



EVITA SOFTECH PVT LTD

Presents

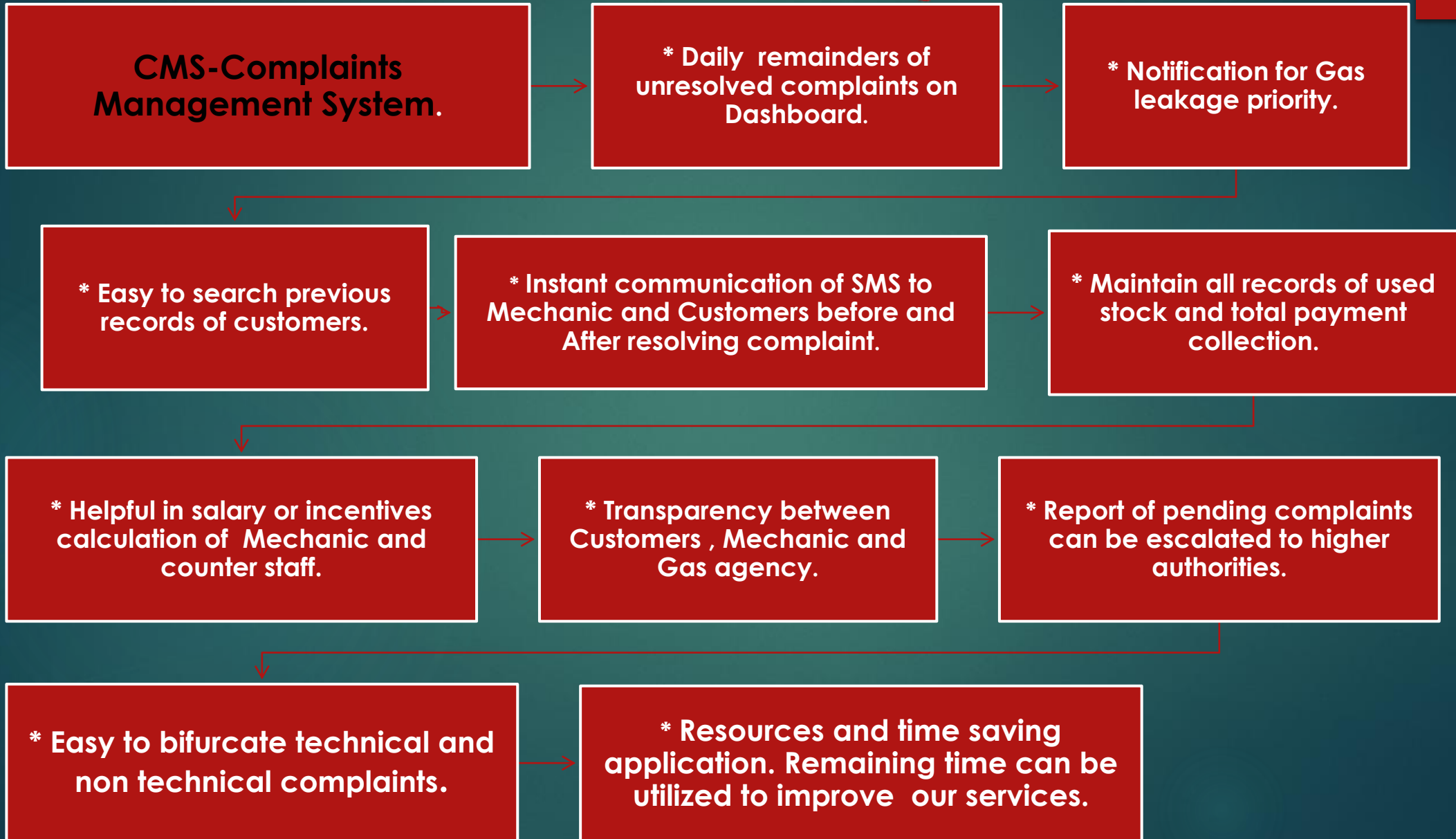
Complaints Management system (CMS)

Introduction



CMS

Evita



FEATURES OF COMPLAINTS MANAGEMENT SYSTEM (CMS)

- ▶ Our cloud-based CMS doesn't require any expensive hardware or software.
- ▶ Quality management, reporting and analytics using Web based and android-based application.
- ▶ Mechanic can see total complaints assign of the day.
- ▶ User can view their Reports for Resolved and Cancelled complaints in app.
- ▶ Easy to Assign complaints for Mechanics.
- ▶ Maintain all records of used stock and total payment collection.



CMS
Evita

Problem Faced By the customer

- ▶ Problem with gas booking
- ▶ Poor communication on Gas booking & delivery time
 - Irregularity of increasing price
- ▶ high Installation and additional cost
- ▶ Insecure of LPG
- ▶ Less quality of stove, lighter and other related items.
- ▶ Unstrained services in agency outlets
- ▶ Delayed supply of refilled cylinders.
- ▶ Waiting time to get the new LPG connection and additional.
- ▶ Compulsion to buy other related products.

Service Factor

Periodical servicing of gas stove

Quick response from Mechanic or LPG Dealer in case of Leakage

The Agency conduct Mandatory inspection on time

Quick action on complaint registration

Delivery man Confirms the Weight of Cylinder

Distribution of refilled cylinder on time (after booking & waiting period)

All the safety and efficient handling measures provided by the agency

Challenges In Handling Complaints

Manual entry is maintained in register for each complaint or enquiry.

Mechanic has to be informed through manual call or SMS about the complaint.

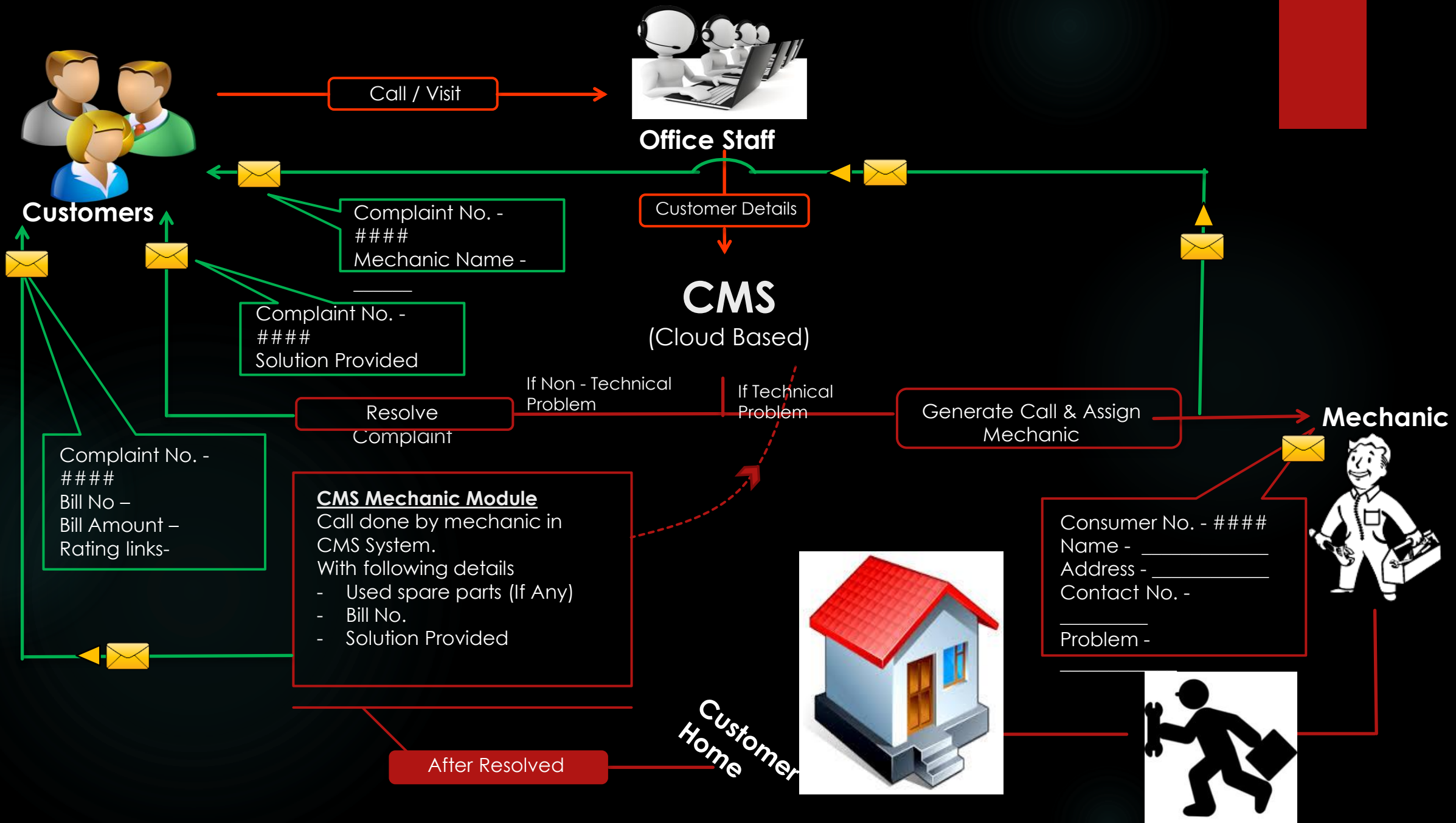
Customer sometime faces problems of overcharging for the provided service.

Customer is unaware about their status of complaint.

Difficult to manage records of spare parts used by mechanic.

Customers are unable to recognize authorized mechanic.





Dashboard

- Master
- Particulars
- Particulars Details List
- Add Product

CMS
Anita Gas Agency

Complaint Management System

Lal Thakur

Dashboard

Master

- Particulars
- Mechanic
- Complaint
- Request
- Enquiry

Services

Reports

Particular Details List

+ Add Particulars

Show 10 entries

Search:

| Sr. No. | Particular Name | Particular Description | Rate | Status |
|---------|-----------------|------------------------|--------|--------|
| 1 | BURNER NEW | NEW BURNER | 400.00 | Active |
| 2 | SD | DSA | 400.00 | Active |
| 3 | BURNER | BURNER | 290.00 | Active |
| 4 | ORING | ORING | 15.00 | Active |
| 5 | GAS KNOB | RAM TEST | 150.00 | Active |
| 6 | TEST 2 | TEST | 0.00 | Active |
| 7 | GAS KNOB | KNOB | 50.00 | Active |
| 8 | TEST1 | TEST1 UPDATE | 290.00 | Active |
| 9 | TEST NEW | TEST DESC NEW | 120.00 | Active |
| 10 | TEST | TEST DESC | 900.00 | Active |

Mechanics

- Mechanics Details List
- Add Mechanics
- Complaints
- Complaints details list
- Add Complaints

CMS
Anita Gas Agency

Complaint Management System

Lal Thakur

Dashboard

Master

- Particulars
- **Mechanic**
- Complaint
- Request
- Enquiry

Services

Reports

Mechanic Details List

+ Add Mechanic

Search:

| Sr. No. | Mechanic Name | Mobile No. | User Id | Password | Status |
|---------|---------------|------------|---------|-----------|--------|
| 1 | DILEEP | 9897657438 | dileep | dileep123 | Active |
| 2 | RK | 8912871298 | RK123 | 2345 | Active |
| 3 | SHYAAM | 8976345796 | shyaam | shyaam123 | Active |
| 4 | RAHUL SINGH | 9889556449 | test | 12345 | Active |

Showing 1 to 4 of 4 entries

Prev 1 Next

Services

- Complaints Manager
- Open Complaints
- Add Complaints

- Resolve Complaints
- Search Complaints
- Complaints List

- Request/Enquiry
- Request/Enquiry list
- Add Request Enquiry

CMS
Anita Gas Agency

Complaint Management System

Evita Lal Thakur

Dashboard

Master

Services

- Complaint Manager
- Resolve Complaint
- Request/Enquiry

Reports

Open Complaints [+ Add Complaint](#)

Show 10 entries Search:

| Complaint No. | Consumer Name | Complaint Type | Technician Name | Contact No |
|------------------|---------------|---|-----------------|------------|
| CMSC-90322081957 | test rahul | REGULATOR PROBLEM | Rahul Singh | 9889556449 |
| CMSC-90322081711 | test rahul | REGULATOR PROBLEM | Rahul Singh | 9889556449 |
| CMSC-90322081508 | null | SRT | Rahul Singh | null |
| CMSC-90322080953 | test rahul | Click to Update Complaint Details | Rahul Singh | 9889556449 |

Showing 1 to 4 of 4 entries

Prev 1 Next

Reports

- Reports Manager
- Complaints Report
- Request Report
- Enquiry Reports

CMS
Anita Gas Agency

Dashboard

Master

Services

Reports

- Reports Manager

Complaint Management System

Evita Lal Thakur

Complaint Report Request Report Enquiry Report

Search Date Range Mechanic Complaint Status Complaint Type

Search Complaint 09/03/2022 - 09/03/2022 --Select-- --Select-- --Select--

Search Q Clear X

Complaint Report List

CMS android Application Features

Dashboard

-Complaints


-Reports

 **Complaints** Check out Daily complaints list by Mechanics with Complaints Details

 **Reports** Track All Reports by date wise from mechanics

← Complaint List Total Record : 5

- Consumer No.: New Status: Attended
Consumer Name: test rahul
Date: 02 Mar 2022 07:09:14 PM
Complaint Type: ORING
- Consumer No.: New Status: Open
Consumer Name: test rahul
Date: 09 Mar 2022 08:09:53 AM
Complaint Type: FITTING
- Consumer No.: New Status: Open
Consumer Name: null
Date: 09 Mar 2022 08:15:08 AM
Complaint Type: SRT
- Consumer No.: New Status: Open
Consumer Name: test rahul
Date: 09 Mar 2022 08:17:11 AM
Complaint Type: REGULATOR PROBLEM

← Report 

From Date: 07/03/2022 To Date: 09/03/2022

All

GET REPORT

Total: 2

- ID: 6 Consumer No.: 0
Name: Munawwar
Date: 2022-03-07T13:20:09
Status: Resolved
Complaint Type: ORING
Remark: resolve issuse
- ID: 3 Consumer No.: 0
Name: test rahul
Date: 2022-03-07T15:14:11
Status: Resolved
Complaint Type: SRT
Remark: nill



Evita Softech Pvt. Ltd.

Evita Softech Pvt Ltd

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THANK YOU