

Customer Service

» Promoting effective and timely resolutions

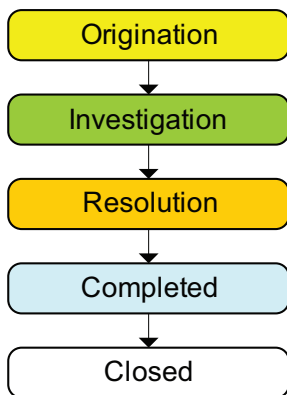
Scope:

Managing customer service issues is an important part of your Quality system. uniPoint's Customer Service module provides a closed-loop mechanism to implement effective, timely resolutions to customer issues. This helps you ensure industry and regulatory compliance, improve product quality and reduce costs associated with customer complaints.

Advantages:

With configurable workflow models, our Customer Service module streamlines the entire complaint resolution process. You can originate and investigate the complaint, then communicate the resolution back to the customer in one easy to use environment.

Process Flow:



Customer Service Module:

- » Transform your Quality analysis
- » Reduce your quality cycle-times
- » Close items in a timely manner
- » Consolidate correspondence centrally
- » Integrate with existing Quality info

Key Features:

- » Date and time stamped
- » Escalate priorities
- » Categorize by Positive, Negative or Neutral
- » Improve Customer Service communication
- » Choose (2) or (3) step process

The screenshot displays the 'Customer Service' software interface. At the top, there is a toolbar with icons for Search, Prev, Next, New, Auto, Save, Delete, CS Report, Acct Report, and E-mail Contact. Below the toolbar, the 'Customer Service ID' is set to 50006. The interface is divided into several sections: 'Origination', 'Investigation', 'Resolution', 'Accounting', and 'Attachments'. The 'Origination' section is active, showing fields for Status (Origination), Priority (1), Issue Date (2/14/2008), Issue Time (02:00 PM), Customer (FORMOT), Originated By (ALBERTB), Dept (Shipping), Division (Cross Dock), Type (Complaint), Context (Negative), Category (Shipping Delay), and Description (Product shipping delay). Contact information for DON VINNCI is also visible. A 'Customer Service Notes' section contains a text entry: 'Customer called regarding a product shipment delay. Customer phoned service several times. It took 5 days to resolve the problem. Customer would like us improve our shipping status response time.' At the bottom, there are fields for 'Origination Hrs' (1.00) and 'Origin Date'.

General Capabilities:

- » Broadcast/Specific E-Mail
- » Standard Text Manager
- » Unlimited Attachments
- » Update User To-Do Lists
- » See Historical Audit Trail

General Capabilities:

- » CS Detail Report
- » CS Accounting Report
- » CS Analysis by Type, Category, Resolution
- » CS/CPA Association/Listing Reports

