

Date: 24-01-2018

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SUBJECT: SOFTWARE PROPOSAL FOR CM HELPLINE AND CALL CENTER COMPLAINTS MANAGEMENT SYSTEM

Respected Sir/ Madam,

We would like to Invite software services for management of CM Helpline and Local level complaints. We have developed an automated system for management of complaints from CM Helpline and Local Call Center. *(for Detailed System information and functionality can be demonstrated in live presentation)*

SOME ADVANTAGES OF THIS SYSTEM WILL BE AS FOLLOWS.

- View all complaints from all sources at one place.
- Complete tracking of each complaint from registration to closer with scanned attachments
- Department wise pending report
- Employee wise pending report
- Employees can view and download attachments of their pending complaints from portal.
- Automated Notices to employees for complaints not closed in pre-defined time line.

OUR INCLUDED SERVICES.

- We will setup an online portal for university on <http://complaints.jiwaji.edu> subdomain
- We will register and update all department and employees of university
- We will Download and Register CM Helpline Complaints on daily basis in to this online portal.
- We will provide you one call center coordinator person who will supervise all call center employees and regularly monitor all complaints progress and will also provide Master Information Reports and Notices to be issued to employees to Registrar for further action to be taken.

REQUIREMENTS FORM UNIVERSITY

Complaints types and their Time Limit need to be approved by university same will be applied in system

- List of all Departments & Employees and Responsibilities
- Call Center Staff of at least 3 people.

- Monthly Application Maintenance Charges Rs.
- Ex-cluding 18% GST charges)
- Quoted Price for above mention work within 10 days and send to Registrar, Jiwaji University by Speed Post.

This Includes

- Application Maintenance including regular updates as per university needs.
- Preparation of Reports and Customization of Reports on regular basis.
- Download and register CM Helpline Complaints on portal daily basis.
- Application Hosting and Full technical support.
- One Call Center Co-Ordinator Person from Company.

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Registrar

Jiwaji University Gwalior