



eQuaze

Query Redressal System

Agenda



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Introduction



"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."



Grievance Registration



Grievance Auto-Assignment



SLA Monitoring



Grievance Escalation



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





THE PRODUCT

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

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



THE PROBLEM



THE VISION

Providing a single unified platform to handle Grievances landing from various sources.

Features




SaaS based Product



Notifications



Query by Email



Chat Bot



Feedback Registration



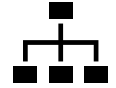
Assignment Rules




RPA Powered



Analytical Reports



3 levels of Categories




BI Dashboards



Escalation Levels

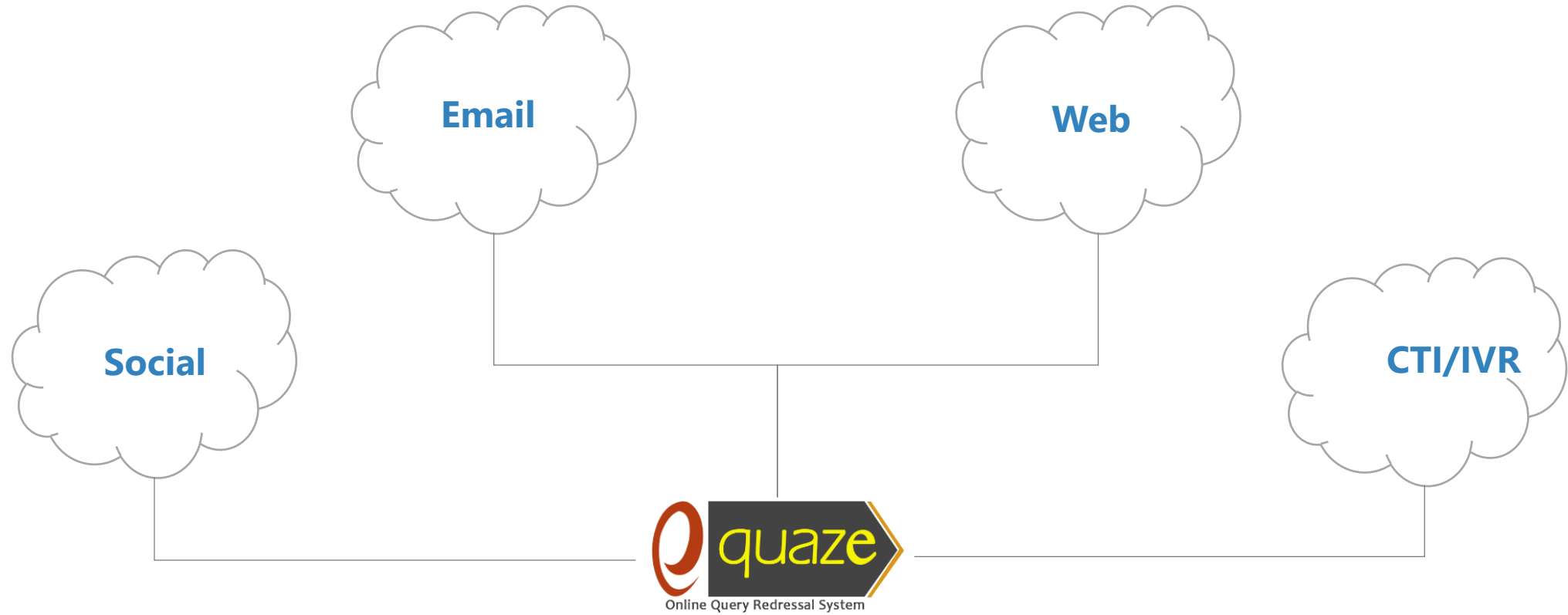


Quick Registration



Track real time progress

Integrations – Line of Business Applications



Analytics



Mobility

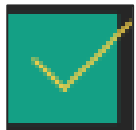
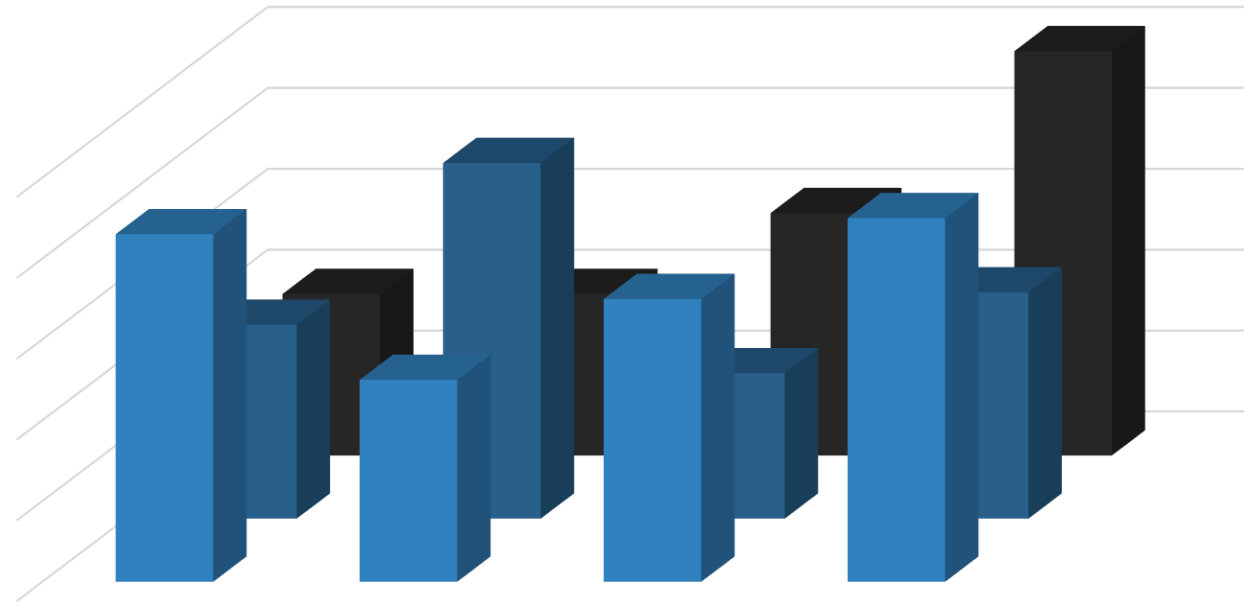
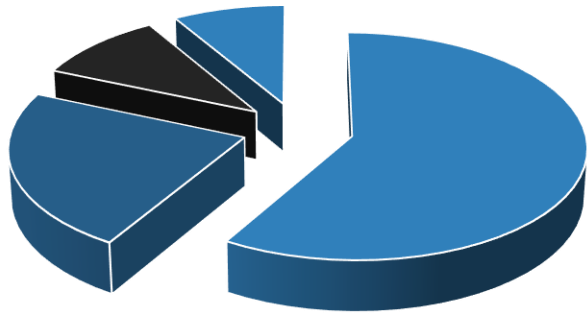


RPA

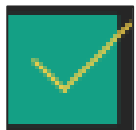


BI Dashboards

Reports and Dashboards



Deep Dive/Drill Down View



Filter Data by any Field



Export / Import Data



Employees / Staff

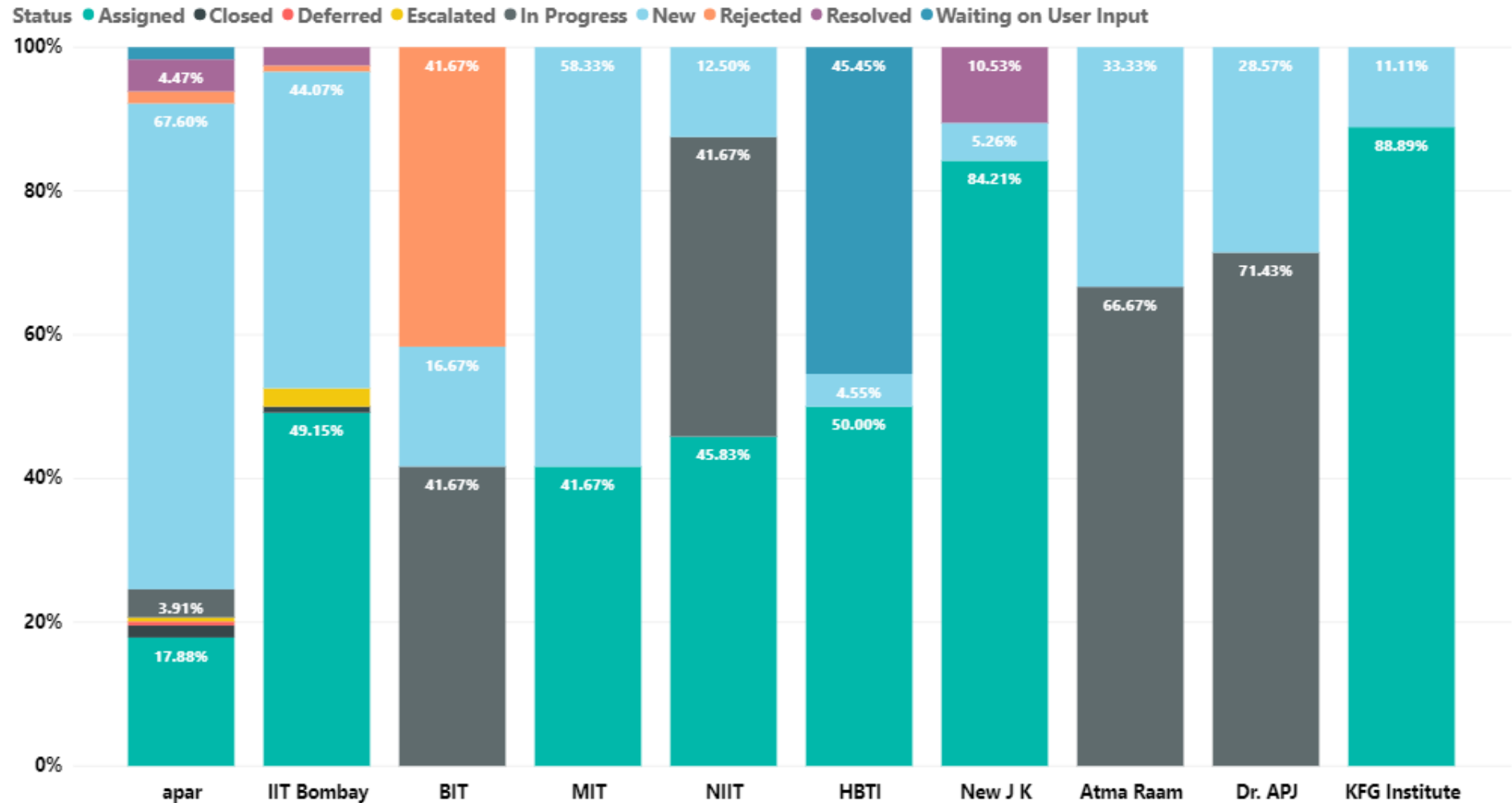


Students



Vendors

Reports and Dashboards – actual screen sample



Use Case – Robotic Process Automation


Institute



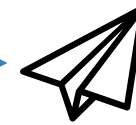
Configuration to configure
different emails for different
categories



Bot Configured
by UiPath
Platform




Data Interpretation



Creation of Query

Use Case – Institute Setup Automation


 Hello, ashutoshgaur

Dashboard New Query Query Status View All Queries My Subscriptions Add Subscriptions Reports Manage

Setting Up your Institute


Please choose an option

Institute Setup




Do you want to Setup Institute Automatically if yes
click [Here](#)
Shall take less than 2 minutes

OR



Do you want to Setup Manually if yes
click [Here](#)
Typically takes 7-10 minutes


 Hello, ck

Dashboard New Query Query Status View All Queries My Subscriptions Add Subscriptions Reports Manage


Setting Up your Institute

Please don't refresh


Setup Institute Data




Creating Departments
✓




Creating User
✓




Creating Category
✓



Creating Sub Category
Max 1 minute

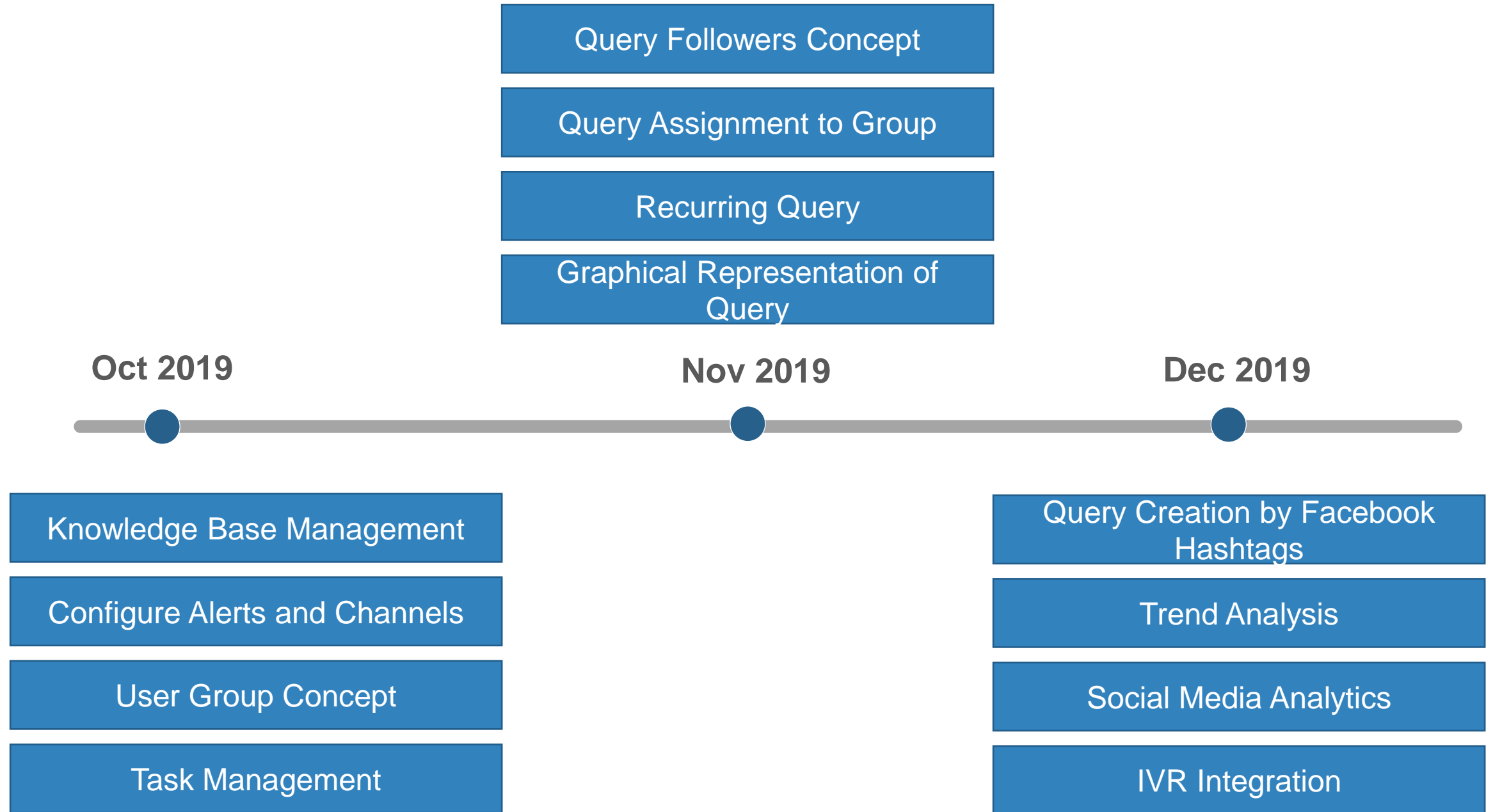


Creating Sub Sub category
Max 1 minute

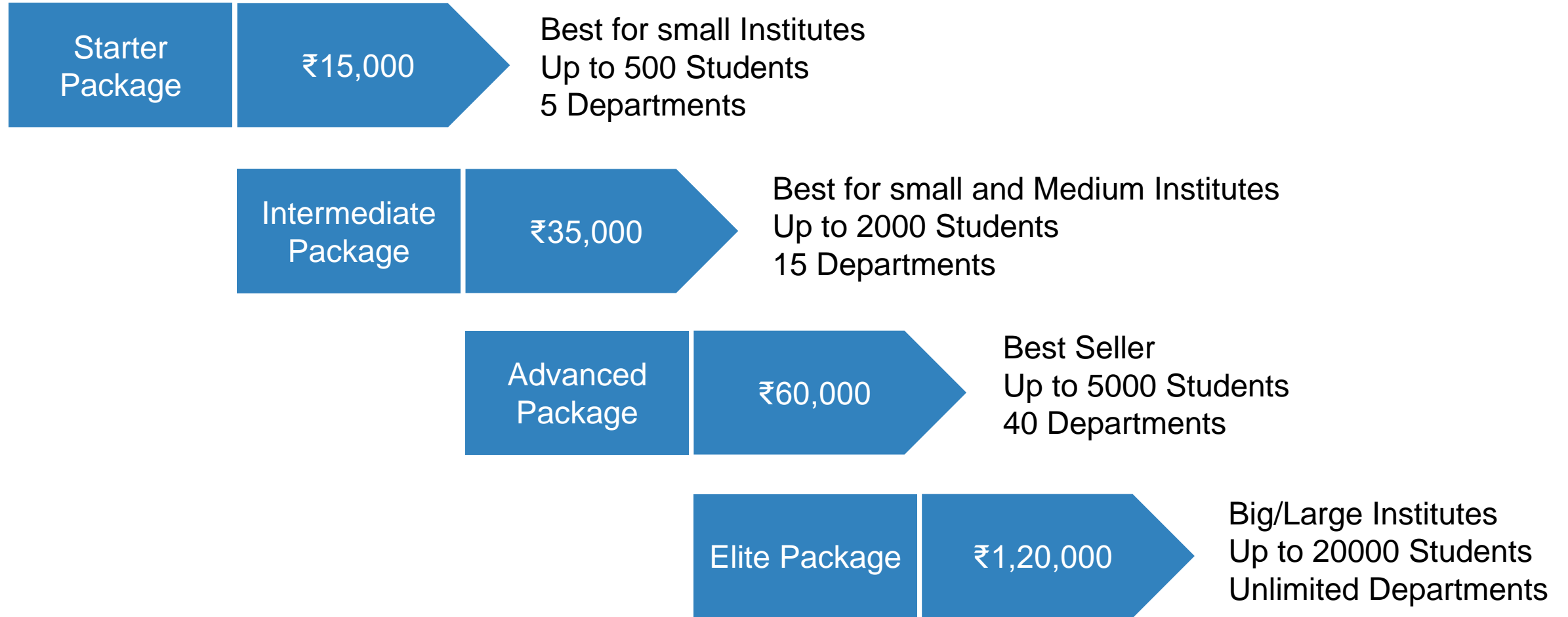
 Preparing your Dashboard

Success!
Category created success

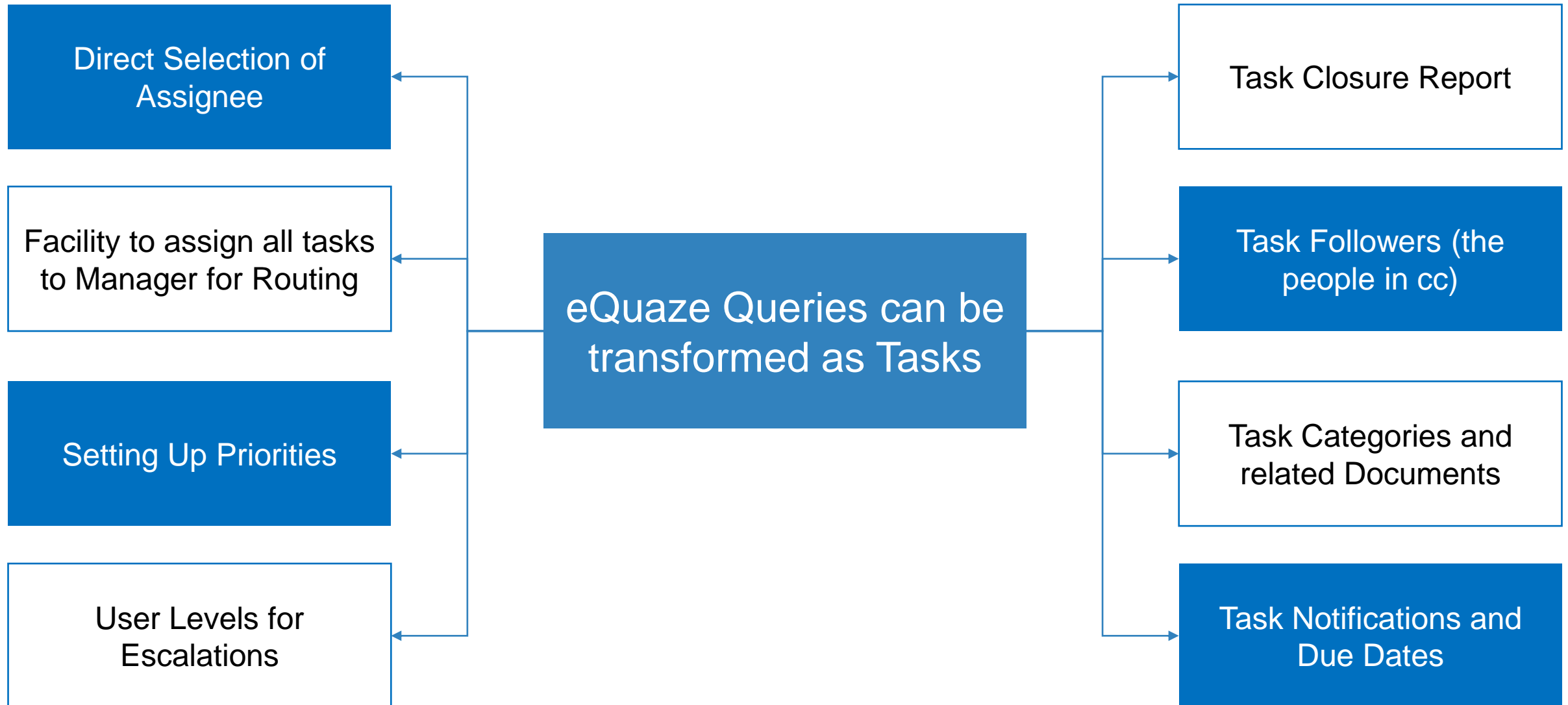
Upcoming Features



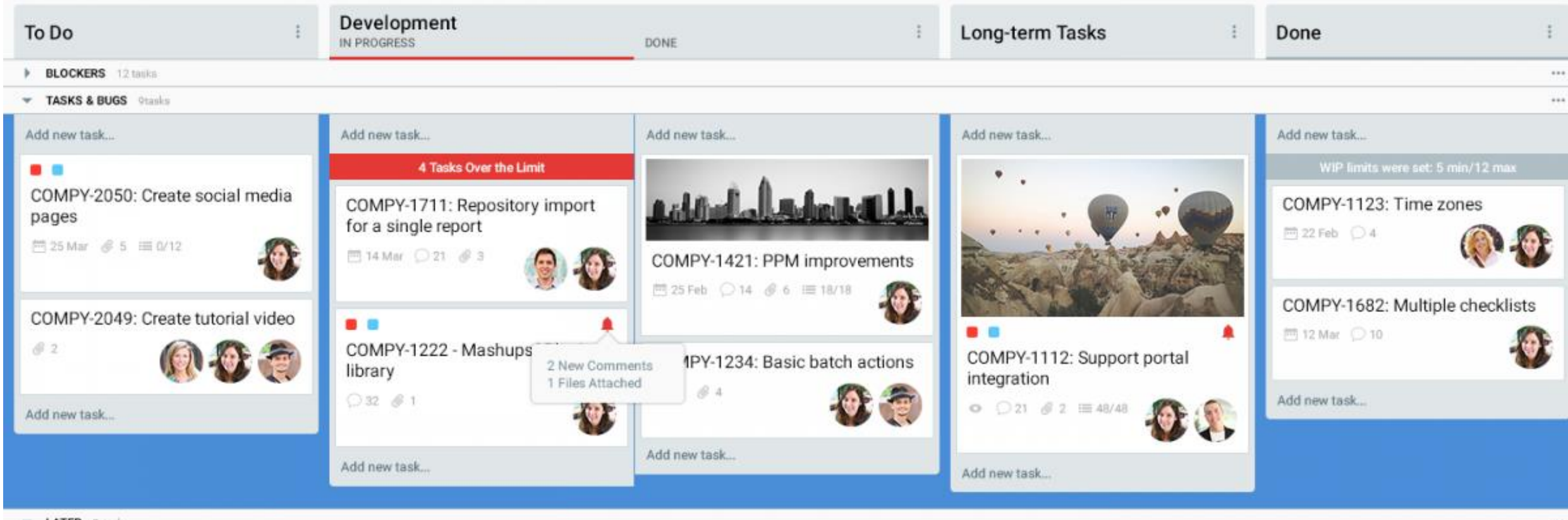
Pricing Models



eQuaze as a Task Manager



eQuaze as a Task Manager



The screenshot displays the eQuaze task manager interface, organized into columns: **To Do**, **Development** (IN PROGRESS), **Long-term Tasks**, and **Done**. The **Development** column is currently active and contains several task cards. A red banner at the top of this column indicates "4 Tasks Over the Limit".

Task Cards in Development:

- COMPY-2050: Create social media pages** (25 Mar, 5 likes, 0/12 progress)
- COMPY-2049: Create tutorial video** (2 likes)
- COMPY-1711: Repository import for a single report** (14 Mar, 21 comments, 3 likes)
- COMPY-1222 - Mashups library** (32 comments, 1 like)
- COMPY-1421: PPM improvements** (25 Feb, 14 comments, 6 likes, 18/18 progress)
- COMPY-1234: Basic batch actions** (4 likes)
- COMPY-1112: Support portal integration** (21 comments, 2 likes, 48/48 progress)

Task Cards in Done:

- COMPY-1123: Time zones** (22 Feb, 4 comments)
- COMPY-1682: Multiple checklists** (12 Mar, 10 comments)

A tooltip for the **COMPY-1222 - Mashups library** card shows: "2 New Comments" and "1 Files Attached". A notification at the top right of the Done column states: "WIP limits were set: 5 min/12 max".



Thank You