eCMS

Complaint Management System

A software solution for resolving complaints with a simple, dependable, and transparent process.

Web Portal | Hybrid Mobile Apps

Businesses that use eCMS show their commitment to providing high-quality services to customers.

eTeam
Enterprise Team

About eCMS

Is your business facing these problems?

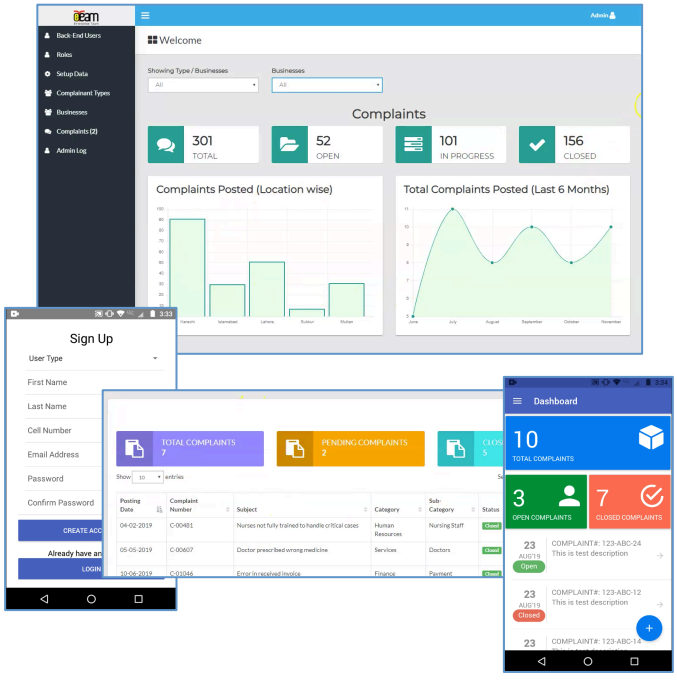
- Complaints don't reach the concerned individuals or departments
- Lack of collaboration which can cause delays
- Organization-wide complaints are not centralized
- Complaint status is not available in real time
- Complaint resolution department is doing too much manual work

If yes, eCMS will help your team to manage and resolve complaints from your clients.

eCMS allows businesses to conduct bidirectional communication with clients and turn complaints into improvement opportunities.

Real-time internal collaboration brings visibility to everyone on your teams so you can solve more issues, share information and track progress.

Application Interface:



CHILDLIFE FOUNDATION

LIVE for CLF Pakistan in Dec 2019.

Advantages of eCMS

This self-explanatory system workflows allow users to start using the system without the need of extensive training.

Features

- Centralized system to manage all complaints for all departments in an organizations
- Handles both internal and external complaints
- Efficient setup data management for locations and categories
- Flexible and intuitive user access and rights controls
- Easy to use client mobile apps
- Simple and easy sign-up process for complainants
- Anonymous complaints
- Dashboard for complainants
- Provision to track complaints without logging in
- Complaint history
- Multiple tasks to resolve a single complaint
- Multiple users assigned to different tasks against a single complaint
- Availability of all complaint data for analysis
- Email notifications for new and closed complaints
- Provision to attach photo or video evidence with complaints

Software Package & Pricing

Single Domain *Rs. 500,000*

Additional cost:

- 1st year Domain & Hosting Rs. 18,000 Approx.

Sales & Support

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