

Complaints Management Portal

- || Simple Configuration
- || 1 Month Deployment
- || Instant Results

Get Closer to your Customers with a Turnkey Solution



The only way we dvance, is if YOU do!

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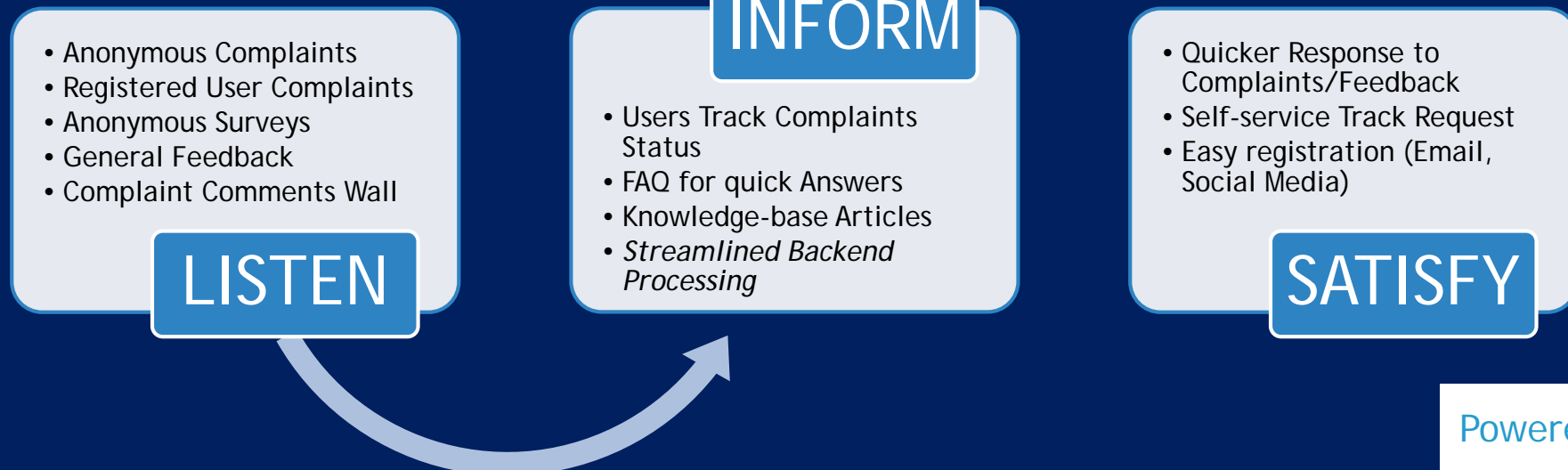
EASY
Complaints,
Feedback, Surveys



STREAMLINE
Client
Interactions



INCREASE
Clients
Satisfaction



Powered by:



- || 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.

Simple Forms for filling complaint information

Feedback form with service rating

Multiple Choice Surveys, fully configurable through CRM

Measure Client Satisfaction

Features & Benefits

Complaints | Feedback | Survey

Componentized Content

Backend Case Management

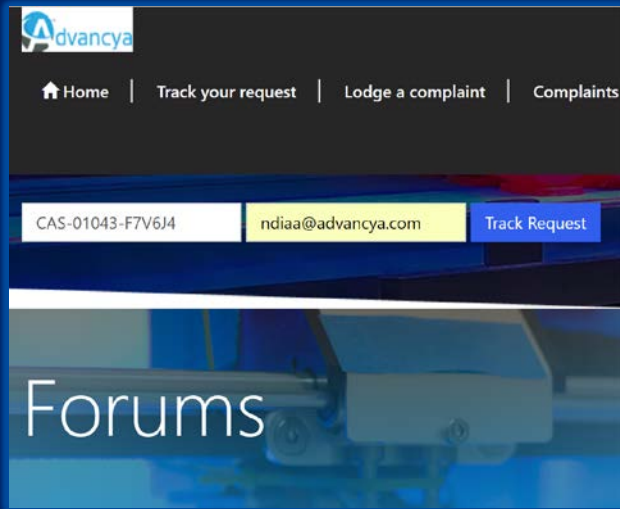
User Registration

FAQ's & Knowledge Base

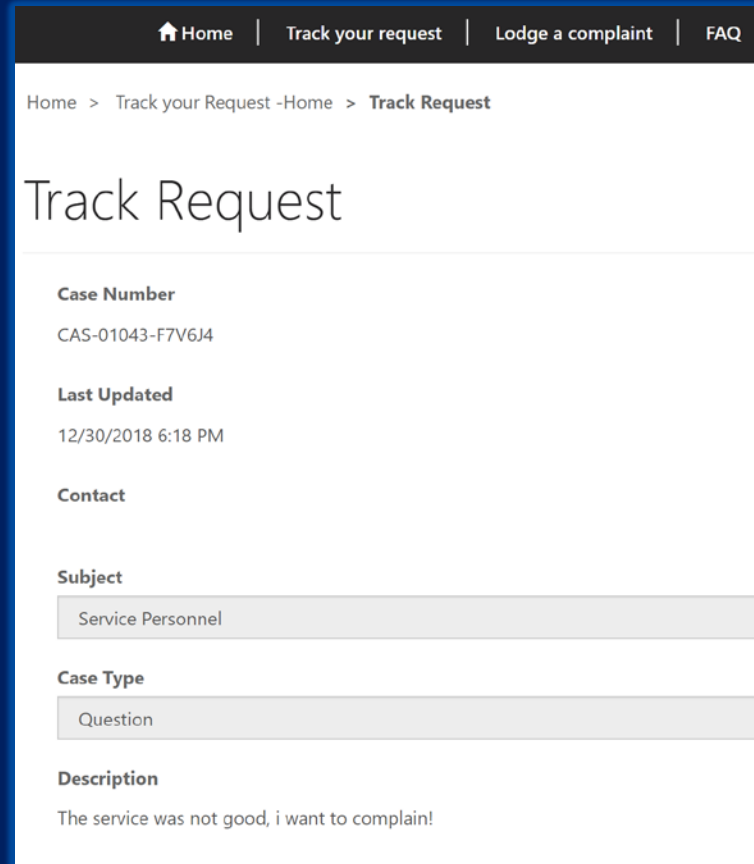
Reporting Configuration

|| 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



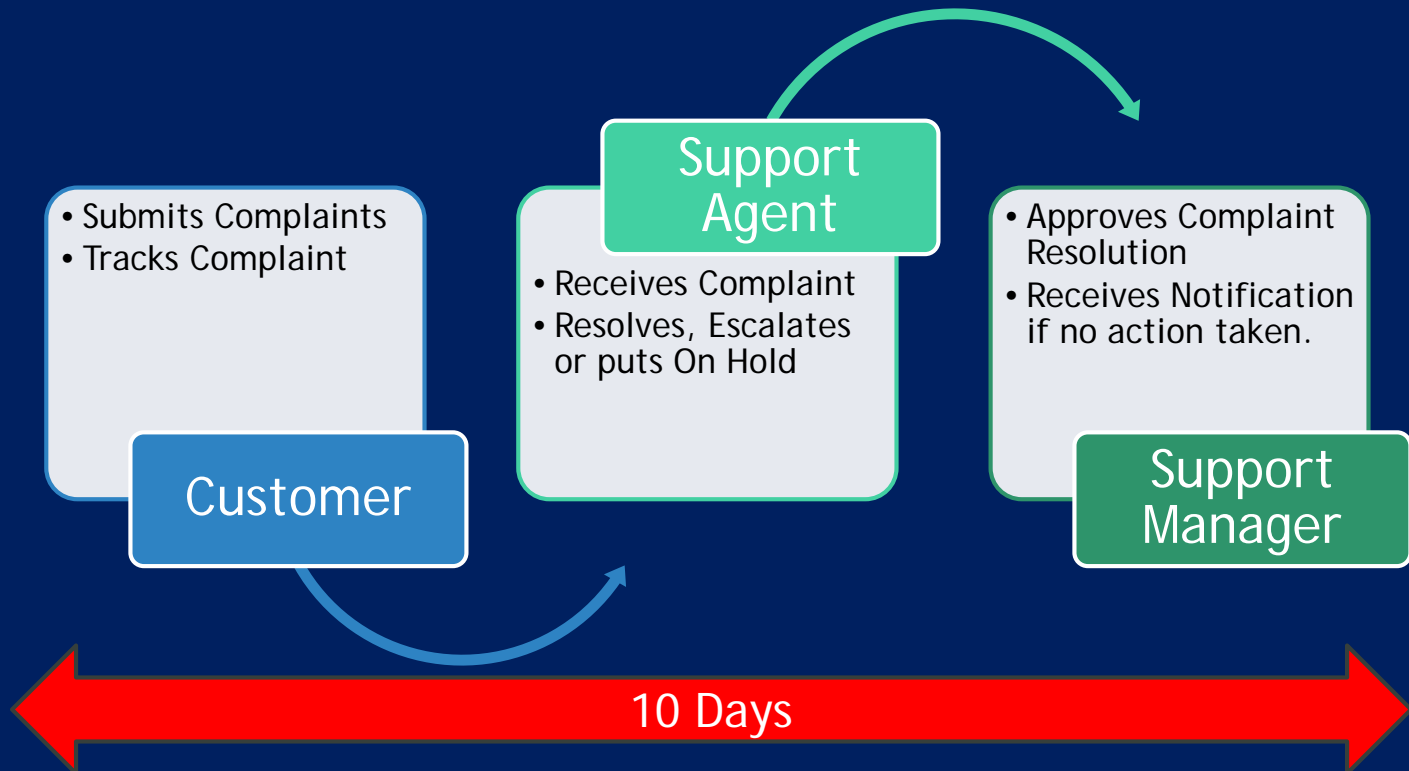
FAQ's &
Knowledge Base



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

- Complaints | Feedback | Survey
- Request Tracking
- Backend Case Management
- User Registration
- FAQ's & Knowledge Base
- 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.

Sign In Register Redeem Invitation

Register for a new local account

* Email

* Username

* Password

* Confirm Password

Register

Register using an external account

Azure AD Facebook Google Microsoft Twitter

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 a Comment

* Comment

Attach a File No file chosen

Submit Cancel

Add Comments, including Attachments

Created On
12/29/2018 3:24 PM

Timeline

a day ago
Demo Advancya → Nawras Twitter
You're welcome again! description/.
Modified on 12/29/2018 1:14 PM
Created by Demo Advancya

a day ago
Demo Advancya → Nawras Twitter
Created by Demo Advancya

a day ago
Nawras Twitter → Demo Advancya
Thanks
Created by SYSTEM

a day ago
Nawras Twitter → Demo Advancya
Created by SYSTEM

02 - QP Quick Access Menu.png (437.76 KB)

Reopen Case

Comments Wall between User & Agent

Our Value-Added

Complaints | Feedback | Survey



Request Tracking



Backend Case Management



User Registration



FAQ's & Knowledge Base



Reporting Configuration



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

Home | Track

Nawras Twitter

Profile

Sign Out

Profile

Nawras Twitter

Security

Set Password

Change Email

Manage External Authentication

Your Information

First Name *

Last Name *

E-mail

Business Phone

Organization Name

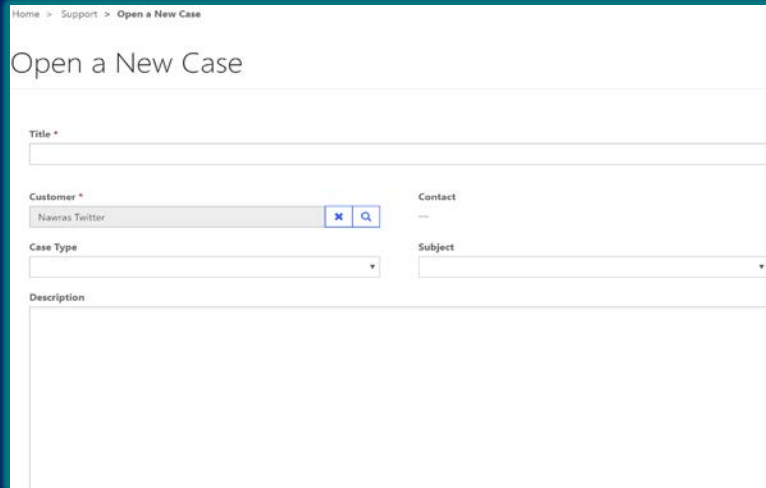
Title

Nickname

Web Site

|| 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!



Home > Support > Open a New Case

Open a New Case

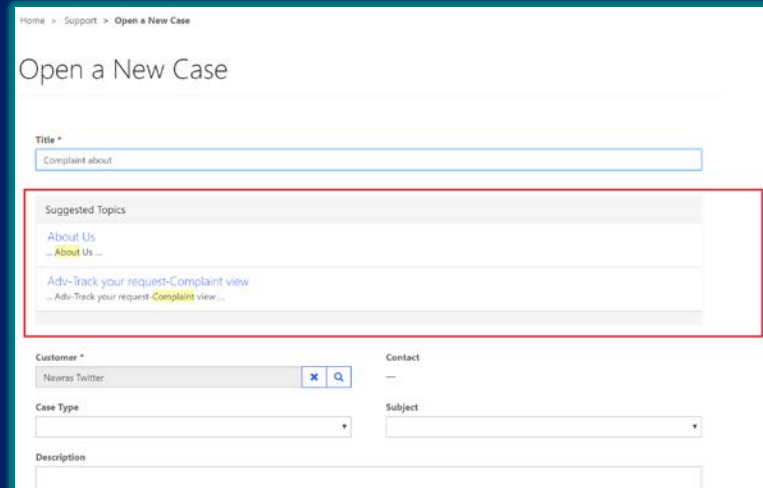
Title *

Customer * Navaras Twitter Contact

Case Type Subject

Description

User starts typing his new Case/Complaint



Home > Support > Open a New Case

Open a New Case

Title * Complaint about

Suggested Topics

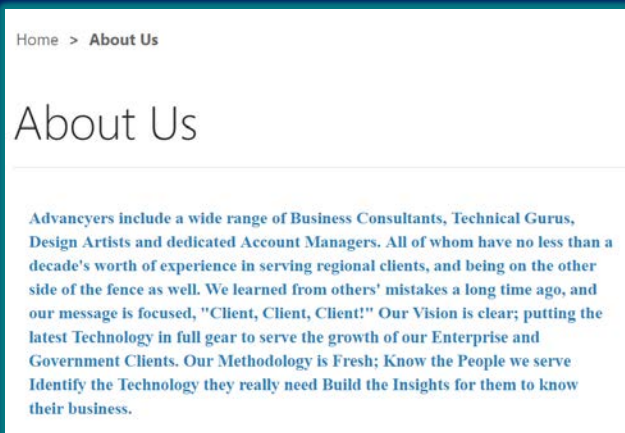
- About Us
- About Us ...
- Ady-Track your request-Complaint view
- Ady-Track your request-Complaint view ...

Customer * Navaras Twitter Contact

Case Type Subject

Description

Suggested support articles are shown.



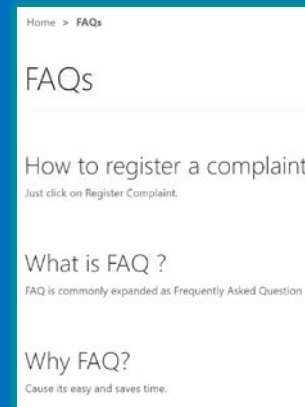
Home > About Us

About Us

Advancyers include a wide range of Business Consultants, Technical Gurus, Design Artists and dedicated Account Managers. All of whom have no less than a decade's worth of experience in serving regional clients, and being on the other side of the fence as well. We learned from others' mistakes a long time ago, and our message is focused, "Client, Client, Client!" Our Vision is clear; putting the latest Technology in full gear to serve the growth of our Enterprise and Government Clients. Our Methodology is Fresh; Know the People we serve Identify the Technology they really need Build the Insights for them to know their business.

User open article and gets informed

FAQ section allows to add questions & answers easily.



Home > FAQs

FAQs

How to register a complaint.
Just click on Register Complaint.

What is FAQ ?
FAQ is commonly expanded as Frequently Asked Question

Why FAQ?
Cause its easy and saves time.

Our Value-Added

Complaints | Feedback | Survey



Request Tracking



Backend Case Management



User Registration



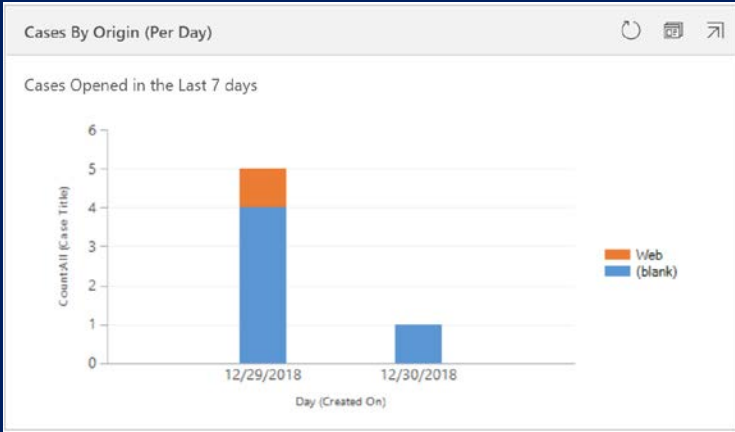
FAQ's & Knowledge Base



Reporting Configuration



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



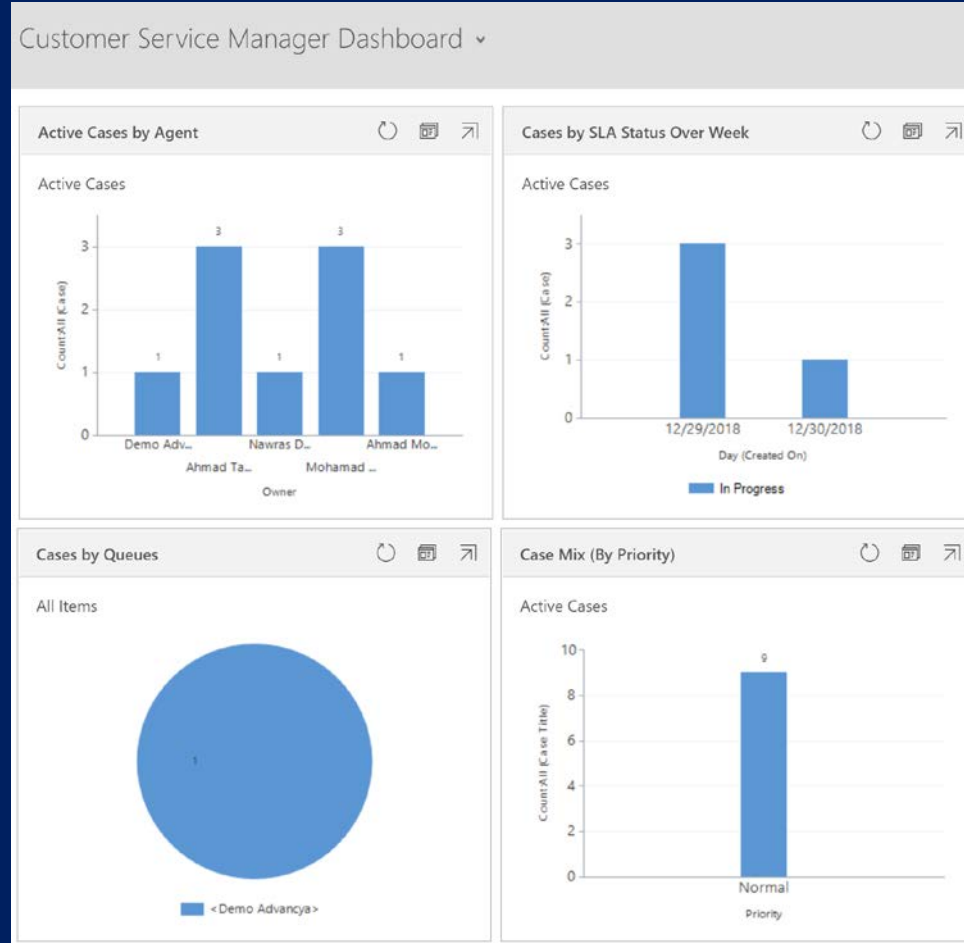
Received cases by origin

All posts | Auto posts | User posts | Assistant

All records

- I have a problem!**
I have a problem! was assigned to Demo Advancya by SYSTEM
On I have a problem!'s wall
Today 6:18 PM
- Nawras Twitter Case New 1519**
Case: Closed by Demo Advancya for Contact Nawras Twitter.
On Nawras Twitter Case New 1519's wall
Yesterday 3:28 PM
- Nawras Twitter Case New 1519**
Nawras Twitter Case New 1519 was assigned to Demo Advancya by SYSTEM
On Nawras Twitter Case New 1519's wall
Yesterday 3:28 PM
- Nawras Twitter Case New 1519**
Nawras Twitter Case New 1519 was assigned to Demo2 Demo2 by Demo Advancya
On Nawras Twitter Case New 1519's wall
Yesterday 3:27 PM

Activity Hub for agent interactions



Support Manager Overview with SLA Status

Our Value-Added

Complaints | Feedback | Survey



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Reporting Configuration

