

CCView CMS

Complaint Management Solution



Complaints & Feedbacks holds the key of your business improvement.

Well handled complaint, leads to positive feedback from customer and turns an unhappy customer in to a loyal one.

CCView CMS Features;

- # Multi user database, where every complaint will be logged with appropriate flag.
- # Every customer interaction will be logged in system and made available for reference as and when required.
- # Automated ticket generation for every complaint. Invaluable insights improve your business
- # Alerts, reminders and Alarms
- # Document Management
- # Real-time performance monitoring
- # Powerful reporting and data interrogation

CMS systematises the complaint management process and offers;

- Reduces time and cost in case handling.
- Increase levels of Customer Satisfaction.
- Increase productivity & focus on good service
- Close monitoring of customer care standards.
- Ease of operation with well synchronized system.



CCView - CMS is a complete solution for handling customer complaints and feedback.

It offers the recording, management and reporting of all complaints and customer feedback.

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