CIVICA

iCasework

Streamlining case & complaints management

Delivering useful feedback, on-demand customer complaint management solution improves service performance and experience.

Specifically designed for capturing, managing and reporting on complaints and feedback across your entire business network. The standard solution includes complaints, compliments, queries and suggestions, and can be further extended through our configuration services or by deploying the integrated modules. Industry specific configuration templates enable the solution to be deployed rapidly so that your organisation can adhere to regulations,improve service levels and enhance customer experience.The solution provides ongoing customer excellence as it guides users through processes making it easy to identify pain points, implement learnings and spend more time on proactive measures to prevent problems recurring.

Key Features

Information Capture

- To ensure information is consistent, data capture provides built-in, responsive forms for desktop and mobile together with voice and inbound email and document automation.

Case Management

- Simple, guided case flow with alerts helps to ensure timelines are met, whilst secure case chat, email and call handling enable collaborative case handling. Comprehensive task management, dynamic search and filtering, flexible document handling, clear escalation tracking, and visual timeline put caseworkers in control.

Communication Management

- Automates communication flow including internal approval and delegation processes, delivery of letters, email and SMS to ensure timely communication. Content can be dynamically produced using case details.

Multi-lingual correspondence templates

- Gives case handlers the ability to correspond by email or by letter in the recipient's own language.

Analytics and reports

- Provides interactive dashboards, extensive report library and ad hoc report design tools with full drill-down support. Reports can be delivered daily, weekly, monthly or quarterly reports to your mailbox in a variety of formats, including HTML, PDF, CSV, XML, Rich Text (Microsoft Word) and Excel.

Integration

- Extensible REST API supports push and pull interfaces with standard connectors for Single Sign-On (SSO), SMS, email and social media channels. Use step-by-step guides to further enhance your system such as connecting to your chosen CRM system or BI platform.

Benefits

- **Mature, secure and scalable on-demand complaint management platform**

  We have extensive experience in hosting cloud based, highly secure, highly available, scalable systems to large enterprises managing in excess of 1 million complaints per annum. Our platform provides real-time scalability, failure resilient services and is designed to operate at a level of security difficult for most in-house operations to match.

- **Easy to use**

  Staff often dislike handling complaints so it is essential to provide them with complaint management software they love! Users see only those features they have access to and that have been enabled – ensuring a clean and simple to use interface providing many time saving features.

- **Cost effective configuration maintenance**

  Vast array of wizards and preference screens allow nominated staff to manage the system efficiently on an ongoing basis. Changes to input forms, correspondence templates, SLAs, outcomes and many other areas of functionality can be achieved with a minimum of training.
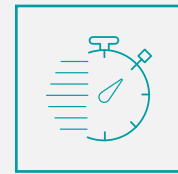
- **Self-service portal**

  Empower stakeholders to register and manage their casework on-line. Users can choose to log new issues, track existing ones or escalate, as appropriate.

Civica by numbers

Supporting essential services for more than

90 million people

Producing

19 years
unbroken growth

85.3%
Customer Satisfaction

98%
Customer retention

10 Countries

Whatever your priorities are, Civica can help

We help organisations use digital technology and automation to sustain and improve vital services, achieving the following key outcomes for our customers in response to social, demographic and economic pressures.

To find out more and book a demonstration please email **icaseworksales@civica.co.uk**

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in linkedin.com/company/civica