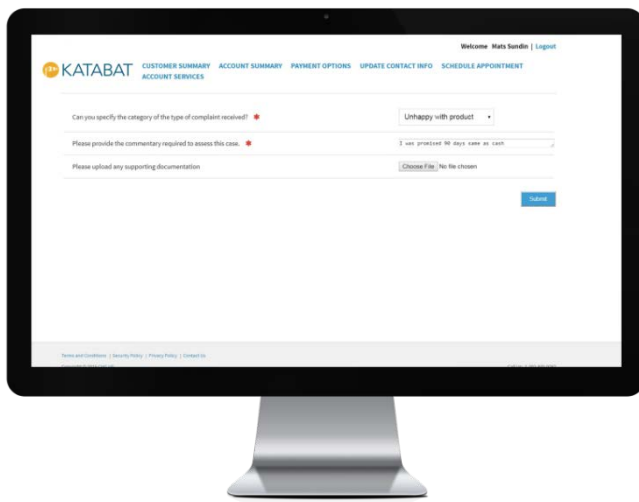


Addressing Your Customers' Concerns With Speed and Diligence

Customer satisfaction and retention require exceptional service. If your customer logs a complaint, ensure that you can quickly acknowledge and resolve the concern. Part of the process-driven Katabat™ Liberate essential workflows solution, Katabat™ Complaints enables you to standardize and automate your complaint management process within a defined workflow.

Standardize, Automate, Liberate

Lay the groundwork for success. Set operational standards and workflows to expediently address and resolve customer complaints, from any touchpoint. Create automated, dynamic workflows based on your operational procedures, without requiring IT involvement.

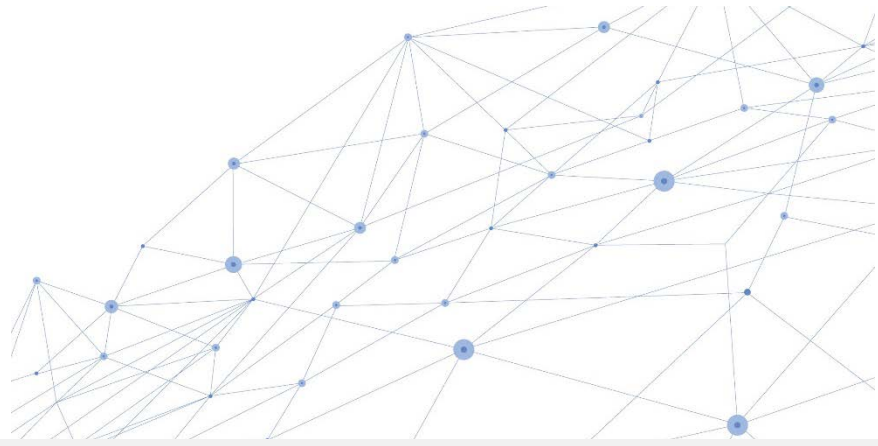


The Highlights

If you're in a hurry

- Capture customer complaints from any touchpoint
- Set workflows based on your operational procedures to expedite resolution
- Trigger specific actions automatically, such as communications and routing to specialists ready to help
- Ensure that your complaint responses are timely, thorough, and resolved to your customers' satisfaction

Complaints



Addressing Your Customers' Concerns With Speed and Diligence

From Any Touchpoint. Resolve With Speed.

Convenience matters. Customers can initiate complaints through any touchpoint: for example, through our self-service customer portal, by email, or by telephone. Configure complaint management workflows to capture required data and trigger specific actions automatically. These actions include generating a real-time customer communication, or routing tasks to the appropriate specialists for fast follow-up and resolution.

Close the Loop

A standardized, automated complaint management process accelerates resolution and ensures higher quality experiences for your customers. Handling a negative situation with skill and efficiency can be a defining brand experience. Contribute positively to your company's reputation and credibility as you earn your customers' trust and loyalty over time.

Your customers will benefit from consistency between agent and self-service interactions for an improved experience, and your operational environment will enjoy process efficiencies. And each complaint's history is documented with a digital audit trail, so you retain clear records of every interaction.

Key Benefits



A powerful visualization and process management tool, easily configured by your strategists with no IT involvement



Efficient customer complaint capture, management, and resolution



Account-level automated processes that trigger specific, compliant actions



Agile response to your customers' needs



Mobile-responsive, self-service customer portal with 24/7 access



Improved customer relationships that foster retention and brand goodwill