

Customer Complaint System

SYSPRO 8

Reference Guide

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Customer Complaint System

Exploring

Where it fits in?

The **Customer Complaint System** feature forms part of the Quality Management System that provides a platform for customers to raise complaints and for the organization to investigate and take the necessary action to address these complaints.

Once a complaint is received and categorized, possible corrective and/or preventative action can be developed and implemented to ensure customer satisfaction is maintained.

Navigation

The programs related to this feature are accessed from the **Program List** pane of the SYSPRO menu:

- *Program List > Contact Management*

Terminology

Customer complaint

A customer complaint is an expression of dissatisfaction from a consumer to a supplier. This can be due to a product defect or inferior customer service.

A complaint gives the supplier an opportunity to improve their business by re-evaluating their quality, service delivery, and business processes.

Complaint Administrator

A complaint administrator is a SYSPRO administrator who receives and evaluates customer complaints and assigns a severity level in order to calculate a due date to resolve the complaint.

Complaint Owner

A complaint owner is a SYSPRO administrator who assigns a complaint to a complaint user for resolution. The complaint owner can also resolve and close a complaint, if requested to do so by the complaint user.

Complaint User

A complaint user is a SYSPRO operator who investigates and is responsible for resolving and closing a complaint.

Starting

Licensing

The **Customer Complaint System** feature forms part of SYSPRO's **Contact Management System** system. For this reason, you must ensure that the **Contact Management System** is installed according to the terms of your software license agreement.

Security

You can secure this feature by implementing a number of controls against the programs that are affected by this feature.

- You can restrict operator access to *activities* within a program (configured using the **Operator Maintenance** program).
- You can restrict operator access to the *fields* within a program (configured using the **Operator Maintenance** program).
- You can restrict access to the eSignature *transactions* within a program at operator, group, role or company level (configured using the **eSignature Setup** program). Electronic Signatures provide security access, transaction logging and event triggering that gives you greater control over your system changes.
- You can restrict operator access to *programs* by assigning them to groups and applying access control against the group (configured using the **Operator Groups** program).
- You can restrict operator access to *functions* within a program using passwords (configured using the **Password Definition** program). When defined, the password must be entered before you can access the function.

Solving

FAQs

What are complaint acknowledgments?

Complaint acknowledgments are automated notifications sent to various people as a complaint moves between the customer, complaint administrator, owner and user.

A complaint acknowledgment is sent in the following instances:

- When a complaint is logged, the complaint administrator receives a notification.
- When the complaint is reviewed by the complaint administrator, the customer receives a notification.
- When the complaint is assigned to an owner, the complaint owner receives a notification.
- When the complaint is assigned to a user, the complaint user receives a notification.
- Each time the complaint is escalated or routed to another user, the complaint owner receives a notification.
- When the complaint is closed, the customer receives a notification.

Using

Affected Programs

The following indicates areas in the product that may be affected by implementing this feature:

Customer Complaints Entry

This is a new program that lets you capture and maintain customer complaints.

Customer Complaints Owner Maintenance

This is a new program that lets you capture and maintain complaint owners who receive and assign the complaint to a complaint user.

Customer Complaints User Maintenance

This is a new program that lets you capture and maintain complaint users who investigate and resolve complaints.

Customer Complaints Group Maintenance

This is a new program that lets you capture and maintain groups into which complaints can be categorized.

Reason for Routing Maintenance

This is a new program that lets you capture and maintain the reasons for routing a complaint to a different user.

Assign Complaint

This is a new program that lets you assign a customer complaint to a complaint owner.

Complaint Query

This is a new program that lets you perform queries on complaints.

Complaints Purge

This is a new program that lets you delete customer complaints.

Customer Complaints Severity Maintenance

This is a new program that lets you capture and maintain the severity status of complaints.

Browse on Complaint Groups

This is a new program that lets you browse the groups to which complaints have been categorized.

Browse on Complaint Severity

This is a new program that lets you browse the list of severity of complaints (i.e. indicating the priority with which the complaint must be handled).

Browse on Complaint Users

This is a new program that lets you browse a list of users who deal with complaints.

Browse on Complaint Owners

This is a new program that lets you browse a list of users who are complaint owners and who manage complaints.

Browse on Complaint Reasons for Routing

This is a new program that lets you browse the reasons for routing complaints to another owner.

Customer Query

The following pane has been added:

- Customer complaints



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