

# iCasework for Complaints Management

Manage customer feedback more efficiently with compliant, cloud native software that's quick to set up and easy to use



Customer feedback is crucial for making service improvements and changes. Well-handled complaints should result in fewer service issues and lower operational costs. However, without the appropriate tools in place to manage customer feedback quickly and appropriately, you're putting your organisation's reputation - and customers' trust - at risk.

iCasework for Complaints Management is designed to capture customer feedback across multiple channels – including web, phone, email and social media – and make sure it flows to the relevant departments across your organisation for processing. We've integrated intelligent automation to help you deliver the right outcomes in a consistent and timely way.

With iCasework for Complaints Management, you can:

- Capture and manage cases across multiple channels
- Simplify, automate and consolidate management and tracking of all the information for each case
- Embed self-service progress tracking portals for customer and third party access
- Deliver responses, approvals and other relevant outcomes and handle appeals and escalation

- Maintain a comprehensive and redactable audit trail for each case

With over 20 years of continuous development and expertise, iCasework can help you deliver a better experience for your customers. We combine the knowledge and skills in case management and software design to help customers meet today's challenges, understand potential future issues and improve service.

**"The team has been fantastic. We have received nothing but friendly and helpful support with the team really getting to grips with our processes to ensure the system works for us."**

Jo Beer, Head of Information Governance Torbay Council

## Our customers

More than 200 organisations use our Intelligent Case Management solutions, including central and local government, universities, charities, and companies in the travel, telecoms, banking and insurance industries.

## Key Features:

- Regulatory compliance – meets compliance requirements or voluntary codes of practice for complaint handling
- Correspondence management and automation – improves case handlers efficiency by enabling them to focus on more important every day tasks
- Learning and improvement – your organisation obtains all the knowledge and reporting it needs to meet regulatory requirements and raise standards
- Analysis and reporting – identify areas most likely to cause dissatisfaction with automated delivery of library and custom reports
- Quick to set up – a template system provides a blueprint of the solution for your sector. Our low-code/no-code approach means you'll be up and running in no time
- Easy to configure – Define service structure, control access, update drop-down list values and more.



## Why Civica?

- We have over 20 years experience of building web- based case management systems with iCasework and Microsoft
- We can quickly configure new solutions with no need for lengthy/bespoke development
- A fully browser-based, responsive design improves internal and customer user experience on any device
- The platform underpinning our case management solutions is mature, secure and scalable, and certified to ISO 9001, ISO 27001 and PCI DSS
- Delivery of solutions on a SaaS basis removes the need for you to procure, install and manage hardware; and ensures solution scalability
- We provide accredited, secure infrastructure that meets the specific needs of UK Central Government.

## Our approach

We hold workshops with you to understand your challenges and come up with the best solution for the processes you need to improve. There's no need to spend time on complex coding. The low-code/no-code nature of our platform means we can quickly build a workflow to suit your needs.

## Our platform

iCasework is cloud native, providing a secure, scalable, high-performance SaaS solution with unlimited storage.

Data segregation and advanced security controls ensure your data remains private. And the platform can be deployed to different geographic regions to meet data protection requirements.

## Bespoke solutions for changing needs

iCasework is highly flexible and configurable. Sophisticated form and workflow design tools allow our consultants to rapidly build custom case management solutions to meet the changing needs of our customers.

## Benefits

- Higher quality of service and improved customer and user experience
- Consistent case management workflow streamlines processes and supports regulatory compliance
- Reduced time, effort and cost to process and manage cases
- Reduced demand on contact centre staff through 'right first time' approach to case- handling
- Reduced workload from both customer self-service for status updates and automated communication throughout the case lifecycle
- Detailed analytics to monitor process performance and identify opportunities for improvement

## Find out more

To find out more about how our Intelligent Case Management solutions can help you transform your organisation, visit us online or contact us today [icasework@civica.co.uk](mailto:icasework@civica.co.uk)