

24X7 Hubballi Dharwad WSP



Cost effective and Sustainable Upscaling of Continuous (24x7) Pressurized Water Supply in Hubballi Dharwad City Karnataka



Customer Redressal Management System



- The system is designed to generate customized reports for review and submission to required authorities and with facility of SMS notification alert to complainant upon registering the complaints and after resolution of the complaint. The services and facilities provided are as follows: -
- Provision of 4-5 dedicated lines (cloud tele calling) to receive the calls at a time with dedicated customer care executives around the clock (24x7 – in different shifts).
- Receiving customer calls through CRM- IVRS based cloud tele calling.
- The system has in build capacity of SMS notification alert to complainant upon registering the complaints and after resolution of the complaint.
- Maintenance of categorization of received complaint and registration and generation of Complaint Ticket number.
- The waiting calls are being contacted efficiently.
- Provision of dashboard facility to view the complaint status of the day-to-day complaints
- The escalation of complaints is based on the system based and further follow-ups are undertaken through CSCs (Customer Service Centre) until the resolution of the complaints.
- The provision of system generated reports related to complaints based on zone, category and age of complaint
- For training and quality purposes, each call is being recorded to assess the transparency and effective communication.
- The concern official can view assigned timeline for complaint resolution
- Subsequent resolution to the complaints, as a verifiable indicator the provision is made to capture photos before and after to understand the resolution status.
- Provision of attaching consumer feedback form in the system.

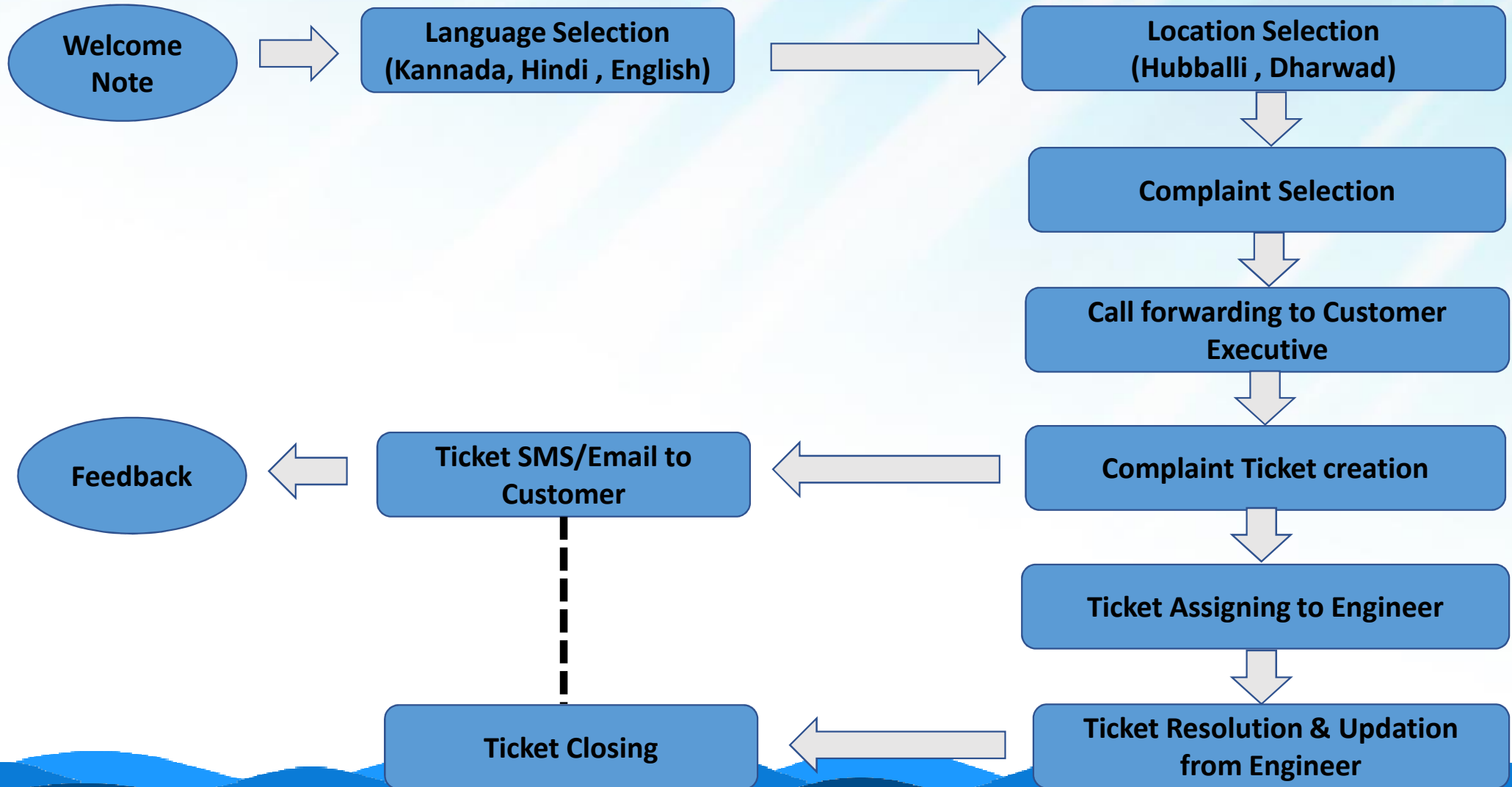
CRMS – Key Features

- ❖ This ticketing software converts all customer requests manually or through IVR into tickets.
- ❖ This will help customer executives to communicate better with customers and handle issues more efficiently.
- ❖ Registering complaints & informing customers about the status of complaint through SMS/Email.
- ❖ System based Escalation interventions.
- ❖ Cloud Telephony Integration with Ticketing system through which customer calls to the front faced number & it will be redirected to the concerned agent based on customer inputs in the IVR like Customer ID/ complaint type etc.,

CRMS – Key Features

- ❖ From the ticketing system, it's easier to prioritize , track & follow up on requests .
- ❖ Whenever the ticket is assigned to the staff/engineer , the staff / engineer & customer will be notified
- ❖ The software will have automated email notifications to managers based on the SLA. If any ticket is not resolved within SLA period, the same will be notified to manager

CRMS – IVR & Ticket Process Flow



CRMS – Customer Facing features

Open a ticket

Track status of the Ticket

SMS & E-Mail alerts

Feedback for the resolution

Escalation Alerts

Ticket alerts to customer

Ticket assign alerts to engineer

Ticket resolution alerts to customer

Hosted Ticketing Software (with IVR)



Visit Customer
Care Centre



Call to IVR
customer care



Customer Portal

CRM – Dashboard

Dashboard

Period

Current Quarter

From Month Year

▼ Jan-2023

To Month Year

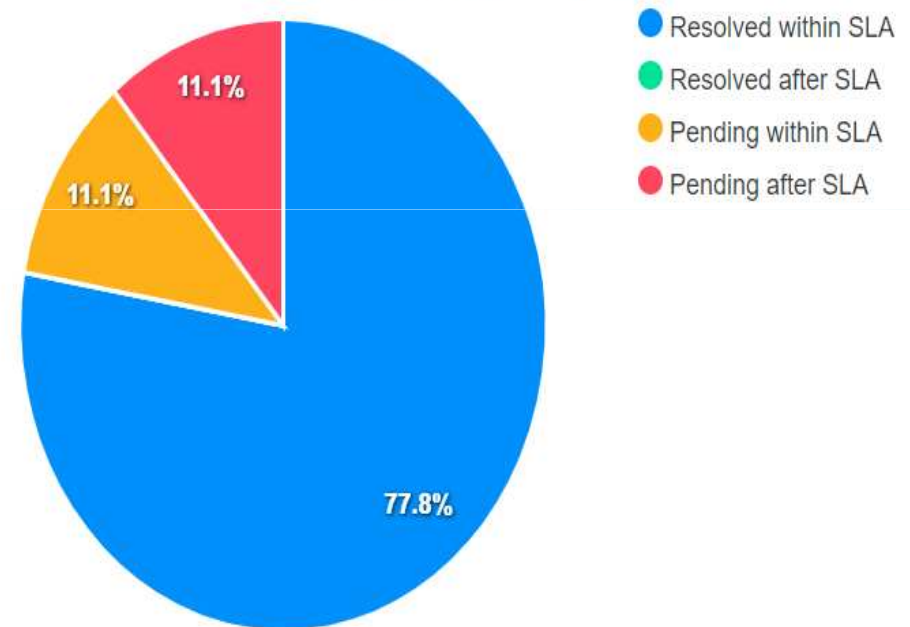
Mar-2023



Total Statistics



Total Statistics (SLA-wise)



CRM – Engineer Attempt & Resolve

Engineer Feedback

Status *

Attempted

Feedback *

Verified & meter is not working

Document

 meter-image.png

CANCEL

SAVE

Engineer Feedback


Status *

Resolved

Feedback *

Replaced not working meter with new meter
with number AB202210-25829

Document

 meter-image.png

CANCEL

SAVE

Customer Feedback

1. How would you rate the quality of work ?

ಕೆಲಸದ ಗುಣಮಟ್ಟವನ್ನು ನೀವು ಹೇಗೆ ರೇಟ್ ಮಾಡುತ್ತೀರಿ ?

Rating *

Good

2. Staff's professionalism and behaviour

ಸಿಬ್ಬಂದಿಯ ವೃತ್ತಿಪರತೆ ಮತ್ತು ನಡವಳಿಕೆ ನಿಮಗೆ ಹೇಗೆ ಅನಿಸುತ್ತಿದೆ ?

Rating *

Excellent

3. Timely response to the complaint

ನಿಮ್ಮ ದೂರಿನ ಬಗ್ಗೆ ಎಷ್ಟು ಬೇಗನೆ ಪ್ರತಿಕ್ರಿಯಿಸಿದ್ದಾರೆ ?

Rating *

Good

4. Neatness and clearance of debris

ಸರಿಯಾದ ಕೆಲಸ ಮತ್ತು ತ್ಯಾಜ್ಯಗಳ ನಿರ್ವಹಣೆ ನಿಮಗೆ ಹೇಗೆ ಅನಿಸುತ್ತಿದೆ ?

Rating *

Good

5. Overall how satisfied were you with the service ?

ಒಟ್ಟಾರೆಯಾಗಿ ನೀವು ಸೇವೆಯಲ್ಲಿ ಎಷ್ಟು ತೃಪ್ತಿ ಹೊಂದಿದ್ದೀರಿ ?

Rating *

Good

6. How would you like to recommend us to others ?

ನೀವು ನಮ್ಮನ್ನು ಇತರರಿಗೆ ಹೇಗೆ ಶಿಫಾರಸು ಮಾಡಲು ಬಯಸುತ್ತೀರಿ ?

Rating *

Good

Any other feedback

CANCEL

SAVE

CRM – Ticket Type & Group Wise Abstract

Period *

Current Quarter

From Date *

01-Jan-2023

To Date *

31-Mar-2023

 **PREVIEW**

 **EXPORT**

 **CUSTOMIZE**



5167ba18-5c43-407c-881f-31c8379c70d5

1 / 1



100%



Hubli-Dharwad Municipal Corporation, Hubli 1006 - Category & Type wise Tickets Abstract

From Date

01-Jan-2023

To Date

31-Mar-2023

SI No	Group	Type	Total	Pending	Resolved	% Completion	% Pending
1	Customer complaints	HSC Leakage - Normal	10	2	8	80	20
2	Customer complaints	HSC Leakage - Third party damage	6	0	6	100	0
3	Customer complaints	Water Pressure	1	1	0	0	100
4	HSC Applications	Name Change	1	1	0	0	100

Notes:



Thank you!