

Complaints & Query Management System

For Military Engineer Services



caring for the ones who take care of the Nation...

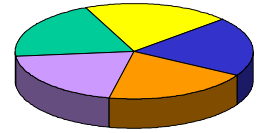
Complaints & Query Management System

SoftTech's CQMS helps Military Engineer Services (MES) to resolve the queries and complaints in efficient way.



CQMS information gathering modes and related features

- Different categories for the complaints
- Routing of complaints depending upon the set rules
- Complaints / Queries visibility as per user role
- Job card allotment to resolve particular query or complaint
- Questions can be directed to the appropriate authority
- Alarms with set intervals to remind the employee of assigned task
- Status monitoring is simple and intuitive
- Statistical reports

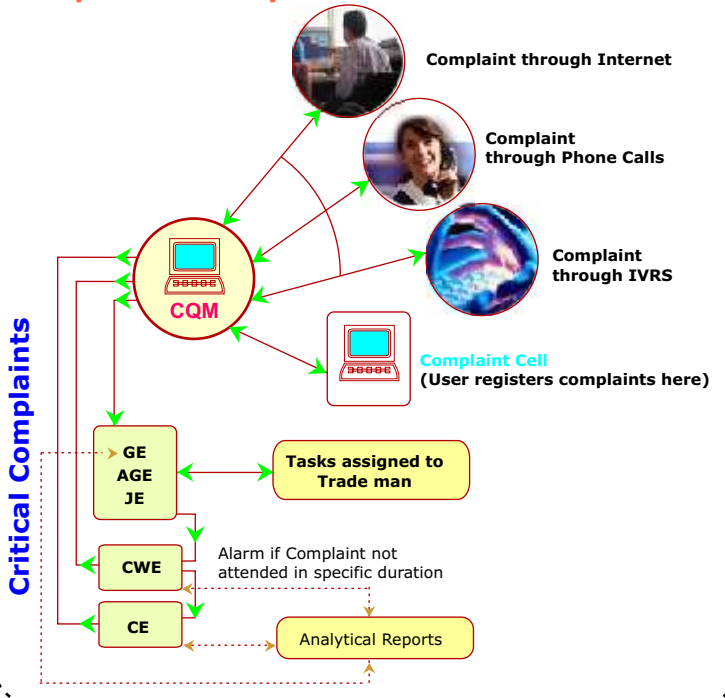


- Complaints
- Queries
- Status
- Suggestions
- Questions

CQMS Major features

- Register Complaints
- Search Complaints
- Improvement Suggestions
- Online status of Complaints
- Resolved Complaints
- Monitor Unresolved Issues
- Categorization of complaint
- Configure: Roles and Responsibilities
- Staff & Users
- Preset alarm to higher authority if the query is not resolved
- Monitor Performance & Schedule Work Load
- Delay Reports
- Management reports

Complaint Flow Cycle



Why SoftTech?

- SoftTech has developed a comprehensive Collaborative Application Server. This has given us deep understanding of web technologies and also a set of readymade modules to deploy in clients application
- SoftTech has successfully developed Enterprise class application for e-Governance, Automobile and semiconductor industry
- SoftTech team comes from different industry background with work experiences in national and international markets.

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