Complaints Pro – All Industries Edition

Complaints Pro Case Management Software
Listen, Respond, Find, And Fix Root Causes Quickly And Efficiently

A Single Repository For Everything

Complaints Pro offers a single repository for complaints, customer insight, and continuous improvement. It's also a platform for you to interact with your customers across all channels, including social media.

Cloud Based

The software is completely cloud based and works off the shelf, so you'll be able to get up and running in hours. Complaints Pro has been designed to incorporate ISO 10002 complaints management best practices.

Learn From Customer Insights

Complaints Pro takes you above simple complaints handling, allowing you to take what you learn from customer insights and implement quality assurance and continuous improvement cycles. Keep your business growing while keeping your customers happy.

Feature List	Standard	Enterprise	Ultimate
Price /user/month* | Billed annually	A$ 60	A$ 135	A$ 270
Complainants, Complaint, Enquiry, Suggestion, Compliment, and Parties Tracking	●	●	●
Task & Activity Management and Tracking	●	●	●
Chatter collaboration	●	●	●
Document Management, Document Attachment, and Content Library	●	●	●
Email Integration (Gmail,Outlook)	●	●	●
Drag and Drop Reports	●	●	●
Scheduled Reports Automatically Emailed	●	●	●
Standard Dashboards - Not Customizable	●		
Customizable dashboards		●	●
Scheduled Dashboards automatically emailed		●	●
Email Automation, Templates, and Tracking	●	●	●
Web-to-Complaint, Enquiry, Suggestion, or Compliment Capture	1	1	5
ISO 10002 SLA Engine		●	●
Dynamic Acknowledge and Resolution SLA engine		●	●
Resolution SLA Extensions		●	●
Visual SLA Indicators		●	●
Send Up to 500 Email Templates With Personalisation to Complainants		●	●
Product and Service Item tracking		●	●
Role Permissions to Data Visibility		●	●
SMS Automation		$	500/mon/org
Letter and Email Template Automation		$	●
Batch Letter Review and Print		$	●
Letter Envelope Printing		$	●
Workflow & approval automation		●	●
Visual Workflow		●	●
Call scripting		●	●
Corrective and Preventive Action Plans		●	●
QA Alarms		$	●
Intranet form for Complaints capture (with up to 5 attachments)		1	5
Survey Force		●	●
Facebook and Twitter monitoring and response with Complaint Escalation		●	●
Enterprise Complaint Reporting		●	●
What-If Analysis		●	●
Advanced Filters		●	●
Integration Via WebServices API		●	●
Data Hub - Schedulable Batch Data Integrator		●	●
Profiles & Pagelayouts Customization		●	●
Record Type Customization		●	●
5 Extra Custom Objects		$	●
Mobile Customization & Administration			●
Customized Training Delivered Online		$	40 hours/year
Developer Sandbox		1	2
Configuration-only Sandbox		$	1
Full Sandbox Environment for Testing		$	1
Data Storage (1 GB minimum for all editions)	1 GB/org	20 MB/user	40 MB/user
File Storage (1 GB minimum for all editions)	1GB/org + 612MB/user	1GB/org + 612MB/user	1GB/org + 1GB/user
HP Trim Integration for Documents and Emails	$	$	$
Local Data Residency (Sensitive data stored on premise or within Country)	$	$	$
Real Time Integration Platform	$	$	$

For more information on packages and pricing, please email info@coretec.com.au

About Complaints Pro

Designed with social media and quality assurance in mind, Complaints Pro is a modern complaints handling system that goes beyond the usual record-resolve-respond-report cycle. Request a free 30 day trial today and see it for yourself.

For more detailed information about complaints management, turn to any one of our How-To Guides or check out: www.complaintspro.com.au.

Request a Free Trial

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COMPLAINTS MANAGEMENT

LISTEN

COMPLAINTS MANAGEMENT

RESPOND

ROOT CAUSE DETECTION

FIND

SUPPLIER / PARTNER COMMUNITY

IMPROVE THROUGH COLLABORATION

QUALITY ASSURANCE

FIX