Customer Complaint System

SYSPRO 8

Reference Guide

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Exploring

Where it fits in?

The **Customer Complaint System** feature forms part of the Quality Management System. It 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

This is where a consumer expresses dissatisfaction with a supplier's goods or service, typically as a result of defective products or poor service. While this can be viewed as negative sentiment, it also affords a supplier an opportunity to improve their business processes by re-evaluating their quality and service delivery.

Complaint administrator

This is typically a SYSPRO administrator who receives and evaluates customer complaints and assigns a severity level in order to calculate the due date of resolving a complaint.

Complaint owner

The complaint owner 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

This is typically a SYSPRO operator who investigates and is responsible for resolving and closing a complaint.

Starting

Prerequisites

To use this feature, the following module(s) must be installed according to the terms of your software license agreement:

- Contact Management System

Security

You can secure this feature by implementing a range of controls against the affected programs. Although not all these controls are applicable to each feature, they include the following:

- 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 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.

- 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 *programs* by assigning them to roles and applying access control against the role (configured using the **Role Management** program).

Solving

FAQs

What are complaint acknowledgments?

Complaint acknowledgments are automated email 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 assigned to a complaint user.
- When the complaint is routed to a complaint user.
- When the complaint is escalated to a complaint user.

The recipients, subject and body of the email can be configured using the **Assign Complaint** program.

Using

Process

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

- *Program List > Contact Management > Customer Complaint System*
- *Program List > Administration > General Setup*

1. Ensure that you have configured the **EMAIL/SMTP SETTINGS** from within the **System Setup** program.

2. Add complaint owners using the **Customer Complaints Owner Maintenance** program.

3. Add complaint users using the **Customer Complaints User Maintenance** program.

4. Add complaint groups using the **Customer Complaints Group Maintenance** program. These groups are used to categorize customer complaints.

5. Configure the recipients, subject and/or email body for complaint notifications using the **Assign Complaint** program.

   The default complaint notification emails are located in the `\Base\Samples` folder.

6. Add reasons for routing/escalating complaints, using the **Reason for Routing Maintenance** program.

7. Add severity levels for a complaint using the **Customer Complaints Severity Maintenance** program.

8. Capture customer complaints using the **Customer Complaints Entry** program.

9. Assign a complaint user to the complaint using the **Assign Complaint** program.

10. Capture the activities against the complaint using the **Customer Complaints Entry** program.

11. Query the status and details of a complaint using the **Complaint Query** program.

12. Purge complete customer complaints that are no longer needed, using the **Complaints Purge** program.

Status Codes

Customer complaints

The following are possible status codes for a customer complaint:

Status	Description
N – NEW	The complaint has been created.
A – ASSIGNED	The complaint has been allocated to a complaint user.
U – UNASSIGNED	The complaint has been set aside for future allocation to the correct complaint user and/or group.
C – CLOSED	This status is applied to the complaint when the investigation is complete and the customer is happy with the outcome.
RE-OPENED	This status is applied to a complaint that was previously closed. This typically happens when the customer is still dissatisfied with the resolution offered. Only complaints in a C – CLOSED status can be set to RE-OPENED.

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 and configure the default complaint notifications sent to complaint users.

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 Complaints

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

Browse on Complaint Groups

This is a new program that lets you browse the groups into 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.

List of Complaints Owners

This is a new report that lists complaint owners who review, assign or approve customer complaints.

List of Complaints Routings

This is a new report that lists the reasons for routing customer complaints and whether the reason for routing is used to escalate complaints.

List of Complaints Severity Statuses

This is a new report that lists all severity classifications that are used to determine the importance of a complaint and the expected time to resolution.

List of Complaints Users

This is a new report that lists all users who investigate and resolve complaints.

List of Complaints Groups

This is a new report that lists the complaint groups that represent departments to which complaints are assigned.

Customer Complaints Report

This is a new report that lists complaints as well as customer details, resolution details and all linked activities for resolved complaints.

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