Customer	Status Reason	Created On ↓
CAS-01042-X4J4K3	Nawras Twitter Case New 1519	Problem	Overcharged Money	Web	Nawras Twitter	Problem Solved	12/29/2018 3:24 PM

Add Comments, including Attachments

Comments Wall between User & Agent

|| Users can login with their chosen credentials, and View/Edit their user profile

Our Value-Added

Complaints| Feedback|Survey

Request Tracking

Backend Case Management

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Reporting Configuration
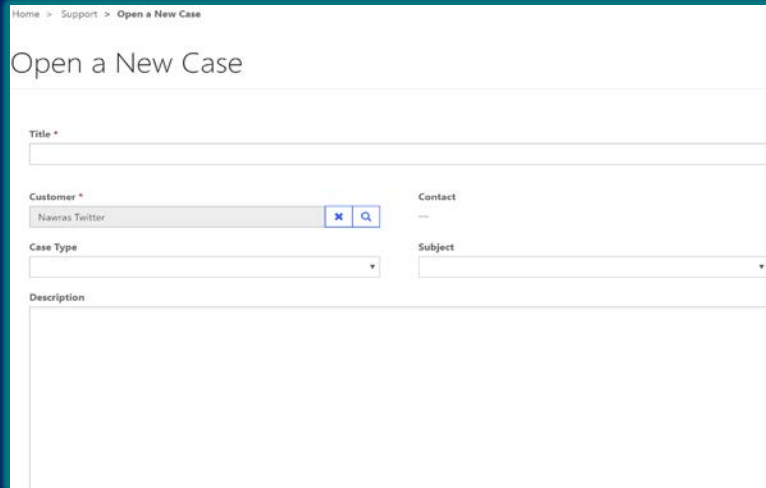
|| Advancya's Complaints Management Solution can **GROW** with your business, through easily manageable FAQ's, and Knowledge Base Support Article.
|| Help users easily find what they're looking for, while they're typing their complaint title!

Our Value-Added
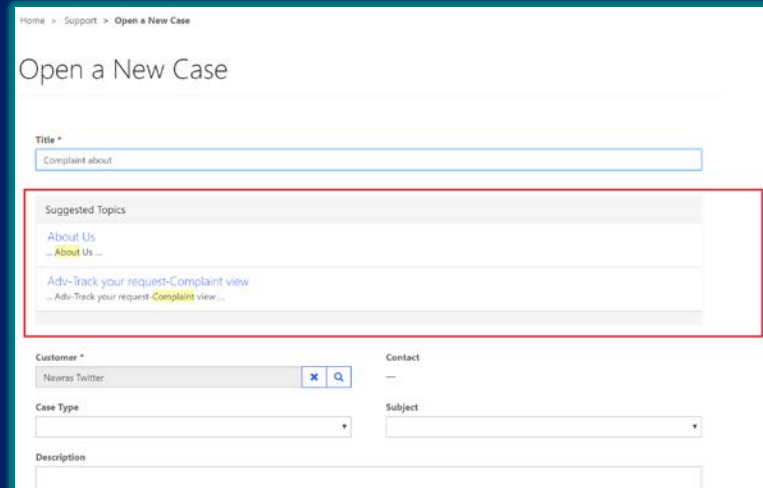
User starts typing his new Case/Complaint
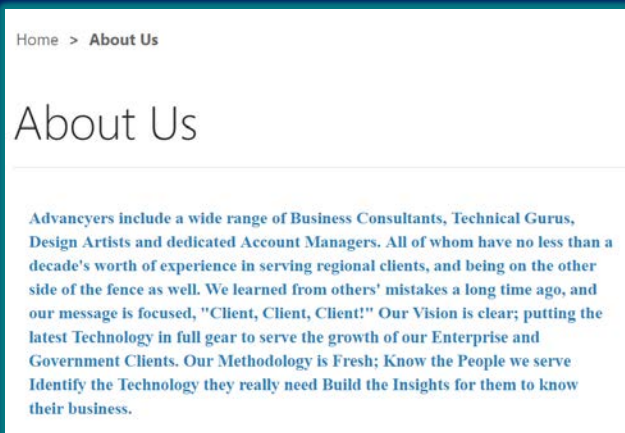
Suggested support articles are shown.
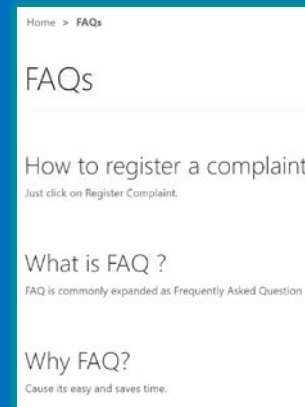
User open article and gets informed

FAQ section allows to add questions & answers easily.

Complaints | Feedback | Survey

Request Tracking
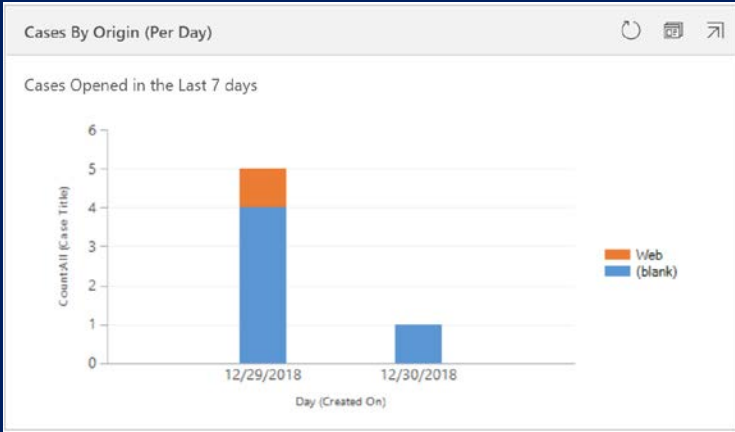
Backend Case Management

User Registration

FAQ's & Knowledge Base

Reporting Configuration

Full reporting module to give real-time insights on received complaints, feedbacks and response times, all from one consolidated dashboard.
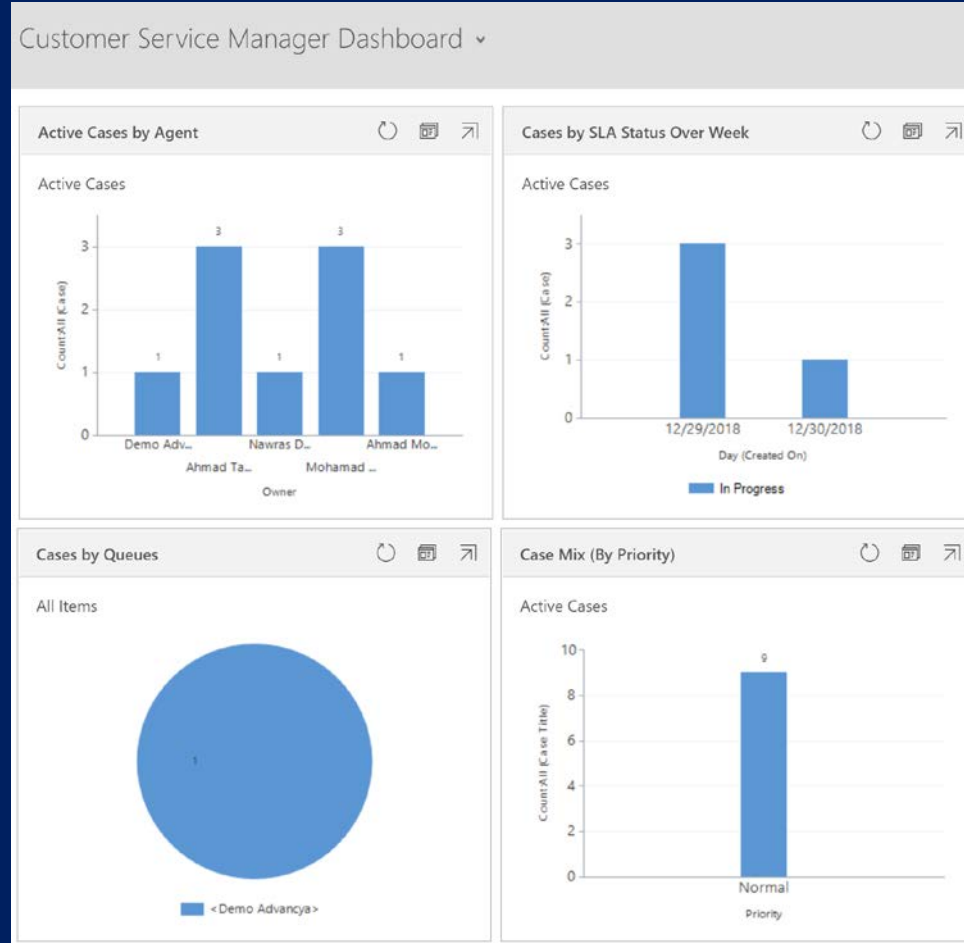

Received cases by origin

Activity Hub for agent interactions

Support Manager Overview with SLA Status

Our Value-Added

Complaints | Feedback | Survey

Request Tracking

Backend Case Management

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FAQ's & Knowledge Base

Reporting Configuration