

# FalconDesk

In every service industry, customer complaints and their management are an integral part of the business.

It is important to track and monitor each complaint including logging of complaints as soon as reported, assign staff to respond to them, track progress in the complaint lifecycle, documenting comments at each stage of the cycle, and then report on closure as soon as the issue is addressed.

Equally important is to generate statistics and trends to build a feedback mechanism for improvement in the performance of the service delivery organization.

FalconDesk is a complaint lifecycle management solution which does all of the above and more.



Bird's eye view of FalconDesk

## Key Features

- ⇒ Log complaints for multiple customers through phone, email, SMS



- ⇒ User based access allowing view and management of single end-customer or the entire service organization delivering to multiple customers
- ⇒ Ability to add comments at each stage of complaint lifecycle
- ⇒ Track any parts used while responding to complaints. Use inbuilt inventory database or connect with external system
- ⇒ Manage escalations to next levels of support by task assignment after a certain time, and through SMS and email
- ⇒ Record response times at each stage of complaint resolution
- ⇒ Gives access to customers over the web to view complaints registered by their organization and track progress
- ⇒ Generate statistics to gauge performance increase productivity by taking quick and informed decisions

## Business Goals

- ⇒ Accurate view of all complaints registered at the service organization for multiple customers
- ⇒ Give a snapshot of all issues, their statuses, and who is responding to them
- ⇒ Feedback mechanism for improvement in service by reporting statistics of all issues and complaints resolved with categories and reasoning of how they were addressed
- ⇒ Access the system anytime anywhere

## ABOUT TOUCHPOINT

*TouchPoint is the sole distributor of Diebold ATMs in Pakistan. Since starting operations in 2007, TouchPoint has been growing and excelling at a rapid pace through the tireless efforts of its highly professional and dedicated team.*

For more information visit [www.touchpoint.pk](http://www.touchpoint.pk)



*Q-match authenticates customers at the ATM or SSTs to perform card-less transactions. The product comes with TouchPoint's engineering consultancy to integrate multiple types of devices at the ATM including biometric readers, barcode readers, etc.*

*m-view is an efficient ATM camera and EJ monitoring solution, which allows to capture pictures from one or more cameras and keeps a searchable repository with linkages to Electronic Journaling. Search and analysis for entire network is done at a central location.*

*TPL remote file manager 'm-access' is a fast and reliable command processor and bi-directional solution for file and screen distribution between terminals and a central server. Based upon a simple architecture, m-access has minimal terminal end dependency.*

*Ensure your ATM availability for customers with TPL auto-recovery solution. A "self-healing" capability enables the ATMs to recover automatically from hardware failures without the need for physical intervention.*

*FalconDesk automates and optimizes the complaints raised by customers while tracking progress at each step within the flow of the complaint or issue's lifecycle. FalconDesk is designed in a manner that it can be deployed with little customization to different industries.*



Providing Transaction Convenience Through Touchpoint

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