DEVONWAY

CUSTOMER COMPLAINTS

Complete Feedback Loop

Customer complaints are inevitable, no matter how great your product or service is. Having a system in place to capture, manage, and analyze complaints ensures a complete feedback loop for the process, so you can meet your customers' current and future needs and avoid long-term financial and reputational damage.

DevonWay Customer Complaints can run standalone, integrate with your existing systems, or be installed as part of a full QMS implementation, depending on your needs. Ensure complaints are properly documented, investigated, and resolved with an all-in-one system to manage information, activities, and workflows.

Summary of Benefits

- **Enable a customer-first culture** to help your business attract and retain customers
- **Reduce risk from financial and reputational damage** with an all-in-one system for recording, managing, and resolving complaints
- **Empower non-technical participants** with an easy-to-use interface and self-service reporting

Unlock Insights for Improvement

With DevonWay, anyone can easily customize their dashboards, perform searches, and create reports to get the information they need in seconds. Our best-in-class search and reporting makes it easy to run and distribute reports through automated alerts, so you can use your data to uncover important patterns that help you drive improvements, such as reducing the number of complaints. And with built-in Universal Trending, non-technical users can run sophisticated trend reports against any discrete value – so you can quickly spot where things are going right and where they're going wrong.
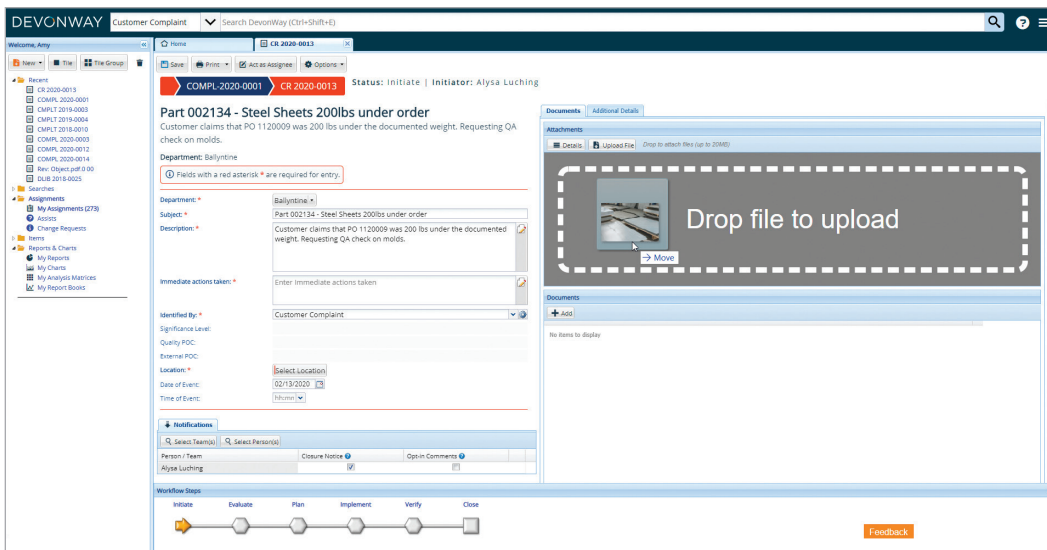
Key Features

Integrated with Incidents & NCRs

Users can initiate Non-Conformance Reports (NCRs) and Incident Reports directly from customer complaints, if the complaint requires engaging either of those programs for subsequent screening and investigation.

ERP Interface

Reference individual complaints with purchase orders, contracts, shipments, product SKUs, and other information that resides in your ERP.

Support for Anonymous Complaints

If desired or appropriate, you can allow for the anonymous submission of customer complaints.

Automatic Acknowledgement and Routing

Set up email templates to automatically acknowledge new customer complaints as they come in, and to automatically route complaints that meet specific criteria to different teams for review.

Mobile App Access

Users can navigate through new complaints on their phones and tablets, ensuring that important new events are quickly brought to attention.

Custom Complaint Forms

The solution supports a fully customizable customer complaint form with the exact field inputs and selections required to align with your business. Business rules enforce required inputs and display context-sensitive field regions depending on the type of complaint and the associated severity.

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