



# Customer Service Management

## Knowledge-Centric Complaint Handling

Centralized real-time incident tracking for agents and customers



Never miss another case! Manually addressing multichannel requests is time-consuming and prone to error, resulting in a poor customer experience.

### What is Case Management Solution?

Case Management Solution is a complaint handling system designed to support incident-based services according to SLAs. Case Management Solution provides, FAQs, and troubleshooting information. Drive revenues by increasing customer satisfaction through feedback and increase the productivity of your service and support teams. Dynamic dashboards and reports provide an in-depth understanding of all pending, delayed, and completed tasks.



### Why customers use Case Management Solution

- The solution helps in automating customer service, driving revenues by increasing customer satisfaction, and increasing the productivity of your business service and support teams.
- It's a great way to manage service requests by using technology to minimize administrative delays – never miss an SLA and drive results!
- Self-service portal enables customers to track the progress of their own case.



### Service Automation

- End-to-end incident management workflow
- Receive notifications on any action performed on the case
- Effective management of agents by reviewing performance through SLA

**Efficiently manage workloads, task distribution, and workforce planning**

### Access and Tracking

- 24/7 self-service portal to track and view complaint status
- Clients can use the portal to view status updates
- A holistic, 360° view of overall status of all services

**A holistic, 360° view of complaints, agents, and customer satisfaction index**

### Customer-Centricity

- Empower customers to find answers to their queries through knowledge center
- Receive feedback to gauge customer satisfaction levels
- Campaign management for close interaction with customers

**Analyze and plan to improve services based on customer feedback**



**Built on the scalable Dynamics 365 platform**, CMS helps you manage operations of any size. Automatically manage service request and incident activity flows from Microsoft Platform. Keep track of all in-depth tasks at a glance with simple, intuitive dashboards for strategic planning. Ensures visibility across all channels to assist organizations to take real-time decisions.

## CMS Offering Industry Best Practices

### Customer facing case Management

- Create cases through phone, email, web, SMS, and social media
- Web Portal for customers with provided user login to view, escalate, and track his cases progress.
- Notify various stakeholders via email
- Boosting quality of service for customers through feedback
- Knowledge center with 24/7 self-service portal to track task status

### Agent Collaboration

- Collaboration and task automation
- Document attachment and bundle the case:
- Intelligent case assignment: Based on case type, case category, customer details, and product area.
- Effective workforce management
- Real-time information supports agile decision-making

### Dynamic System Features

- Complete email integration for case agents
- Event driven workflow solution
- Campaign Management
- Configurable service/case management workflow based on organization chart and defined hierarchy.
- Audit trail; all administrative activities are audited and captured
- Integration layer for the solution to be easily scalable to enhance customer experience

### Reporting and Dashboards

- Holistic 360° view of all tasks
- SLA and progress monitoring
- Case agent and managers can also receive timely alerts based on set SLA configurations
- Custom views for agents to view, prioritize, reminder setting, and drill down reporting for specific case.
- Always know which tasks and service domains need your attention