



**SERVE YOUR CITIZEN BETTER WITH OUR GRIEVANCE MANAGEMENT
SYSTEM**

Challenges



Fragmented or Silo
Systems



Lack of
Customer Information



Longer
Service Time



Issue with
Secure Data Access



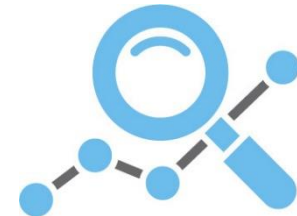
Lack of
Knowledge Base



Challenge of
First Contact
Resolution



Complex
Issue Escalation

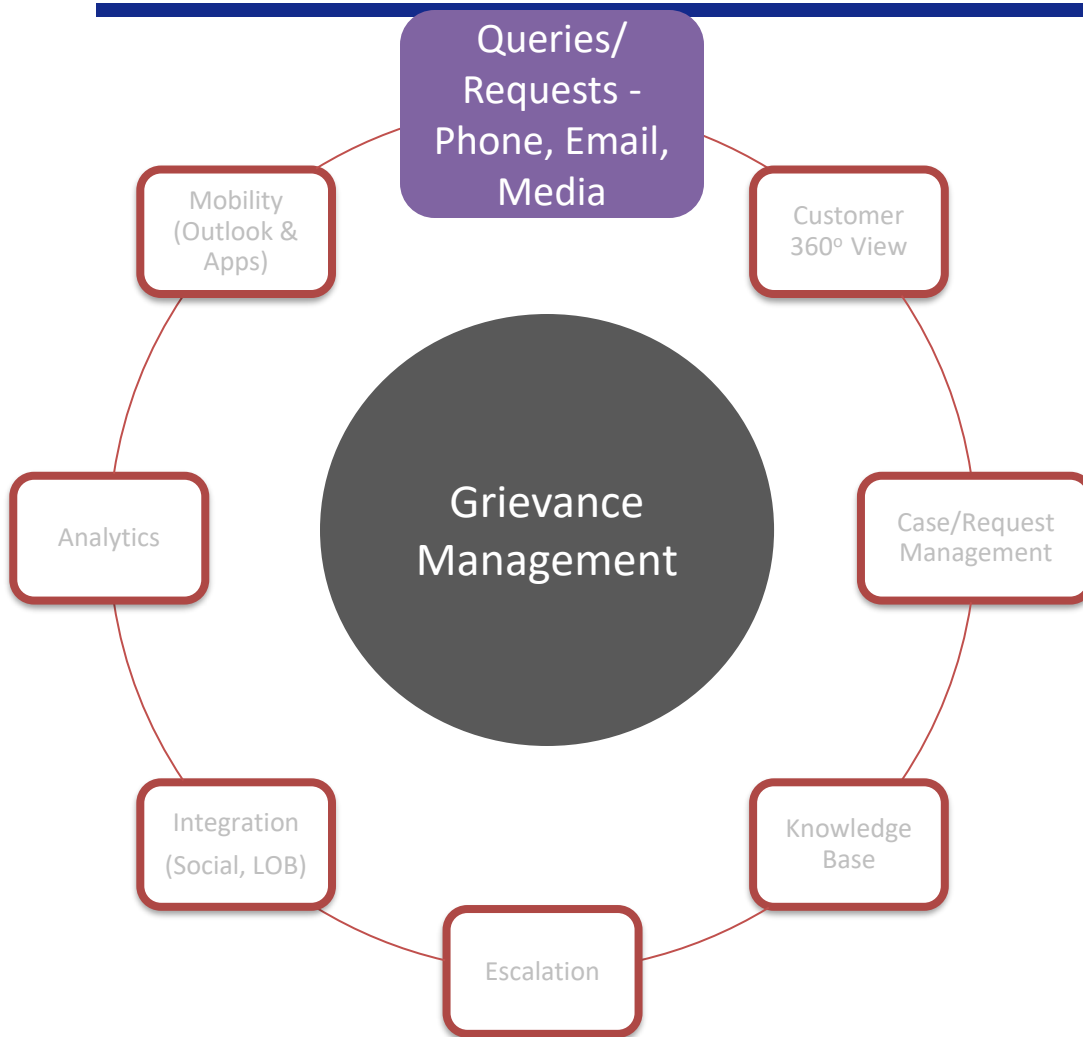


Lack of
Service Analytics

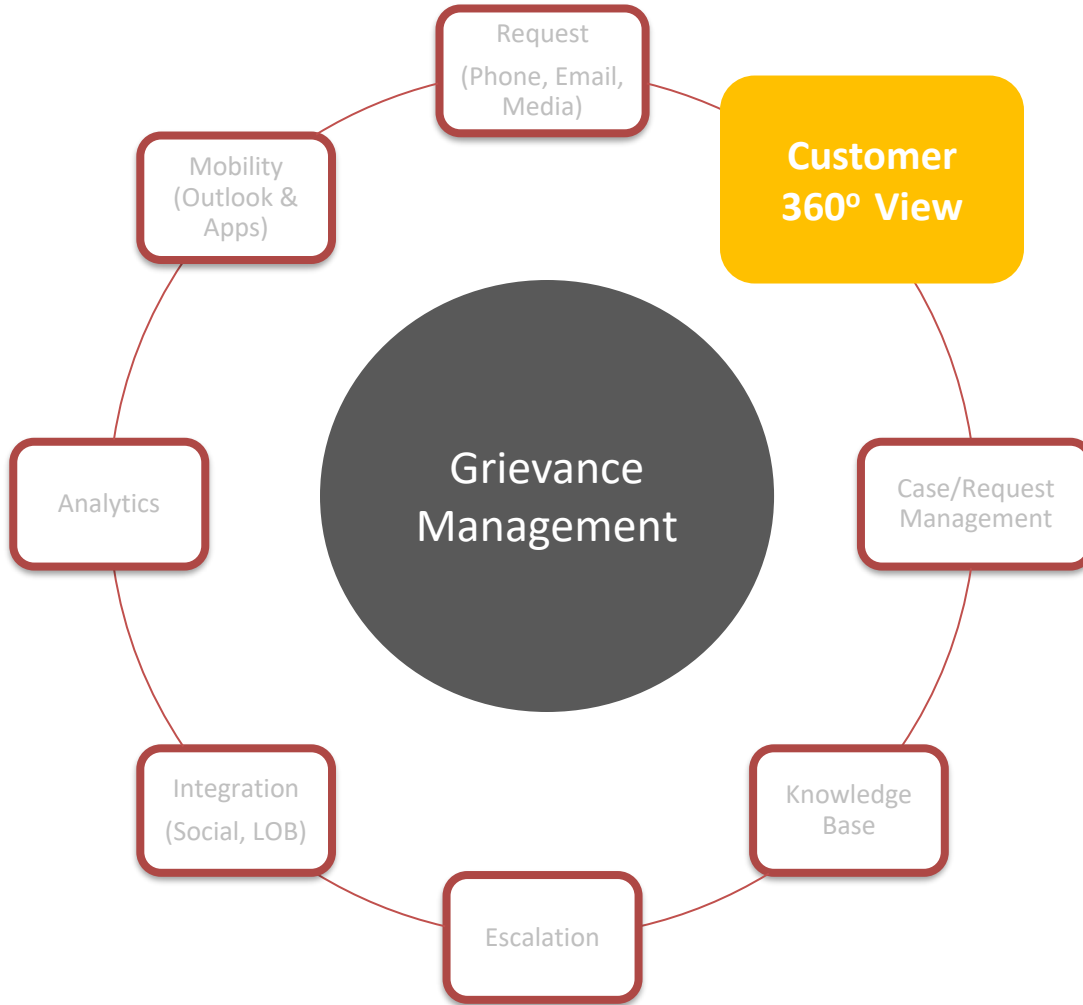
Grievance Management System



Queries/Requests – Phone, Email, Media etc.

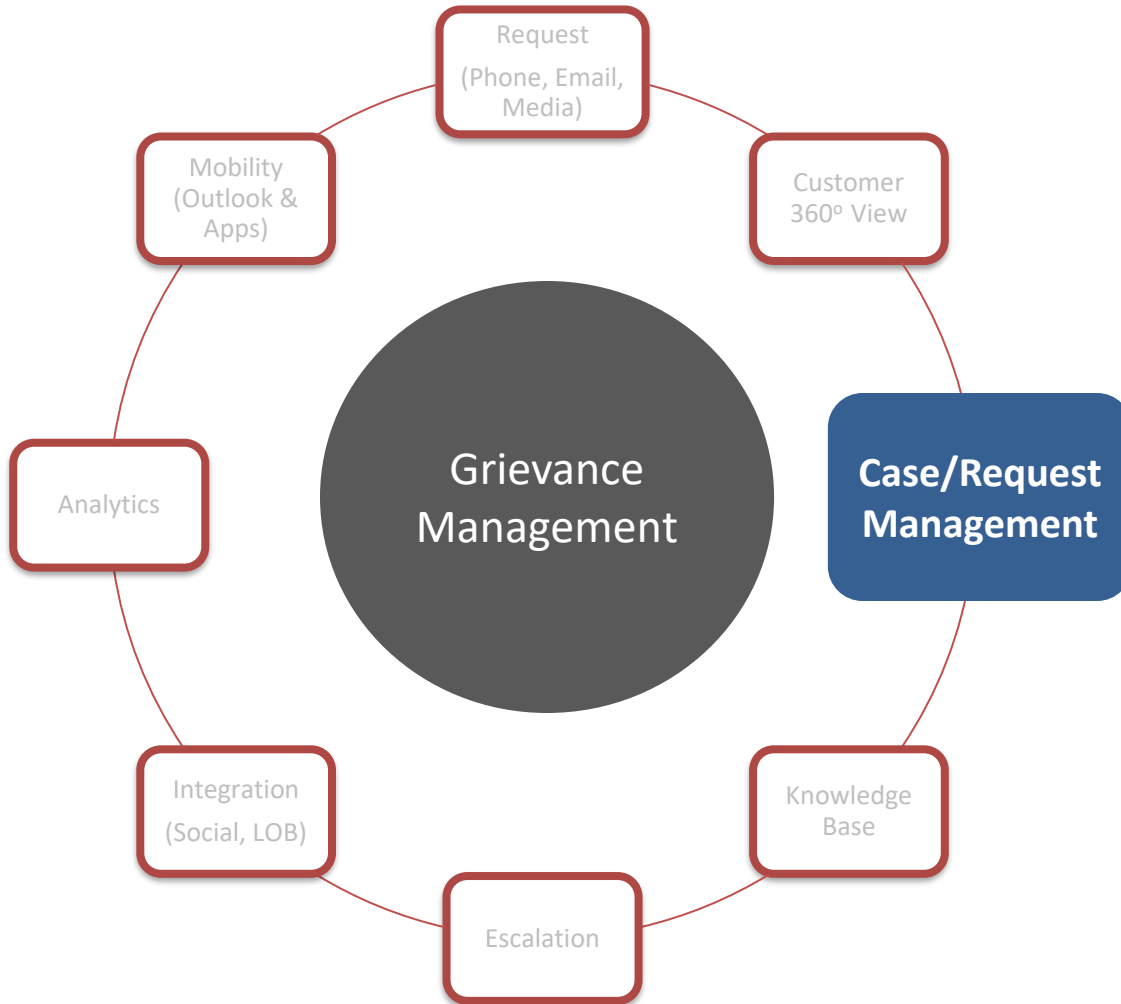


- ✓ Supports requests from Multiple Communication Channels (email, Phone, Messages, Social Media)
- ✓ Automated Case/Ticket/Task creation and workforce Assignment
- ✓ Integrated Voice Recording & Computer Telephony Integrations
- ✓ Automated email/Message responses
- ✓ Automated Call Distribution
- ✓ Real Time Notifications & Alerts



- ✓ All in One View for the Agent
- ✓ **360°** view about Customer
- ✓ Long Term Engagement Information
- ✓ Customer Loyalty
- ✓ Past Services Request & Activities
- ✓ Customer Sentiments and Behaviours
- ✓ Likes and Dislikes
- ✓ Social Media Activities
- ✓ Service Request Interactions
- ✓ Assigned Action Items
- ✓ Reports

Case/Request Management



- ✓ Case Assessment and Assignments to respective Staff
- ✓ Consolidated view on Assigned Case and Actions
- ✓ Historical Case Records
- ✓ Cases Mapping and Grouping
- ✓ Investigation/Analysis Information
- ✓ Action/Resolution Due Dates and Reminders
- ✓ Incident Tracking
- ✓ Workflow Automation
- ✓ Alerts and Notifications
- ✓ Flexible Reporting



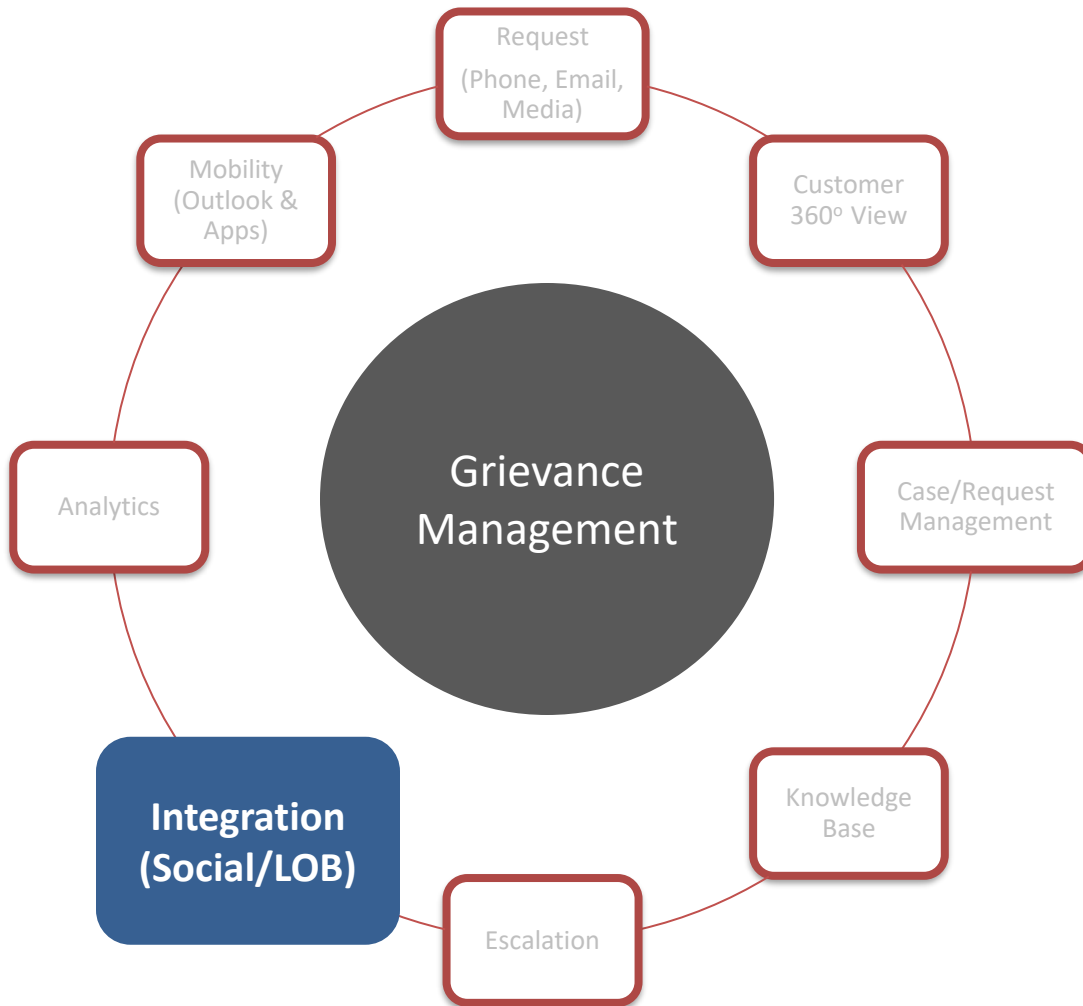
- ✓ Centralised Support and Resolution Information Repository
- ✓ Improved First Call Resolutions with available KB
- ✓ Minimal Training for new hire Executives/Agents
- ✓ Reapply solutions to previously solved problems, avoiding costly/Time Consuming Repeated Analyses
- ✓ Reduced Call Processing and Incident Handling Time
- ✓ Uniform Resolution and Service Quality

Escalations Management

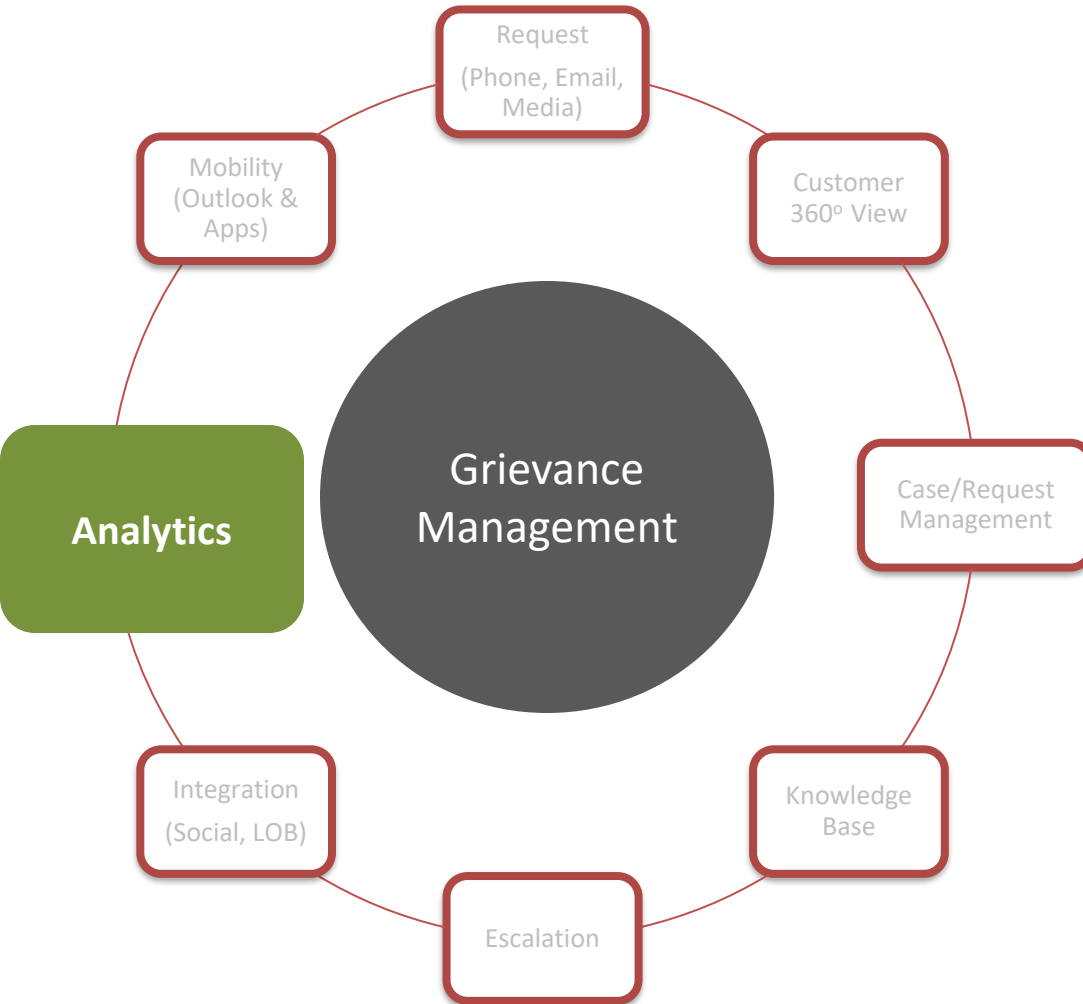


- ✓ Real Time Automated Escalations and Ad Hoc Escalations
- ✓ Customer Record Tagging along with Escalations
- ✓ Stage Management through Proper Sharing of Information
- ✓ No Code Addition of Users and Approvers
- ✓ Simplified Escalation routing

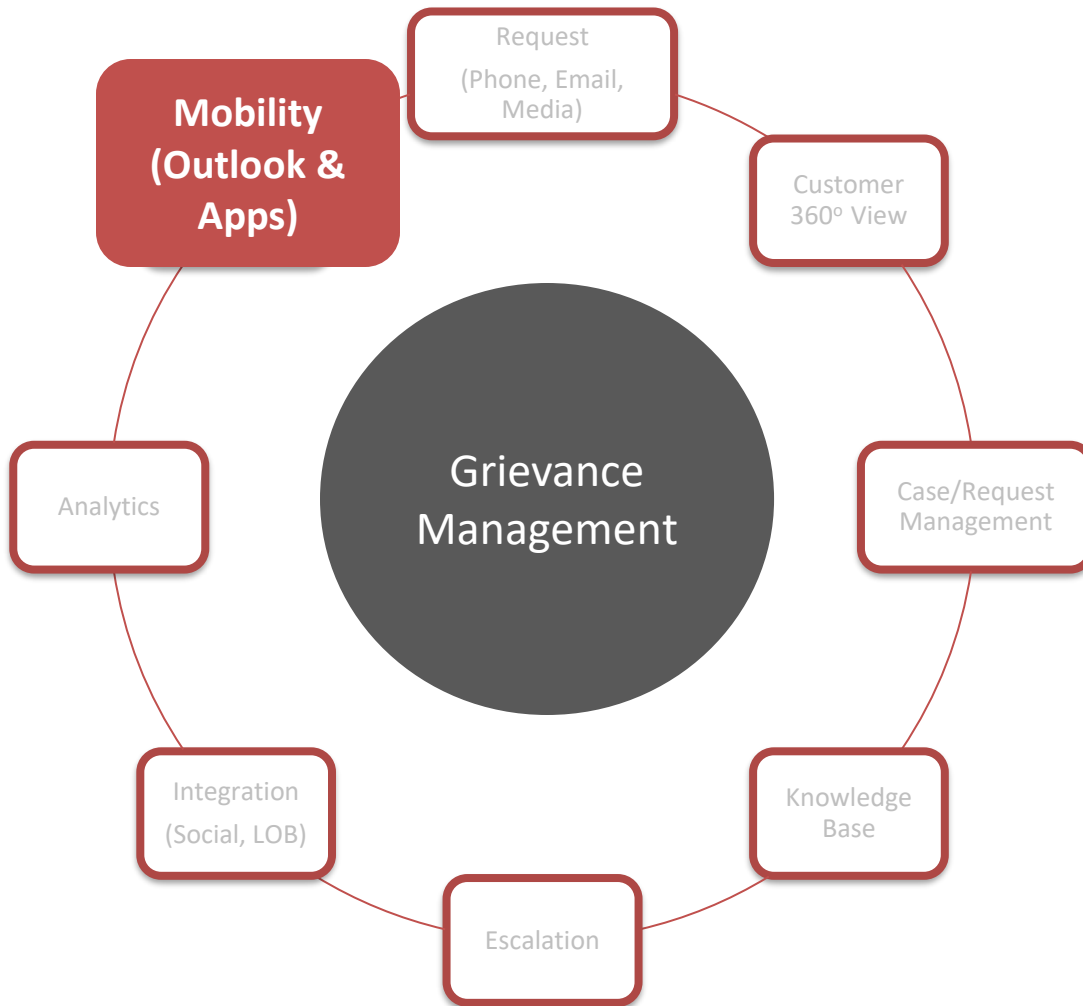
Social Listening Integration



- ✓ Seamless Integration with Social Media (Facebook, Twitter, LinkedIn etc.) to monitor Customer Sentiments and Comments
- ✓ Real Time Integration Framework (RTIF)
- ✓ Integration with various Data Sources (SAP, Salesforce, Oracle, Unstructured Data, Flat files and other DB)
- ✓ Integration with other LOB Systems

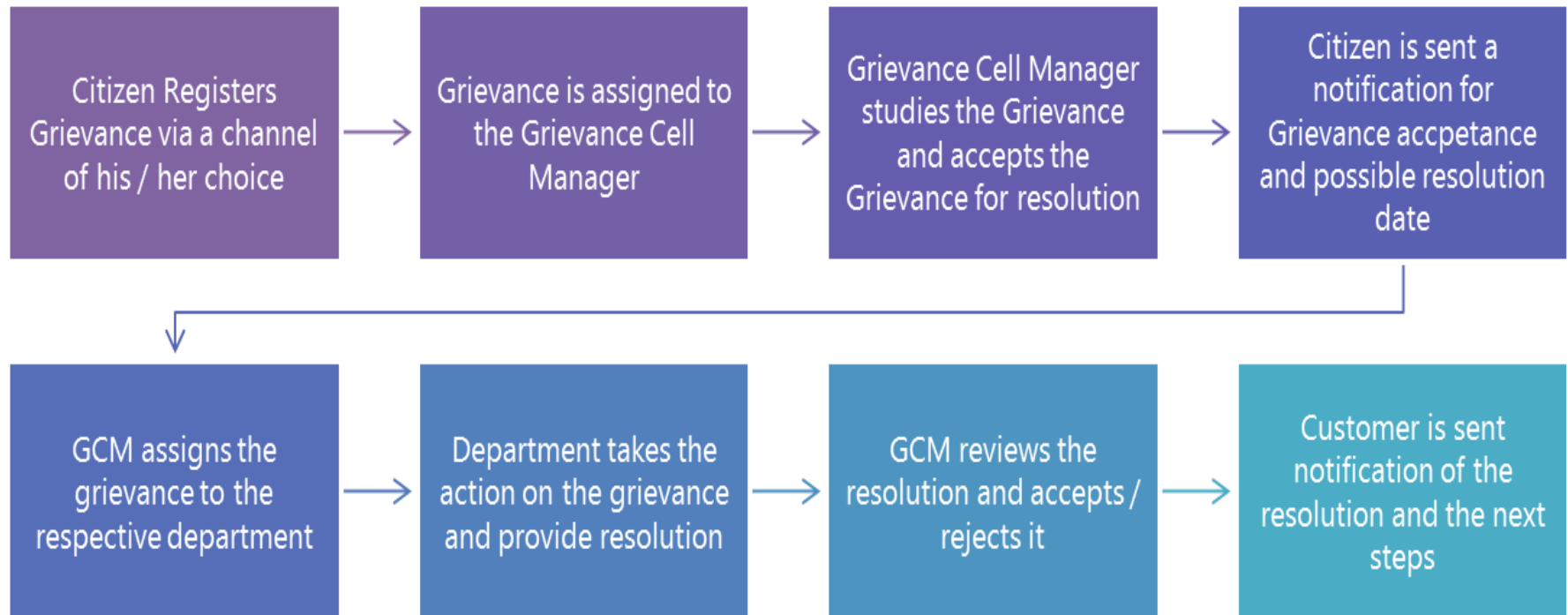


- ✓ Ability to Drill Down Multiple Levels (Zone, Region, Division, Department etc.)
- ✓ Agent Performance Analysis
- ✓ Resolution Time Analysis
- ✓ Customer Satisfaction and Retention Analysis
- ✓ Risk Analysis



- ✓ Seamless Integration with Microsoft Outlook
- ✓ Automated Case Creation using email message and assignment of workforce.
- ✓ Offline sync
- ✓ Native Apps for Dynamics CRM to be accessible anywhere.

Citizen eGMS Process Flow



Features



- Robust Multi Channel Interaction for various stake holders involved in the system.
- User Level Access ensuring proper data flow and data view to the assigned level
- Assignment and Escalation Mechanism to ensure that grievance are attended to in the right manner.
- Department wise workflow handling flexibility in resolving cases.
- Two way integration to the portals possible.
- Department Level / Role wise custom dashboards and reports showing the required data that is needed.

Thank You



www.apartechtechnologies.com