

CARESMART

Complaints Management -
Treating your customers fairly and efficiently.

Our Caresmart module is specifically designed to meet the needs of the Financial Services market where a regulated complaints process must be adhered to. Most Contact Centre helpdesk systems fail to satisfy because there is no audit capacity, root cause analysis, embedding of compliance business rules, or upward referral to the Financial Ombudsman Service.

Caresmart is the result of many years continuous development and refinement with major Financial Services customers to produce a scalable solution that helps manage the demanding balance of business requirements and compliance regimes. Caresmart will transform the way you, your people and teams work. Great people work smarter.



With the emergence of increased regulation in the financial services industry our Caresmart solution provides the right tools for organisations to manage complex customer service processes.

As Treating Customers Fairly becomes a greater influence on the business, the costs of failure intensify and organisations feel the effects of an increasing propensity for customers to complain, a robust and specialist solution is a key requirement for sustainable success.

Caresmart tracks each complaint with a full audit trail, provides evidence of every remedial activity and communication with each and every customer. It allows Management, all the way up to Head of Compliance and CEO level, the ability to drill down and view trends, actions or the current status of any complaint being handled at case level detail, or to review data and dashboards for internal and external reporting requirements.

WHERE CARESMART DELIVERS THE DIFFERENCE

Track customer complaints

Set common standards

Implement your brand of customer care

Turn complaints into quality feedback

Drive corrective action through teams

Manage all workflow

Drill down to case level detail

Root cause analysis statistics

Drive efficiencies and reduce paper

Train and develop operators

Automatically create FSA reports

Board reports and trend analysis

At a time when customer complaints volumes are increasing dramatically you need to plan for growth and rely upon a robust system. Caresmart will improve and empower your organisation's complaints management team with an intelligent management information system which will prove invaluable to your business.

FEATURES & BENEFITS



FEATURES

- ▶ Complaint registration with step by step prompts.
- ▶ Track all complaints from inception to resolution.
- ▶ Audit trail of actions taken to resolve.
- ▶ Configured to your existing business rules and products.
- ▶ Automatically issues pre-defined documents, providing full communication control.
- ▶ Allows management oversight and drill down to case level detail.
- ▶ Stop the clock.
- ▶ Automatically provides FSA reports and Management MI.
- ▶ Store all communication centrally, including voice files.

BENEFITS

- ▶ Set common standards across a dispersed business.
- ▶ Drive efficiency and effective prioritisation.
- ▶ Delivers rapid case resolution by effective workflow management.
- ▶ Configured to precisely implement rigid or subjective case handling.
- ▶ Maintain control over escalation processes and authorisation of redress.
- ▶ Turn complaints into effective feedback for service improvement.
- ▶ All case information held centrally within 1 file/single system.
- ▶ Automatic escalation.

CONTACT US

Let us demonstrate how our solution, combined with your business rules, will have a positive impact on your people, teams and customers, driving tangible and significant improvement.

Please contact us for a demo.

Worksmart Solutions

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