

Complaint Tracker

Summary:

Complaint Tracker makes the complete tracking of Customer Complaint Requests for both – you and your customers.

Description:

Do you find it difficult to keep a track of your customers' complaints? Do your customers keep asking you about the updates of their complaints? And are you not able to keep a track of your resources used in complaint requests?

Complaint Tracker is an App that helps you automate your complaint tracking process completely. It not only keeps a track of all the updates but also integrates with the Service module of Dynamics 365 Business Central to integrate customer complaints with other necessary actions.

Features:

- Integrated with Service Module of Microsoft Dynamics 365 Business Central
- Notifies the customer and the salesperson with the status of the complaint via E-mail
- App can Auto generate Service Order based on Complaint Request
- Tracks the resources used or the visit charges for servicing
- Complaints can be bifurcated into free or paid service sections
- Checks if the service/product comes under warranty or not
- No need to make new service lines for products under warranty

Benefits:

- Provide an excellent and quick Service to customers
- Customers get real-time updates about their complaint
- Complaints are tracked in Dynamics 365 Business Central directly
- The complaint document generated by the app can be converted into Dynamics 365 Business Central Service Order

Try this app now for better productivity and more automation of complaint tracking.

This extension supports the Premium edition of Microsoft Dynamics 365 Business Central.

This extension is available in the United States.