

# FASTER, BETTER & Smarter

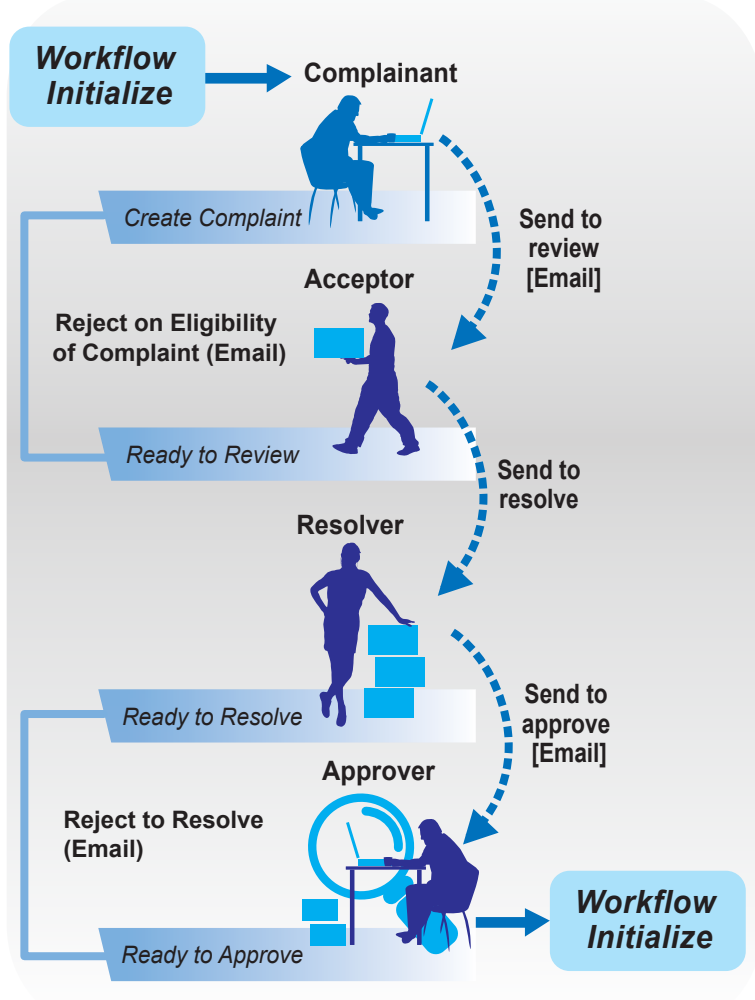
## An enterprise Web 2.0 Case Management System

An effective and automated Inquiry and Complaint Management System (ICMS) is an essential part of customer service quality. Inquiries, complaints - and compliments - are valuable sources of information that organizations can use to improve program delivery and service excellence.

### The ICMS System is an all-in-one complaint and inquiries management solution.

It handles the complete life cycle of a complaint, from customer registration, case reporting, case handling and investigation, to case resolution. Based on Arahe's InfoCase, a case management and workflow system, it automatically routes complaints or inquiries to the relevant department or personnel. Throughout the resolution process, the customer is kept informed through email and can log in to the public portal to view the status of his complaints.

### The ICMS resolution workflow is highlighted below:



### End-Customer Portal

ICMS comes with a customer-facing or public portal which allows customers to enter complaints and inquiries. A customer must first register as a user prior to lodging a complaint. Once a complaint is lodged, the customer can login to the system and check the current status of the complaint, together with comments entered by the officer in charge of the resolution.

### Back Office Portal

ICMS core back office portal contains all the tools for an officer to qualify and resolve a complaint. A task list allows each officer to keep track on the complaints. Extensive reporting is available at department or organization level. With these reports, an organization can easily establish trends in complaints or inquiries and come up with solutions to prevent the recurrence of a specific problem and to improve customer service or product quality. ICMS provides a simple process to resolve problems and avoid delays. The process is transparent, timely, and user friendly.

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## ICMS Features

### Customer Module

- Customer registration
- Manage personal profile
- Create and track complaints
- Create and track inquiry

### Inquiry Management

- Create Inquiry
- View Inquiry
- Review Inquiry
- Resolve Inquiry
- Approve Inquiry
- Reject on Action
- Inquiries are escalated to manager within a specific time
- Tracking and Escalation of inquiries.

### Complaint Management

- Create Complaint
- View Complaint
- Review Complaint

- Resolve Complaint
- Approve Complaint
- Reject on Action
- Complaints are escalated to manager within a specific time
- Tracking and Escalation of complaints.

### Category Management

- Search Category
- Create Category
- Edit Category
- Delete Category

### Reports

- Monitoring the number of complaints and inquiries
- Complaints and inquiries summary Report
- Department Head Report
- By period of Time Report
- Top 10 Complaints and Inquiries Report

- By Department Report
- By Category Report
- By Resolver Report
- By Status Report.
- Advanced Report

### Personal Workspace

- User Workspace
- View Date Tasks
- Handling Pending Tasks
- Reminder

### Administration

- User search
- Create, Edit, Delete Users
- User Rights Management
- Role Management
- Department Management

