

ULYSSES[®] Suite

Customer Complaint Management

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Helping you care for your customers

The Ulysses Complaints Solution is designed to assist your organisation in the management of your complaint handling process. Through its easy to use interface, it will provide both end users and management with a clear view of the current status of all complaints, thus helping to provide your customers with quick responses and solutions to their issues. This system can be customised to meet most customer specifications. It will result in a reduction the number of complaints and help eliminate recurring issues. It should significantly reduce the cost of handling customer complaints for your organisation.

Complaint Tracking

Ulysses manages a complaint through its each stage of its life cycle. Ulysses traces the complaint from initial logging, allocation of tasks to individuals/ departments, applying task deadlines, generating correspondence and managing documentation through to completion and closure of the complaint.

Document Management

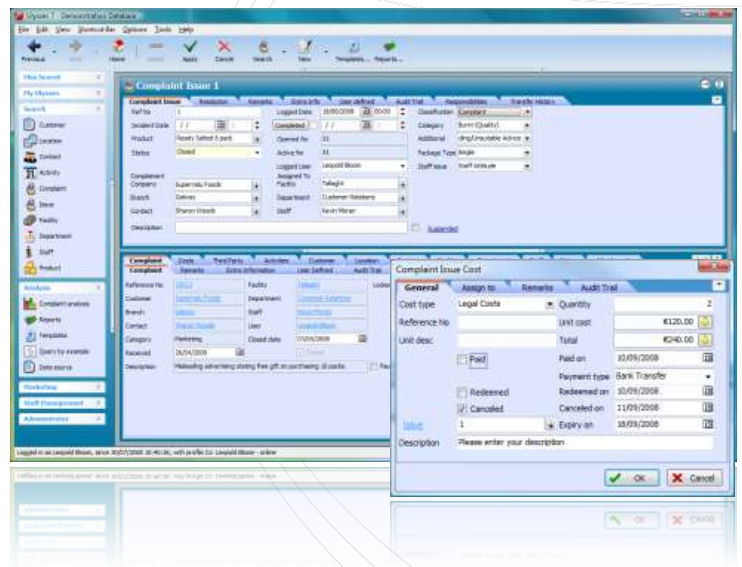
Letters and general correspondence can be template driven thus ensuring a consistency of documentation being supplied from the organisation. Document management, including scanning and drag and drop functionality, allow for a single repository of correspondence in relation to specific complaints.

Manage your Business Processes with Workflow

Automate your complaint handling procedures, providing pre-defined steps and responsibilities to aid the overall process. Template workflows can reduce the cost and time required to co-ordinate the business process.

Comprehensive Reporting

Ulysses Suite provides powerful reporting and extensive graphical on-line analysis with over 150 predefined reports presenting quality management information and decision making support.



Improving through Listening

Using our Customer Care software your organisation can improve their services, deliver better products and be better informed about customer needs and expectations. It is an invaluable source of information for your Marketing and Quality Departments.

Increase Customer Loyalty

An efficient complaint handling process will improve customer loyalty and retention. It will help to provide a positive outlook for your customers not only based on an individual product, but also the Company as a whole.

Complaint Analysis

Online graphical analysis enables management to view both open and closed complaints/ tasks by category, by status, by department and by assignee. This powerful feature ensures provides an 'at a glance' management overview of all complaints/ queries handled by the organisation.

Remote Access

Browser based access to Ulysses which enables staff log, track, update and close complaints and queries, regardless of their location. This is easily customised to meet specific customer requirements.

Proven Solution

Ulysses Customer Complaint Management is a proven solution for many industries including: government, finance, education, health care, retail, FMCG, technology, manufacturing, legal, construction, pharmaceutical and medical.

Benefits

- Reduces recurring complaints
- Identify persistent complainants
- Satisfying your customer, will ensure you get repeat business or referrals
- A complaint, well handled, creates a loyal customer
- Reduce time of complaint logging
- Reduce the risk of costly legal actions
- Good customer care turns your customers into your "sales staff"



Easy to Use with Rapid User Acceptance

Intuitive, easy to use interface can be easily customisable to meet all user requirements. This provides for increased user acceptance and reduced training requirements.

- Reduce operational costs
- Resolve problems internally, before they become public
- Complaints are taken in a more professional manner
- All information about a customer and their complaint is confidential
- Reduce operational costs
- Management receive immediate and up to date reports
- Indicate serious issues.

Features & Capabilities

- Support, Records and Monitors complaints
- Comprehensive Contact Management
- Process Workflow
- Online Analysis
- Full Audit Trail
- Correspondence Management
- Document Library
- Integrated Email
- Email Alerts
- Powerful Reporting with Real-Time Management Dashboards
- Activities and Task Management
- MS Office Integration
- Cost Recording
- Web Modules for internal and external use
- Supports Multiple channels of communication
- MS Word Templates and email
- Document Management
- Document Scanning
- Personalised Content per User Type

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