



Voice Automated Complaint Management System

Rigorous Management of Complaints

- A customized complaints handling solution

Competitive and regulatory pressures are forcing organizations to change the way they handle, manage, respond to, and report complaints. VTS Voice Automated Complaints Management system is a comprehensive solution for managing in-house campus complaints of the Organizations. The real-time visibility provided by the web-based reports software enables organizations to track each complaint through its lifecycle from recording and initiation to investigation, reporting, and closure - following the appropriate process to ensure that nothing slips through the cracks.

Current Scenario

Currently there must be two ways of booking complaints:

- Through a dedicated Telephone operator
- Through a Complaint Register

In this Scenario there are some challenges faced by the Complainer and also by the Management:

Challenges faced by Complainer

- Operator Busy / Not Available
- No Proof in case of Phone Booking
- A Visit Required for Writing the Complaint On the Register
- No Trace on Current Status
- Difficult to Follow Up

Challenges faced by the Management

- Difficult to Monitor the Status
 - Complaints Handled
 - Complaints Resolved
 - Complaints Pending
- Difficult to Analyze the Resolution Time
- Difficult to Supervise
- Results in an Unorganized System

The need of the moment is an Automation that is:

- A Well Organized System
- Operates Automatically (Without a Telephone Operator & a Complaint Register)
- Books a Complaint & Issues a Token No.
- Gives a Current Status of Each Complaint

- Helps in Monitoring Each Complaints
- Gives The Resolution Time of Each Complaints

The Automated Complaint Handling application enables the booking of the complaint without the intervention of the operator. This helps in maintaining the system efficiently even during the slack hours as there is no need to position a man. During the implementation cycle VTS will develop and deploy the customized software components like Voice Automated Application and a web based user interface for administrator for viewing and updating the status. It will cater to all the related complaints and will cover the entire infrastructure/buildings/departments of the Organization's campus.

Type of Departments

1. Office / Administrative block
2. Residences
3. Library
4. Computer center
5. Hostel
6. Canteen / Kitchen and dairy
7. Toilets other than residences
8. Any Other Building / department

Type of Complaints

1. Carpentry
2. Plumbing
3. Sewage
4. Masonry
5. Electrical
6. Telephone
7. Computer
8. General
9. Any other complaint

Customized Reports

The powerful analytics and reporting capability of the Complaints Management System, helps the management to perform trend analysis and spot recurring problems to drive root cause analysis in a timely manner. Based on a complaint, administrator managers can also trigger internal or supplier

corrective and preventive action.

- The status can be provided immediately.
- The complaints logged on the day basis
- The complaints handled by the system
- The complaints closed on that particular day.
- The complaints logged on a particular day for each type of complaint.
- The complaints closed on monthly basis under each complaint

About Voicetech Solutions

- US Based Company
- Wholly Owned Subsidiary in India
- Incubated in N.S. Raghavan Cell, IIM Bangalore
- Founded & Driven By Industry Professionals
- Founders have more than 20 years of Experience in Interactive Voice Response (IVR)
- Our Product - VoisFusion

Our Strengths

- Quick understanding of your Requirements
- Providing continuous support
- Available at one phone call away
- Remote support

Total No of Complaints Registered = 75

S.No	COMPLAINT FROM	BUILDING TYPE	TOKEN NUMBER	DESC OF COMPLAINT	COMPLAINT TYPE	STATUS OF COMPLAINT	DATE OF COMPLAINT	CLOSED DATE
0	02Transport office-1st floor 1st floorGROUND FLOOR	ADMIN TOILET	1	Mosquito Mesh Replacement	CARPENTRY COMPLAINT	Completed	2008-12-01	2009-04-01
1	301	RESIDENCES	4	Mosquito Mesh Replacement	CARPENTRY COMPLAINT	Completed	2008-12-01	
2	114	SHC	1	Mosquito Mesh Replacement	CARPENTRY COMPLAINT	Completed	2008-12-01	
3	3013Ground Floor Block-03	AdminBlock	4	Tap Leaking	PLUMBING COMPLAINT	Completed	2008-12-01	
4	14799040679	SHU	2	Handfile Storage	SEWAGE COMPLAINT	Completed	2008-12-01	
5	803	SB	4	Seepage In Walls/Bath	MASONRY COMPLAINT	Completed	2008-12-01	
6	00300030	Home Block	2	Providing additional lighting or power points	ELECTRICAL COMPLAINT	Requested	2008-12-01	
7	103C103C	Home Block	10	Noise In the Phone	TELEPHONE COMPLAINT	Requested	2008-12-01	
8	111F111F	Home Block	11	Chimney Cleaning	GENERAL COMPLAINT	Requested	2008-12-01	
9	104F104F	Home Block	12	Other Complaint	OTHER COMPLAINT	Requested	2008-12-01	
10	105-C	Home Block	13	Chimney Cleaning	GENERAL COMPLAINT	Requested	2008-12-01	
11	3013-Ground Floor Block-03	AdminBlock	14	Providing additional lighting or power points	ELECTRICAL COMPLAINT	Requested	2008-12-01	
12	1479-004	SHU	15	Replacement or strengthening of existing cables	ELECTRICAL COMPLAINT	Requested	2008-12-01	
13	301	RESIDENCES	16	Problems related to Solar Water heater	ELECTRICAL COMPLAINT	Requested	2008-12-19	
14	301	RESIDENCES	17	Monitor Via Display	COMPUTER COMPLAINT	Requested	2008-12-19	
15	301	RESIDENCES	18	Browser Configuration	COMPUTER COMPLAINT	Requested	2008-12-19	
16	1479-004	SHU	20	Application Not Functioning Software Licensing Problem	COMPUTER COMPLAINT	Requested	2008-12-19	
17	301	RESIDENCES	21	WiFi Configuration	COMPUTER COMPLAINT	Requested	2008-12-19	
18	301	RESIDENCES	22	Proxy Configuration	COMPUTER COMPLAINT	Completed	2008-12-19	2009-01-19
19	105-C	Home Block	23	Outlook Configuration	COMPUTER COMPLAINT	Requested	2008-12-19	
20	301	RESIDENCES	24	Problems related to tube lights/in replacement of	ELECTRICAL COMPLAINT	Requested	2008-12-31	

Total No of Non-Attended Requests=3
Total No of Completed Requests =21



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