RCS Web Complaint

RCS Complaint module 100% integrated with RCS WEB Shop and SAP Business One.
RCS WEB Complaint is a single, integrated and affordable ERP software solution for companies whose core value focuses on their customers.
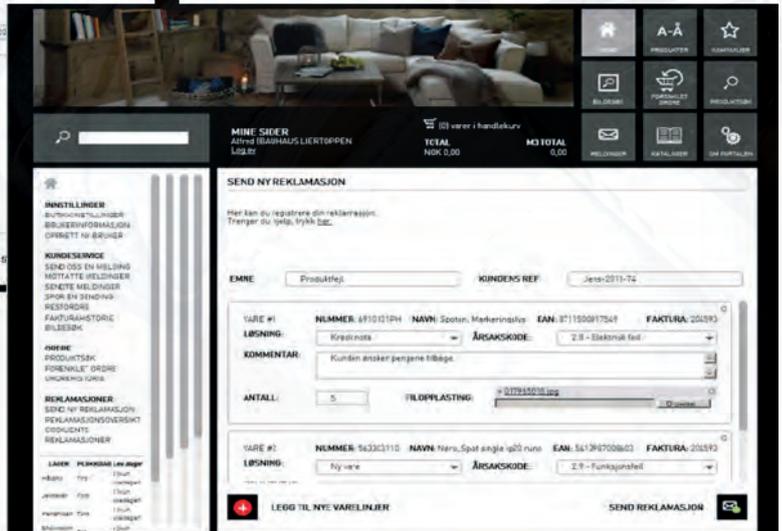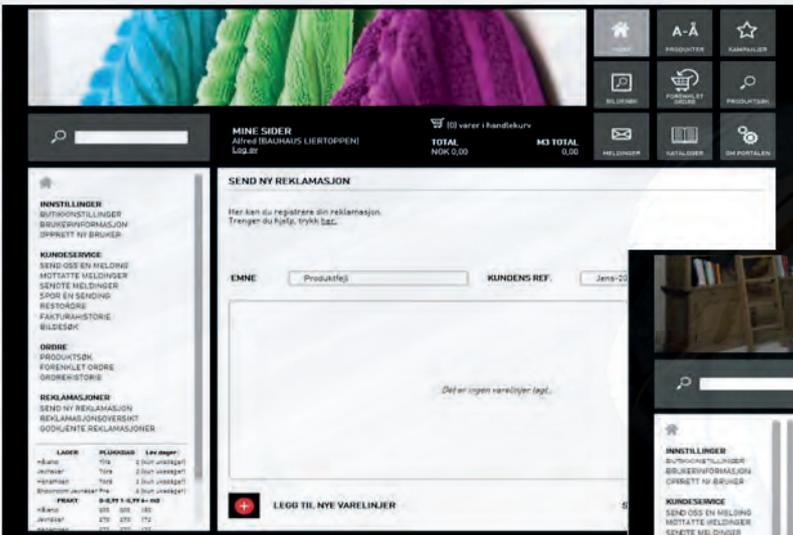
Features and functions

RCS WEB Complaint allows employees and customers to access and use information more efficiently. Your customer can make a service call and send a complaint with images and information in a standardized form. The solution covers all the core functions needed to run a complaints process successfully.

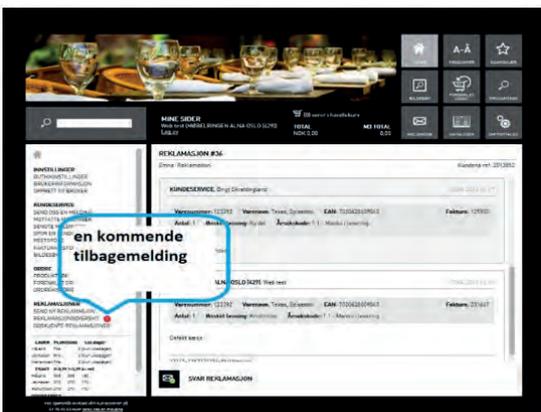| Business problem	Solution
On-line complaint handling - increasing dependence on Internet solutions move a direct sales to online stores. This requires a new way of handling product complaints. Nowadays companies need a tool that enables them to make a claim processing efficient and easy for both parties.	With RCS WEB Complaint web shops can offer the customers to lodge complaints and return products. The solution meets the need for on-line requests from unsatisfied customers regarding a product or service that they have purchased.
Customer dialogue - the sales process at a distance requires reliable channels of communication. Only an efficient and fluent information exchange can keep on the dialogue between service representatives and customers.	RCS WEB Compliant gør processen af reklamationsbehandling synlig, struktureret og interaktivt. Med en mulighed for et personligt og dokumenteret arbejde, kan dine kolleger med adgang til data finde ud af de særlige tilfælde. Kunden bliver gjort opmærksom, hver gang du
Compensation management - on-line complaint process determines the type of compensation that is most appropriate for both the customer and the company. Mutual trust must be supported by the solution that accounts for the time frame and the form of compensation.	With RCS WEB Complaint you are assured that both your client and you are obliged to complete the entire process within a specified time. A compensation form can be exchange, credit, partial credit or rebate. If you need to order a product under the compensation process, you can do it directly from the form.

Complaints module is dedicated to manage the dialogue between service staff and customers. Use the Complaint module RCS WEB application to close sales faster and provide your customers with a better service. Those tools automate processes and efficiently manage the activities throughout the after-sales service and support.

Customer service call

Standardized form for complaints - the ability for customers to submit a service call of goods or services that they find unsatisfactory. For any claim, customers explain why their expectations are not met, and specify actions which they expect from the shop.

Alerts - when you send a feedback regarding the complaint, it will be notified on the client's side. It makes theprogram more interactive and visible.

Track and trace - under the process of return, the system provides a report which the customer can print. The system generates also an ID that the clients can use to search for their complaint or return, add additional information or check the status and current actions.

Print a confirmation - the customer can generate a confirmation, which can be printed directly from the form. It gives a guarantee that all procedures are recorded and are the basis for the documentation.

An incomming service call

Activity - complaint is being recorded at once and allows the others with access to the data, to see the complaint's history with links to the related order.

Information of the customer - part of the complaint field contains the customer details, such as name, number, cause of action, wishes, subject and attachments. You can check what type of client you are dealing with, or if there is any record in the personal shopping history.

Attachments - customers can upload attachments. It is very important when you cannot see the item directly and when it's hard for instance to describe a defect in the word. Customers can also update their existing claims with providing the attachments.

Responding to customer complaints

Login - you have a secure and personalized access to all complaints through the login function. When you or your co-worker creates a reply to your customer, it will be registered. A recorded message improves, among other, quality of service.

Internal note - it is possible to write a note of activities that have been applied in the case. It for instance may be to post a question regarding missing pictures and so one. Internal note is not visible to the customer. Internal memo is for internal com-

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pany use. It helps you to keep all the complaints in order and to give the customer a quick answer.

Credit and other compensation possibilities – which are exchange, credit, partial credit or rebate. However, customers can return only one item at a time, and return must occur within a valid time frame.
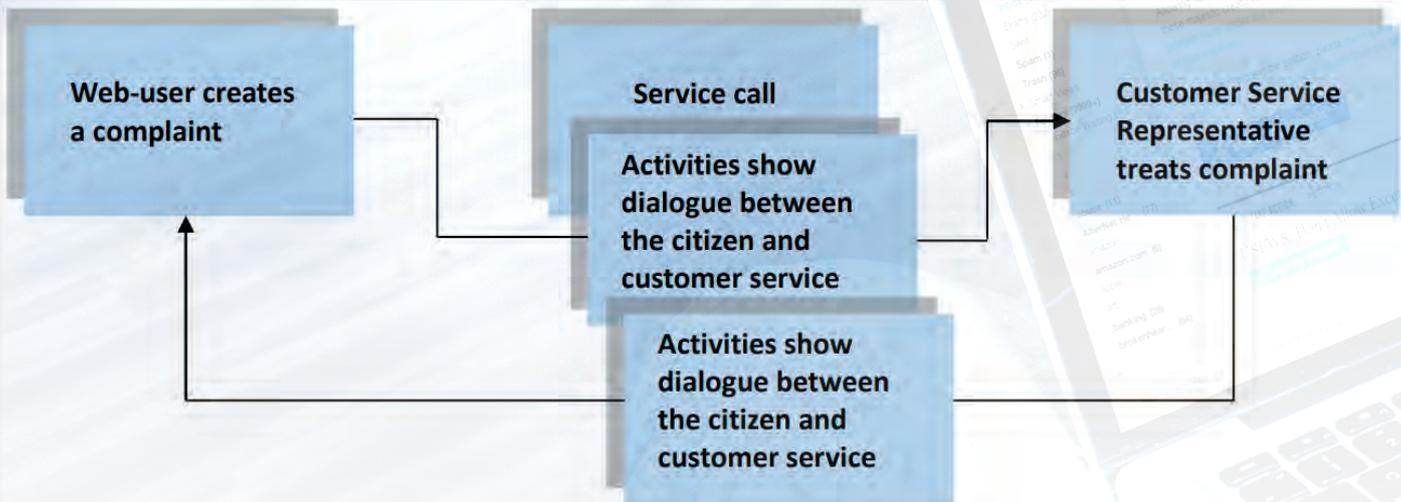
Search for complaints or reports - to find a specific complaint among hundreds, you do not have to go all the way through the list. Just type in the search engine word for customer, customer group, call status, properties (i.e. product) or date. The availability of each of the above options depends on the choices you make in the search window.

Reply form - a response to the client can be written easily and professionally. In this form we can create credit, create order with a new product, select parts and create order with spare parts. The order is created with the selected spare parts and number. Specifying of whether the customer must send the item back before the issuance of a new product.

An overview of processflow

Business benefits

Your customer gets:
Intuitive, automated, standardized complaintshipment with email templates for every workflow step in the complaint process.
Easy, constant contact with customer service via message system that automatically sends job alerts by e-mail to service personnel when they have tasks to be performed.
A better service experience based on mutual trust and professional communication.

Your service gets:
A system to control the process, where you can have costs and details of orders to make comparisons and where you can create the material reservation by a service order.
Operating efficiency is improved and increased by a record, capture and load of the complaint into the database.
Complaints are categorized by importance, so one chooses to either inform other users of the complaints or get them to implement the "defect" study and identify the cause.
Maintaining customers after the first sale. You get more customers through "word of mouth" advertising from satisfied.

RCS IT

RCS IT specializes in providing value-added and fully integrated software solutions for small and medium businesses. Solutions that increase the efficiency of your business and gives you a better overview of your business. RCS IT advises personally and offers unique customized solutions as well as standard solutions that meet your business needs.