

MI4BIZ

Customer Issue Management

**“Transform
Complaints into
Contentment!”**

MI4Biz is a WEB-based software solution to capture, resolve, monitor, manage, analyze and report customer issues. MI4Biz records and manages customer issues received via different communication channels such as call center, WEB, e-mail and fax. In accordance with the predefined workflows for each issue category, It allows its users to take resolution actions in timely manner. MI4Biz assists organizations in improving the service quality and provides compliance to COBIT and ITIL. In addition, It has customizable and easy to use escalation, delegation, and notification features.

MI4Biz enables you to process the customer issues and respond back in a predetermined time period. It measures the key performance indicators and aims to improve the customer service quality. MI4Biz constructs a searchable tagged knowledgebase from the previously solved problems, thereby providing immediate resolutions for repetitive problem types.

Customer specific data can be stored and managed within MI4Biz through its flexible custom web-form technology. Alternatively, customer information can be queried from legacy customer information systems via secure methods and protocols. In the case of exceeding the predetermined time period assigned to workflow steps in resolution, MI4Biz informs you about diminishing situation and enables you to take preventive actions. In some cases, it is required to forward issues to different users/groups instead of the predefined workflow, MI4Biz allows you to forward the issue manually bypassing the workflow. MI4Biz is able to independently manage the authentication and authorization or it can be synchronized easily with LDAPs such as “Active Directory”. MI4Biz enables you to continuously monitor the current status of the customer issues by rich reporting interfaces and issue monitoring dashboard.

MI4Biz Customer Issue Management Software provides the following benefits to your organization;

- Improvement in the quality of customer service
- Improvement in customer satisfaction and increase in customer loyalty
- Efficiency in business processes
- Measurement of individual employee and team performance
- Recording and detailed reporting of the customer issues
- Prioritization and management of customer issues
- Statistics and detailed reports of the resolved/closed issues



The main features of the MI4Biz software are as follows;

Customer Interface

- A new issue can be reported through configurable and user friendly web-forms.
- Authentication or authorization may be requested for the customer access. While logged in the customers they can be asked for authentication information and/or for information about the products and/or services provided to them.
- Customers can monitor the progress of their issues and/or they may be notified through e-mails and SMS.
Problem/Resolution knowledgebase can be opened for customer access.
- Full-text searches within the knowledgebase can be achieved.
- Customer satisfaction surveys can be performed.

Call Center Interface

- The advanced problem / request Web-forms enable detailed issue entry.
- Tools for monitoring the lifecycle of the issues within the enterprise.
- Old customer issues and knowledgebase can be examined and correlated to address the current issues.
- Immediate resolutions (selfservice) can be provided by doing intelligent searches in the knowledgebase.

Knowledgebase

To develop solutions for the current customer issues, one may like to examine the solutions developed previously for similar issues. It is possible to make a category based and full-text search on knowledgebase, thereby accessing the similar issues with instant solutions. The new issue can then be associated with a previously solved knowledgebase record to provide a solution procedure. As a result, it is possible to reduce the resolution time and transfer valuable information from users into the corporate knowledgebase system.

Issue Categories

The "Categories" feature hierarchically categorizes the issues entered. Compliance to quality standards are provided by defining resolution time periods and priorities on category basis. Issue category tree can be created and managed in any required depth.

Issue Types

Issues may be of different types including

complaint, advice, request, todo's etc. Issue types can be modified or new types can be defined according to the business requirements. MI4Biz can be used not only to monitor the customer complaints but also other issue types such as requests, suggestions and gratitude.

Prioritization

It is possible to use the prioritization levels for issues. The prioritization levels can be defined as "importance degrees" (critical, normal, low, etc.). All notifications have the priority of the category they belong to. It is possible to assign priority to the issues individually.

Notification Management

The actions that require notifications are defined on MI4Biz. In case an issue is entered, modified or changed its status, the users are informed according to the notification schemas. The notifications are sent by e-mail or sms.

Authentication and Authorization

Authentication can also be managed by authentication mechanisms such as LDAP integration, form authentication etc. Users can be combined in work-groups. Both users and work-groups can be assigned one or more roles. MI4Biz support built-in and custom roles.

Workflows

Workflows may have one or multiple steps and can be either serial or parallel. Workflows may be related to the issue categories. Users can manually forward issues to the work-groups besides the workflow definition, this feature provides flexibility to the users in cases that do not flow the predefined business flow.

Escalations

In case issues are not closed within the predefined time defined for each step in the workflow, MI4Biz escalates the issues to managers in order to make them to take action immediately.

Warning Management

In case issues are not closed within the predefined time defined for each step in the workflow, MI4Biz sends automatic warning messages to the users. The warning messages are sent to the manager-level users.

Issue Infrastructure

The following are the possible operations that can be performed on the issues on MI4Biz:

- Relating Issues: It is possible to relate

issues with each other. This feature helps handling the issues with similar objectives.

- Notes & Comments: Authorized users can enter comments about the tasks.
- Document attachment: Any document about related to issue can be attached to the issues.
- Action definition: It is possible to define the actions that are associated with the issues in a certain workflow step.

Task History

Within this feature, the complete history can be monitored including what action is taken, who takes action, the date/time of the action, and how much time has been spent in each step of the issue lifecycle etc. Furthermore, the notes and comments made on the issues can be tracked.

Issue Search

In addition to products standards reports it is also possible to make custom inquiries on the issue libraries of the product. The issue list displayed as a result of the inquiry has drill down capabilities for detailed researches on issues. Inquiries can be made with respect to the following criteria:

- Customer
- Category
- Issue status
- Issue type
- Issue priority
- Responsible unit/group
- Time interval

Performance reports

MI4Biz provides both tabular and graphical reports that show the current status and performance of customer issue management. The following reports are the most frequently used by our current customers.

- Distribution of the issues with respect to issue status
- Distribution of the issues with respect to the responsible employee/work-group
- Distribution of the notifications with respect to the category of issues
- Distribution of escalated issues with respect to the responsible employee/team
- Average time spent to close the issues
- Reports on employee and team performances