



COMPLAINT MANAGEMENT SYSTEM



COMPLAINT



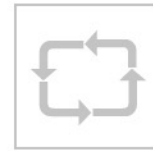
PROCESS



RESOLVED



COMPLAINT



PROCESS



RESOLVED

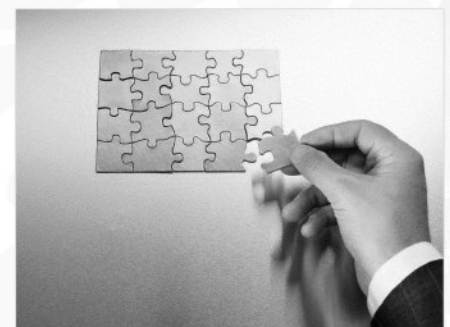
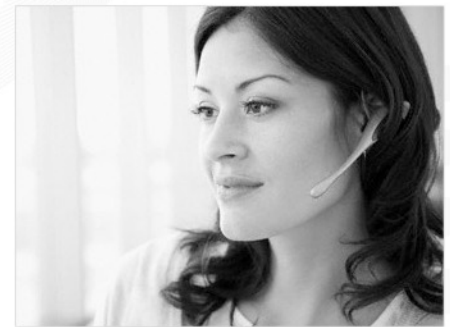
Complaint Management System by Lakson Business Solutions is a comprehensive, web based solution solution for managing complaints, providing ontime resolution. CMS provides real-time visibility that enables organizations to track each complaint through its lifecycle from recording and initiation to investigation, reporting, and closure.

Complaints can be direct or indirectly, through franchise, the internet, call in or simply a walk in complaint submission. In any case, CMS provides a robust, flexible and easy to use interface that interacts at every level, and track complaints from the system and performance towards customer care.

## Features Overview

The major features of the product are:

- User friendly Interface to record and view complaints via internet, phone call, personal visit and mobile (SMS)
- Automatic and Seamless complaint assignment to respective department and its tracking.
- Service Request Creation and Management
- Bulletin circulation for quick updates periodically
- Escalation for complaints (automatic)
- Detailed reports and Status Management
- Territory Management
- Ticket reassignment
- Technician management
- Ability to upload complaints through other file formats
- Management of technician visits to the customers
- Data archiving
- Comprehensive Administrator section





**Microsoft**  
**GOLD CERTIFIED**  
*Partner*

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