Krish Compusoft Services

Municipal corporation of Norway defines a unique user experience to improve complaint registration process through an intuitive mobile application

Case Study

Industry: Municipality

Deliverables: • Android & iOS App

Technology: • Android & iOS
• Parse (cloud server)

Country: Norway

Project Goal:

The client wanted to digitize the process of registering the complaints/ issues and provide solution to their customers within no time. The client approached KCS to solve their problem. The main aim of the project was to build an intuitive and user friendly mobile app to fasten the process of registering the issues/complaints and enhance the user experience.

Challenges:

The client fulfilled the needs of its customers through a variety of independently working niche services. Also, there was no proper medium to track the progress of the services rendered by the client. The customers had no platform to quickly raise complaints and view the status for the same. Thus, the client experienced delayed process ultimately resulting into poor customer service.

Features

▌ Issue/Complaint Registration
▌ Picture/ Video Attachment
▌ Map View
▌ Status of the complaint resolution process
▌ Department selection of respective Municipality to address issue

> " Rendered an intuitive and user-friendly mobile app to digitize the process of registering complaints/ issues while tracking the status of the resolution process. Our stellar app quickened the process delays, improved service tracking, elevated complaint resolution and enhanced the user experience. "
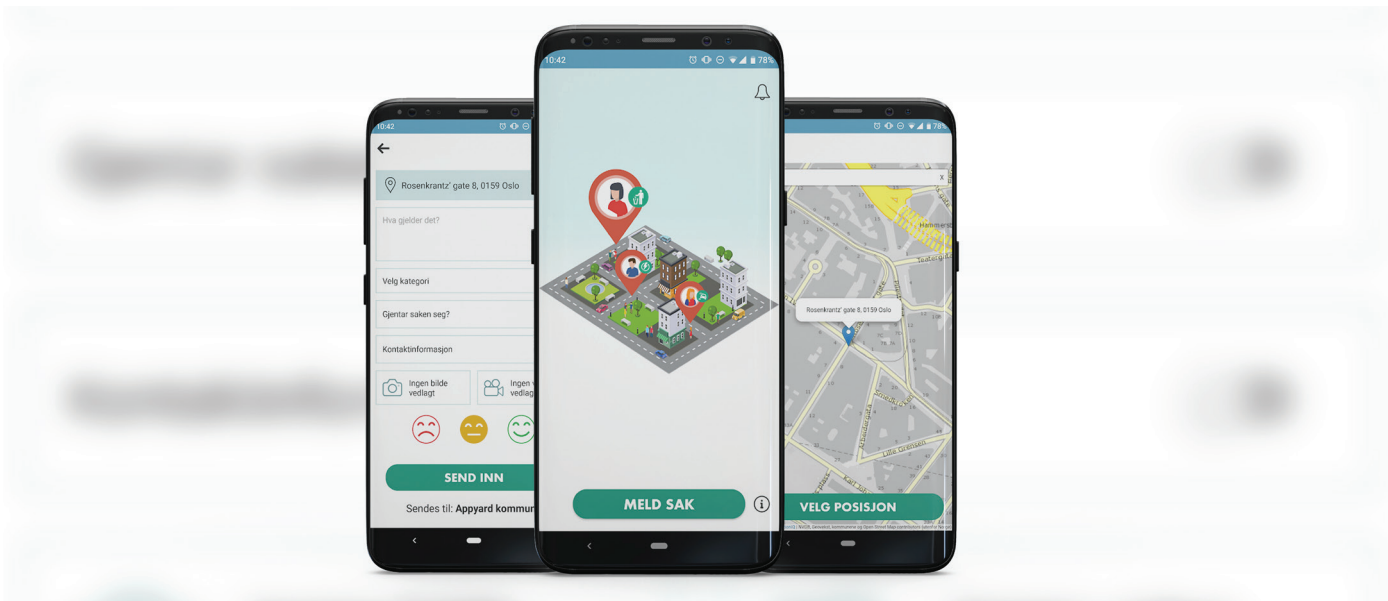
Solution

The professionals at KCS, truly understood the requirement of the client and came up with an intuitive mobile app solution.

▌ The app allowed the users to directly register complain along with their name, email as well as the phone number.
▌ The users can simply complain amongst the categories like route information, water, park & recreation areas or any other issue by sending picture or videos of the same.
▌ The app allows the users to select the locality or the area while registering the issue.
▌ The app shows the status of the registered complain i.e. Unopened, In progress, Completed, Recurring Case, and Negative.
▌ The users can even give ratings according to their user experience.
▌ The app also allows the users to view the history of their past issues and complaint resolution whenever required.
▌ The app also offers map view for the users to easily locate the issues on their current location.

Result:

KCS is a worldwide IT Consulting and Technology Services company with a forte in providing high-quality solutions to the customers on an international level. Team KCS handles every project with great determination and enthusiasm. It strives hard to provide innovative and technological solutions to the clients. Our mobile app solution not only helped the client to reduce the process delays but also helped them in improving the service tracking. The clients could quickly resolve the complaints while enhancing their customer experience on the go.

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📞 +91 792 657 9333   ✉ info@kcsitglobal.com   🌐 www.kcsitglobal.com

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