eQuaze

Query Redressal System

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Introduction

eQuaze
Online Query Redressal System

"eQuaze is an Online Query Redressal solution that allow stakeholders to automate entire complain management process and enhance stakeholder's satisfaction by providing prompt access and efficient redressal of grievances."

1. **Grievance Registration**

2. **Grievance Auto-Assignment**

3. **SLA Monitoring**

4. **Grievance Escalation**

5. **Grievance Resolution**

Key Challenges For Grievance Redressal

Problem 01

Transparency & Visibility

Problem 02

Traditional Approach – Letters, Forms

Problem 03

Ownership of the Query

Problem 04

Haphazard Redressal Structure

Vision

1

THE PRODUCT

eQuaze is Query Redressal System based on Java Platform. It solves the problem of transparency.

2

THE PROBLEM

Deliver Superior raiser Experience by providing an automated & swift resolution to all the Grievances

3

THE VISION

Providing a single unified plat form to handle Grievances lan ding from various sources.

Features

SaaS based Product

Notifications

Query by Email

Chat Bot

Feedback Registration

Assignment Rules

RPA Powered

Analytical Reports

3 levels of Categories

BI Dashboards

quaze

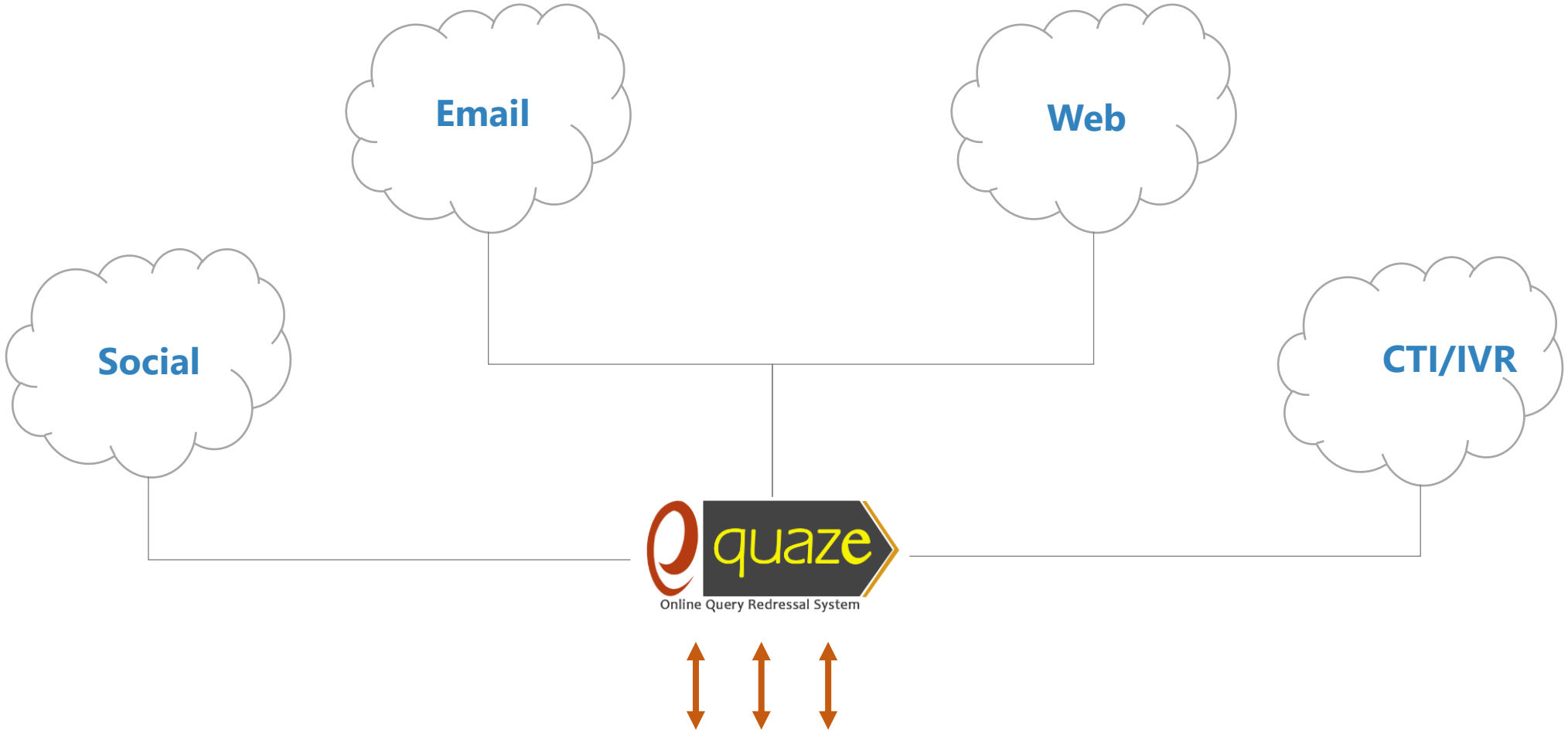
Online Query Redressal System

Escalation Levels

Quick Registration

Track real time progress

Integrations – Line of Business Applications



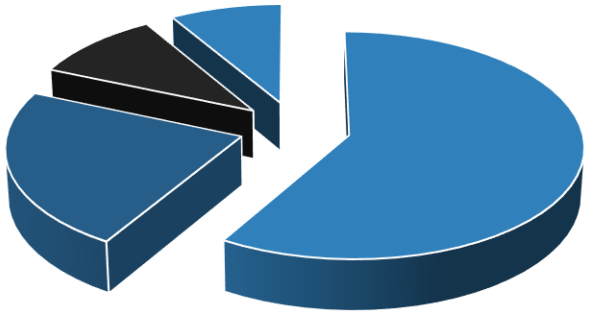
Analytics

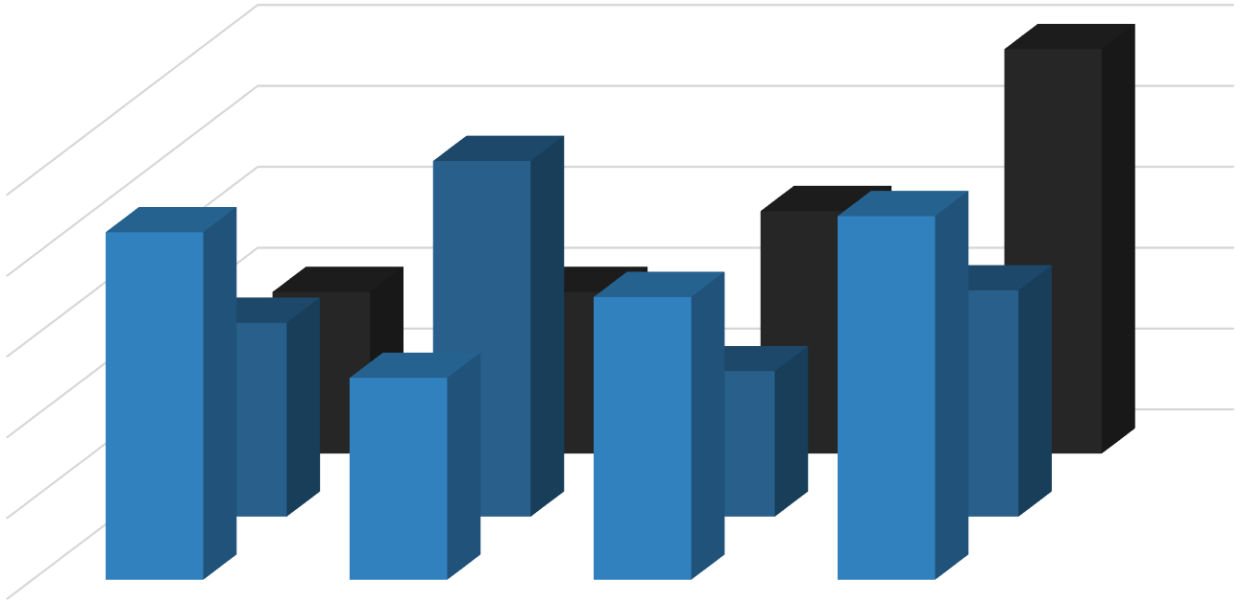
Mobility

RPA

BI Dashboards

Reports and Dashboards

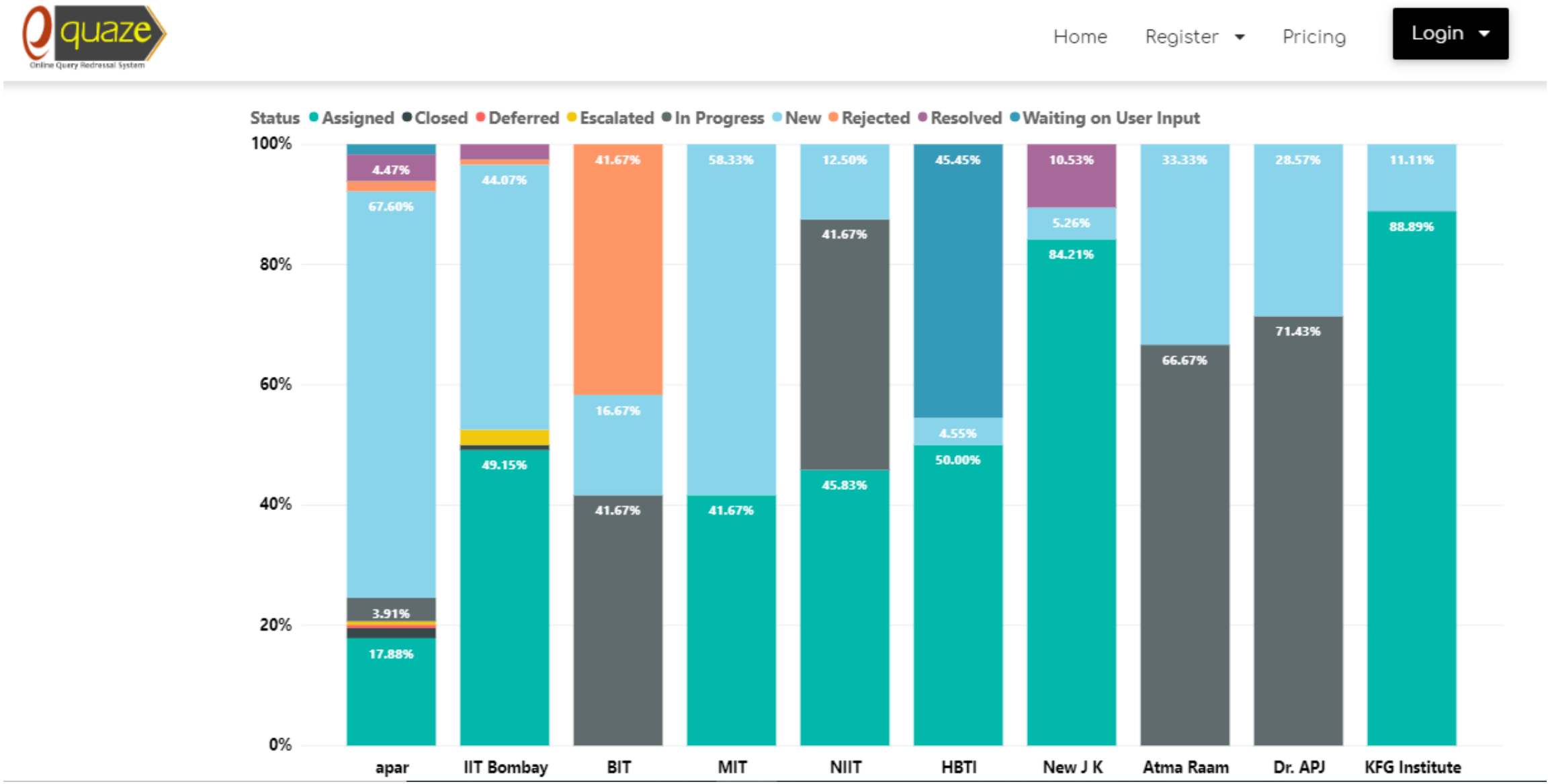




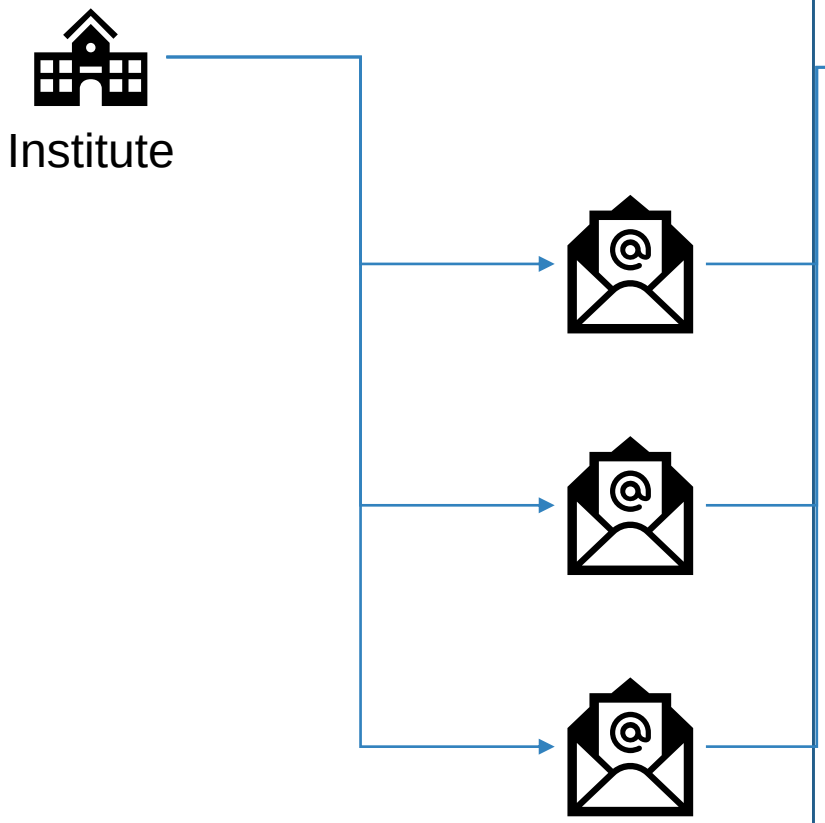
- Deep Dive/Drill Down View
- Filter Data by any Field
- Export / Import Data

- Employees / Staff
- Students
- Vendors

Reports and Dashboards – actual screen sample

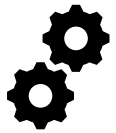


Use Case – Robotic Process Automation

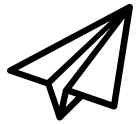


Configuration to configure different emails for different categories

Bot Configured by UiPath Platform

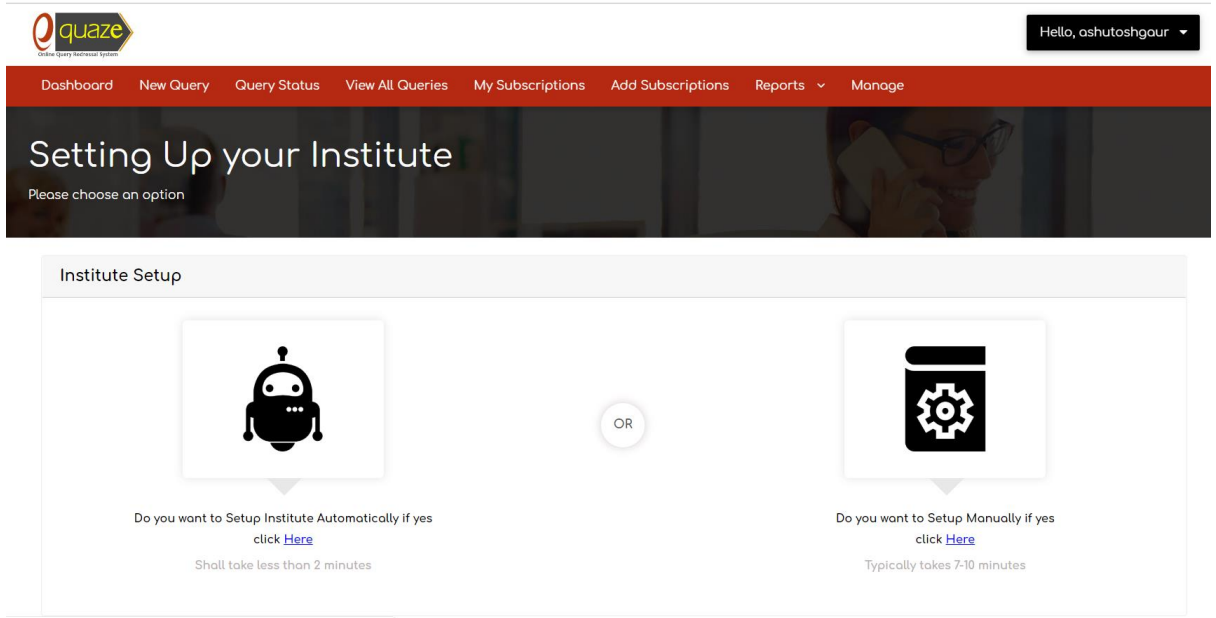


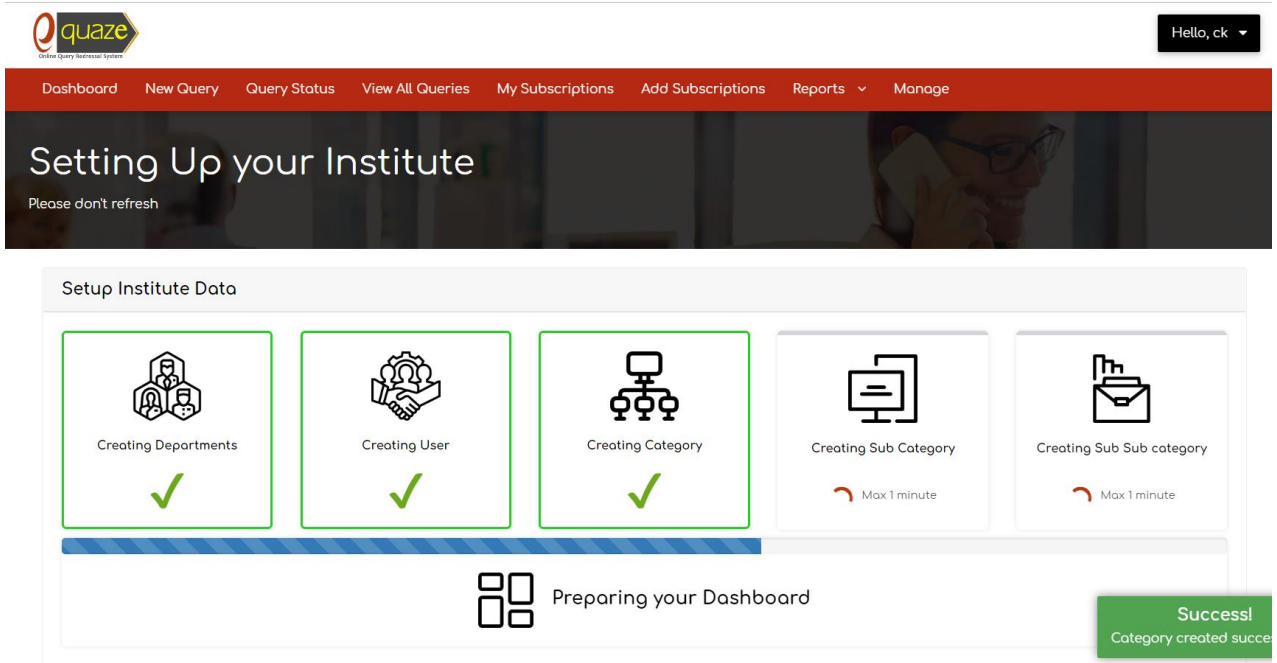
Data Interpretation



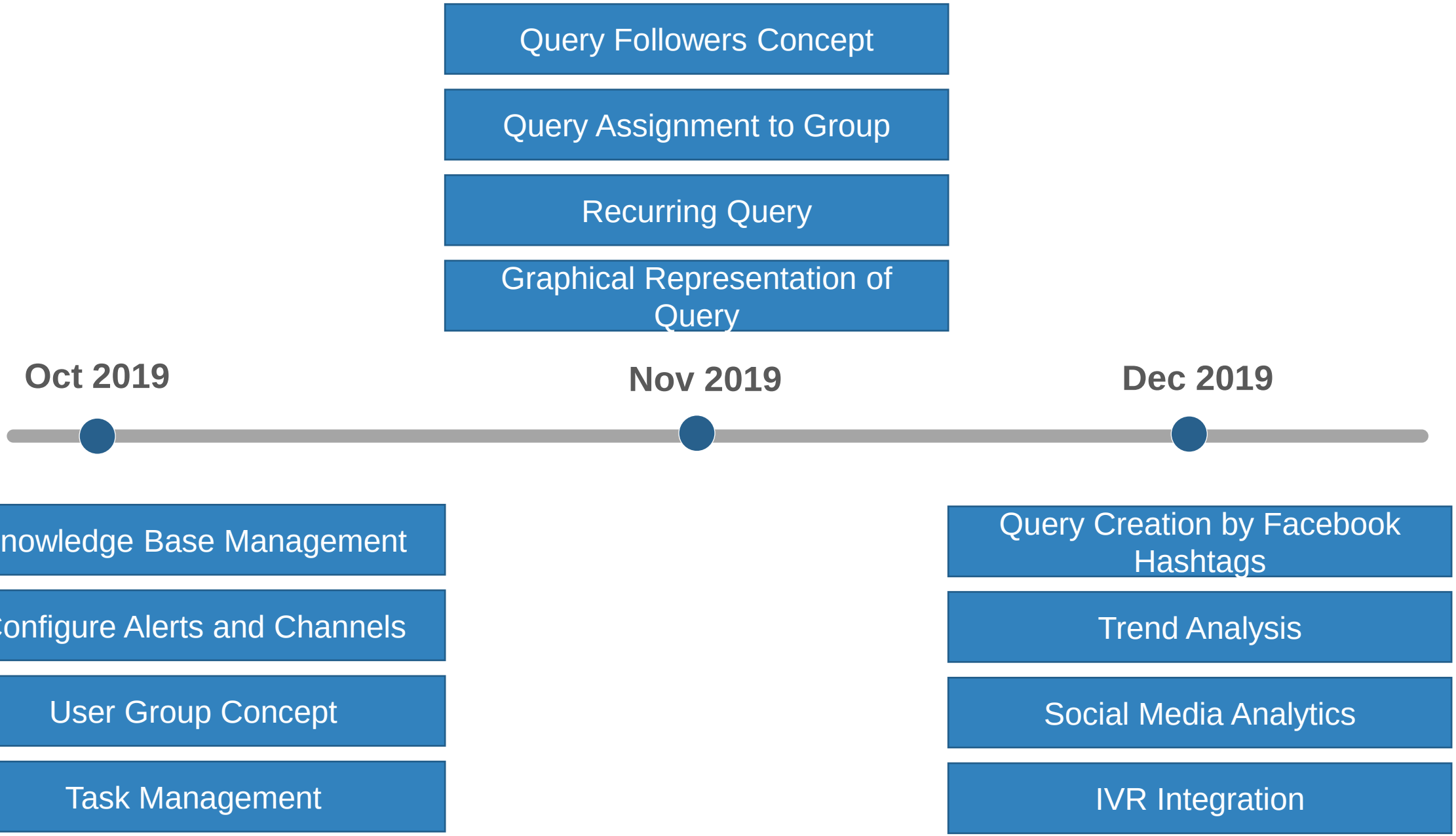
Creation of Query

Use Case – Institute Setup Automation





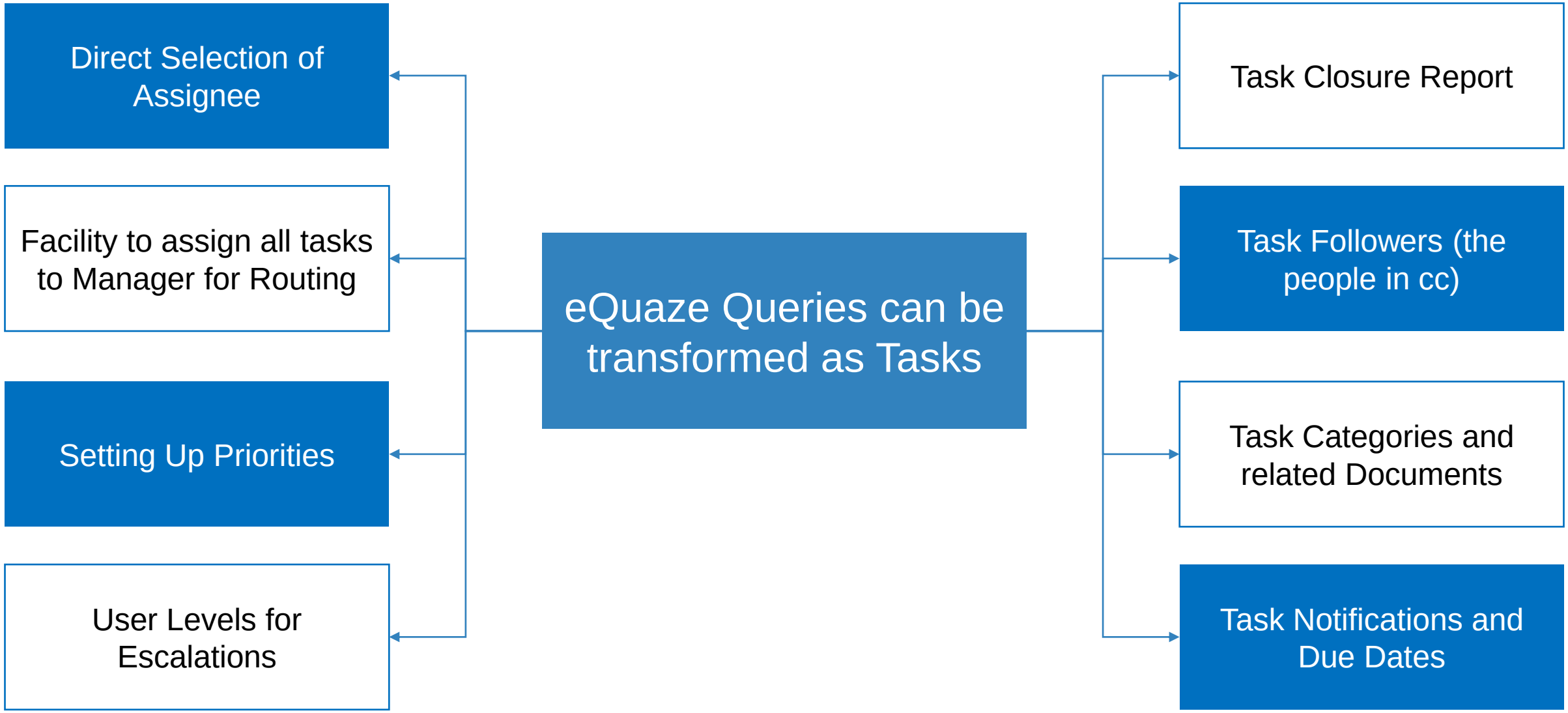
Upcoming Features



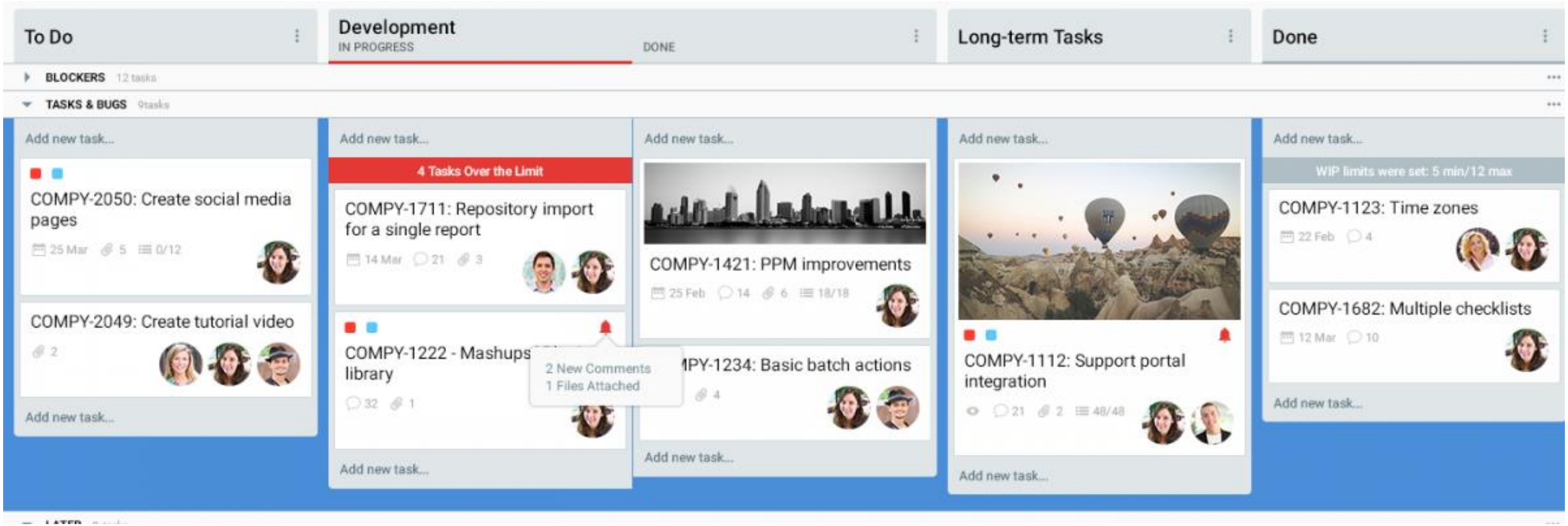
Pricing Models

Starter Package	₹15,000	Best for small Institutes Up to 500 Students 5 Departments
Intermediate Package	₹35,000	Best for small and Medium Institutes Up to 2000 Students 15 Departments
Advanced Package	₹60,000	Best Seller Up to 5000 Students 40 Departments
Elite Package	₹1,20,000	Big/Large Institutes Up to 20000 Students Unlimited Departments

eQuaze as a Task Manager



eQuaze as a Task Manager



Thank You