HappServe

HappServe
Customer Service Management

Adit Microsys Pvt. Ltd.

About Adit

- Established in 1996, 26 years and going strong
- 125 Employees constituting some of the best technically competent brains in the industry
- Customer Satisfaction - a top goal, majority of business from existing customers
- Phenomenal growth planned in the next three years through IT innovation, dedicated development centres & timely implementation of solutions
- Large number of projects successfully executed for Gujarat Government and PSUs
- Government Empanelment with Gujarat Informatics Ltd., Industrial Extension Bureau, National e-Governance Division, Digital Locker , Integration of Different Applications with e-Governance Systems (under Digital India)

+91 982/234662 / +91-79-666 1364/2 46/ 47

acit@aditmicrosys.com

502 Shapath II, Opp Rajpath Club,
S G Road ,Ahmedabad 380015 India.

www.aditmicrosys.com

SUCCESS STORY

Ahmedabad Municipal Corporation (AMC) rolled out CCRS in 2013. Our Solution is again rolled out in 2018 in smart city Ahmedabad. It is one of the most successful IT components of AMC's e-Governance initiative.

AMC has divided entire city in 7 zones further segregated into to 48 wards. Over 200+ kinds of problems are reported for 24 departments.

HappServe - CSM

The HappServe - CSM is a web-based enterprise solution that allows officials & ULBs to enhance citizen satisfaction through comprehensive service management & efficient service delivery. The objective is to assist in carrying out operational and administration processes to resolve citizen complaints which further facilitates add-on services to citizens in booking their complaints online and allow administrative staff to track all complaints & answer them in timely and manageable environment.

Benefits

To Officials

→ Helps in providing efficient service to the citizens by employing latest online communication delivery framework.

→ Streamlines and automates every complaint resolution process

→ Removes human element to seek assignment by automating job allocation process

→ Automates enforcement of SLA policies, escalates to next level

→ Enables Management to have access to service data anytime, anywhere for quick redress

→ Enables Alert delivery within the organization using internet-based system and mobile data delivery

→ Provides capability & flexibility to add attachments as proofs to the tickets

→ Enables Attendance Management

→ Facilitates Geo-Tagging of Ticket

→ Enables analytical dashboards to increase decision point and decrease time to action

→ Enables all stakeholders to have closed loop feedback system

→ Provides capability to support future integration with 3rd party API/systems

Benefits

To Citizen

→ Multi-Lingual Platform with the facility to check complaint status, view all complaints registered by them, receive acknowledgements and has a unique toll-free number dialup facility to register complaint right from their home thereby keeping themselves away from ward visits which will help them save time and money

→ Wait time on IVR - We understand that their time is valuable so we have incorporated an unparalleled feature that will enable the approximate wait time on IVR

→ Call back service - If the citizens are not willing to wait during the peak hours, they can opt for a call back by pressing 9 during the call

→ Feedback Forum - We believe that excellence is achieved only by listening to our stakeholders. Therefore, we accept feedback from them and continuously strive to improve the quality of our service.

→ Multiple problems can be raised in a single complaint which will heighten citizens' experience.

→ Easy and quick complaint logging in less than 15 seconds via any complaint registration modes by Citizens

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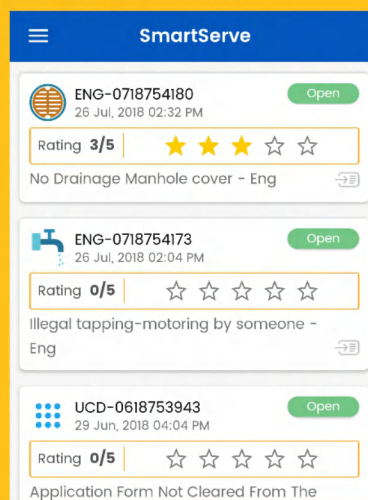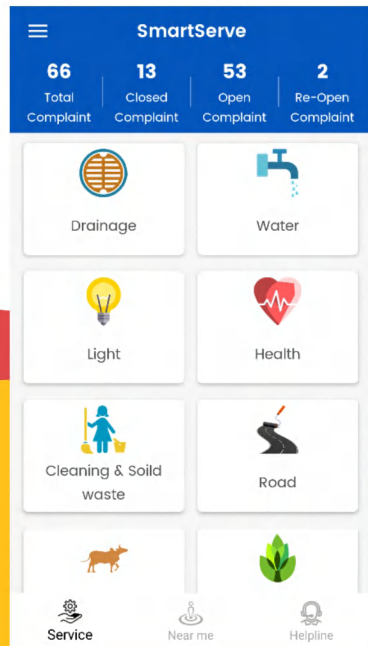
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