

TOOL OVERVIEW

CUSTOMER COMPLAINT MANAGER



TOOL OVERVIEW – CUSTOMER COMPLAINT MANAGER

TOOL SUMMARY

Our Customer Complaint Manager tool enables you to record customer complaints in a format that is simple and user friendly. Using our customisable form builder you can combine standard formfields with pre-set fields which enable you to use standardised field options, making it easier to create and record customer complaints with uniform options which improves your reporting ability.

As customer complaints are stored in one central platform there is no duplication of work and you can be certain that the relevant company team members are all viewing the same supplier customer complaints and responses. Fully tracked update history allows for better accountability and transparency of changes made by all users on the platform.

Our reporting functionality helps you to analyse the data recorded in your customer complaints and the customisable charts in our dashboards provide a summarised overview of the information that is of key importance to you.

KEY FUNCTIONALITY

Our Customer Complaint Manager has many features, the table below highlights the main actions you will be able to undertake using this tool and describes how each functionality is utilised within the system.

FORM BUILDER

Create customer complaint templates using numerous different customisable field types within our form builder, including pre-set fields which allow you to create a field with standardised options to prevent the creation of the field multiple times and to improve reporting ability.

EMAIL ALERTS

Set up automatic email alerts to send notifications to the relevant users based on field options selected within the customer complaint form.

SCORING CRITERIA

Scoring criteria can be used to give customer complaints a score based on the details recorded. These can be labelled and colour-coded according to your company ratings.

COMPLAINT SUMMARY

Quickly summarise the status of customer complaints in a table, showing who completed the customer complaint, when it was completed, what the current completion status is along with the details of the customer, product and who it was sent to

**COLOUR CODED
STATUSES**

**UPDATES
HISTORY**

**UPDATES
HISTORY**

REPORTING

DASHBOARDS

Colour coded completion statuses immediately give you an overview of which customer complaints are in progress, require your action or are closed.

Colour coded completion statuses immediately give you an overview of which supplier checks are in progress, require your action, are confirmed or closed.

All changes made to the customer complaint template or a customer complaint are tracked with details of the date and time as well as who made the change, allowing for full transparency and accountability of updates.

Reporting can be carried out on the customer complaints, utilise our analysis reporting or snapshot reports to explore customer complaint data with summary charts; both types can be exported to PDF or Excel.

Create fully customisable dashboards utilising chart widgets from your created reports and share them with all relevant users.

KEY BENEFITS

The Customer Complaint Manager provides several key benefits for recording complaint information on Foods Connected, they are detailed below.

BENEFIT

DETAILS

CUSTOMISABLE

Our form builder for creating customer complaints has multiple different customisable field types allowing you to include pre-set fields with custom options based on your company's requirements.



CONNECTED

AUTOMATIC SCORING

Set up scoring within your customer complaint template based on your company's scoring criteria and when customer complaints are completed their score is automatically calculated, removing the necessity for complicated spreadsheets and calculations. These scorings can also be colour coded meaning you can easily review customer complaint ratings at a glance.

AUTOMATIC EMAIL ALERTS

When you have email alerts set up, relevant users will receive email notifications based on field options selected within the recorded customer complaint. This ensures users are kept up-to-date with the information which is of key importance to them.

REPORTING

Using our straight-forward reporting functionality you can analyse customer complaint data or create snapshots to summarise customer complaint data, combining the information into an easy-to-view summary dashboard which can be shared with all relevant users.

CENTRALLY STORED

All recorded customer complaints are stored on the Foods Connected platform in one central location, allowing for all relevant users to access them and ensuring everyone is working from the same up-to-date data.

INTERACTION WITH OTHER TOOLS

Our platform is interactive meaning information can flow between tools enabling your processes to work cooperatively together all on the same system. The tools that can integrate and work together with the Customer Complaint Manager are described below.

TOOL

DETAILS

FORMBUILDER

Our formbuilder is used to create fully customisable customer complaint templates, allowing you to record data in whichever way meets your company requirements.

TOOL PROCESS USAGE STEPS - RECORDING CUSTOMER COMPLAINTS

The tool process usage flow steps are outlined below with explanations on what would be involved for the user within each stage when recording customer complaints.

PROCESS STEP

DETAILS

1. SET UP COMPLETE

The admin settings have been set up and the customer complaint and response templates have been created according to requirements.

2. RECORD NEW SUPPLIER CHECK

A user records a customer complaint using the template, if relevant selecting a product. The customer complaint's status updates to 'In Progress'.

3. REQUIRES CUSTOMER RESPONSE?

The user decides whether the customer complaint requires a response from the customer or not.

4. YES - SHARE CUSTOMER ISSUE WITH CUSTOMER

If the customer complaint requires a response, the form will either be automatically shared if auto-shares are enabled or it is shared manually with the relevant user. The customer complaint status updates to 'Awaiting Response'.

5. LOG INTO FOODS CONNECTED

The relevant customer contact will have received an email notification to respond to the customer complaint, so they will log into their Foods Connected account.

6. COMPLETE RESPONSE

The customer fills in the response template for the customer complaint.

7. SEND RESPONSE

When the customer has finished completing their response, they will send their response back through the platform.

8. REQUIRES REVIEW

The user will receive an email notification about the customer's completed response and the customer complaint's status will become 'Requires Your Action'.

9. REQUIRES FURTHER INFO?

The user decides whether the given response contains everything they need, or whether they require more information.

10. YES - REQUEST MORE INFO

If the user requires more information from the customer, they send the request through the platform. The customer complaint's status updates to 'Awaiting Response' and an email notification will be sent to the customer user. Steps 5-9 are repeated until the customer's response is accepted.

11. CLOSE CUSTOMER COMPLAINT

When the customer complaint doesn't require a response, the customer complaint is closed and its status updates to 'Closed'. When the user has accepted the customer's response to the customer complaint, the form is closed and its status updates to 'Closed'.

CONFIGURATION OPTIONS

There are various possibilities for configuration within the Customer Complaint Manager which are expanded upon below. They will allow you to tailor the tool to best fit your company's requirements for gathering complaint information, in a way that will make the process as hassle-free as possible.

OPTION

DETAILS

CUSTOM CUSTOMER ISSUE FORMS

Build custom customer complaint forms to meet your requirements with our form builder's numerous field types including text, numeric, checkbox, dropdown and table options. Set fields as optional, mandatory or conditional mandatory based on an answer to a previous question.

PRE-SET FIELDS

Create pre-set fields to use within your customer complaint templates, with standardised options which prevent you from building the same field options multiple times and they allow for more uniform reporting.

CUSTOMER ISSUE SITE

Every customer complaint is set against the company group or an individual site to enable filtering and reporting against that site and to limit access to customer complaint templates by site.

SCORING CRITERIA

Set scoring criteria against the customer complaint form. Setting scores against each field and colour coding the total scores allows you to quickly view which complaints score most highly.

ADMINISTRATION OPTIONS

The administration settings for the Customer Complaint Manager enable you to control aspects of how customer complaints are set up.

OPTION

DETAILS

ADDING PRE-SET FIELDS

The ability to create pre-set fields, with set options, which can be pulled into your customer complaint forms, saves you time creating the same field and options multiple times. These fields can be dropdowns, checkboxes or tables with set options and they also help standardise complaint form options, enabling easier and more consistent reporting.

DATA REQUIREMENTS

Detailed below are the data requirements of what will be necessary to set up and make decisions on before launching the Customer Complaint Manager.

REQUIREMENTS

DETAILS

CUSTOMER MANAGER LAUNCHED

To be able to complete a customer complaint against a customer, the Customer Manager tool on Foods Connected needs to have been launched with all the required customers added into the supplier list.

PRODUCT FILE LAUNCHED

To be able to select a product for your customer complaint, all the necessary products need to have been imported into your Foods Connected product file.

CONFIRMED CUSTOMER ISSUE AND RESPONSE TEMPLATES

Before sending a customer complaint, the format of the form and the response template should be decided upon, confirming all the fields which will be required to record the relevant information.

PRE-SET FIELDS

If you plan to have pre-set fields within your customer complaint, the standard list of options for these needs to be determined.

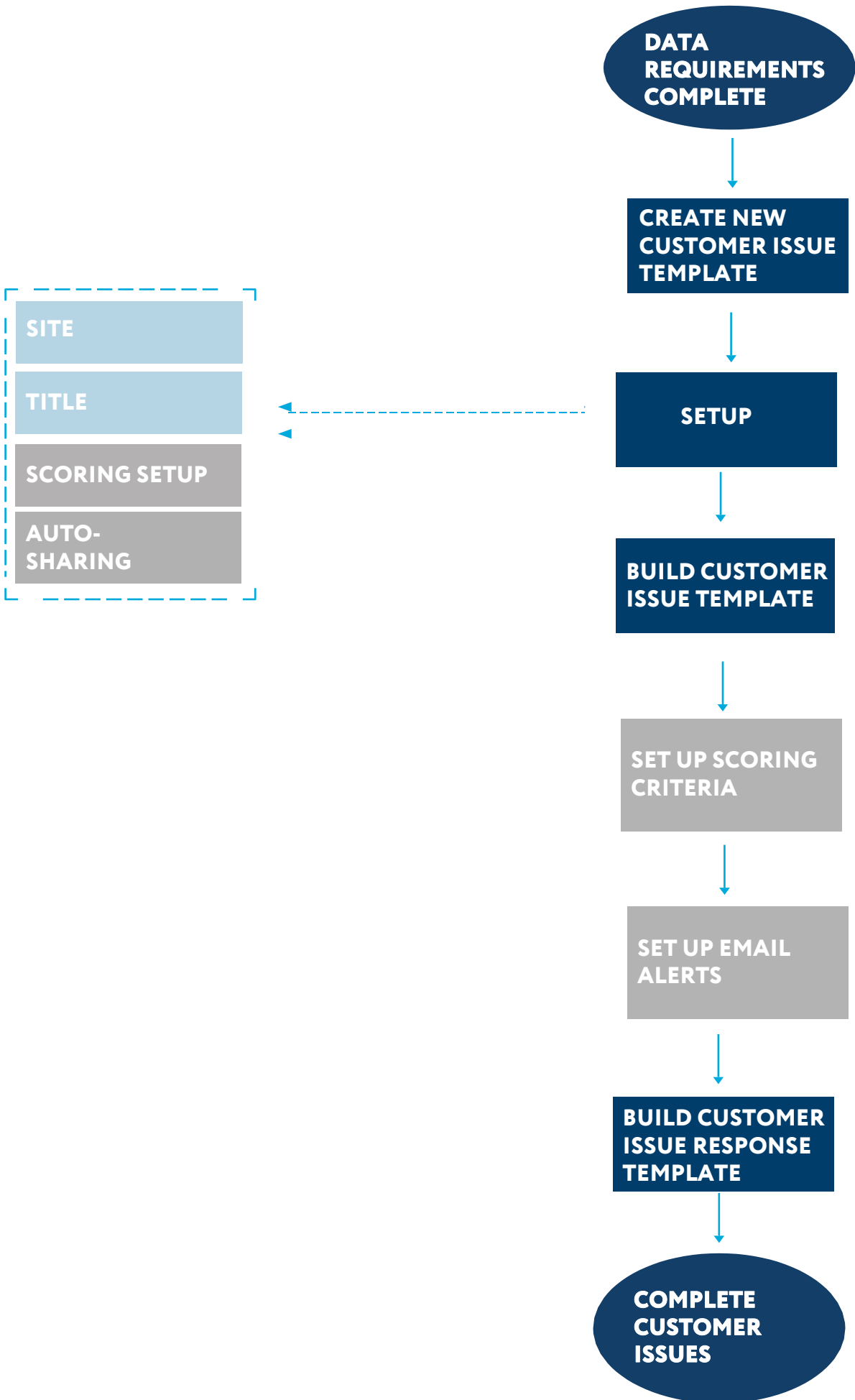
SCORING CRITERIA

If scoring is to be used, the scores for each response and score boundaries must be confirmed. The boundary description and colour coding must also be confirmed.

TOOL SETUP PROCESS FLOW

The below process flow guides you through the steps of setting up the Customer Complaint Manager and the information that needs to be included to be able to launch it.

CUSTOMER COMPLAINT ADMINISTRATOR



TOOL PROCESS SETUP STEPS

The steps involved in setting up the Customer Complaint Manager are expanded upon below detailing what needs to be done within each stage before being able to record customer complaints through the platform.

PROCESS STEP

DETAILS

1. DATA REQUIREMENTS COMPLETE	The Customer Manager and Product File have been launched and the customer complaint templates and settings have been decided upon.
2. CREATE NEW CUSTOMER ISSUE TEMPLATE	Create a new customer complaint template.
3. SETUP	Select your customer complaint template settings.
3a. SITE	Choose which site the customer complaint will be used for.
3b. TITLE	Fill in the customer complaint name.
3c. SCORING SETUP	If applicable, choose which way you want the scoring to work for the template.
3d. AUTO-SHARING	If relevant, set up which customer contacts you want to automatically send customer complaints to when they require a response.
4. BUILD CUSTOMER ISSUE TEMPLATE	Using the form builder, create the customer complaint template with all the required fields and any pre-set fields.
5. SET UP SCORING CRITERIA	If scoring is turned on, set scoring up for the form and individual fields to calculate the overall score for the complaint.
6. SET UP EMAIL ALERTS	Set up email alerts to send notifications to particular users based on options selected within the customer complaint.

**7. BUILD CUSTOMER
ISSUE RESPONSE
TEMPLATE**

Using the form builder, create the customer complaint response template with all the required fields.

**8. COMPLETE CUSTOMER
ISSUES**

The template is now ready to record customer complaints with.