الطموح لتقنية المعلومات ش.م.م

Al Tomouh IT LLC

Suhail
Bahwan
Group

مجموعة
سهيل
بهوان

عــزم .. إنـــزاء ...

Enriching... Enterprising...

Customer Fault & Complaint Management Solution for Telecommunications Company

To provide with contact centre solutions so that the company can address all customer queries, complaints, requests, compliments and suggestions. All such calls are to be recorded and further processed internally to ensure customer satisfaction. To integrate the contact centre solution to the Billing and CRM Solutions which helps in addressing, most of the queries over the call itself.

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Overview:

The customer, a public sector telecommunication company, offers a full spectrum of telecommunication solutions to the people and businesses. Over the years, as the pioneering telecommunications supplier, they have striven to connect even the most remote communities with each other and to the rest of the world. It is playing an important part in the country's development.

Challenge:

Receiving complaints from consumers and consumer societies immediately or from anywhere to investigate them and find appropriate solutions to help them from counterfeiting, swindling and monopoly.

Methodology & Approach:

AL TOMOUH eService Suite integrated with CRM and Billing Solution is provided to the client. AL TOMOUH Service Manager (eService) is a web based enterprise ITIL compliant Service Management System powered by the AL TOMOUH eOffice Platform. It is a comprehensive software solution through which various requests and complaints can be recorded, followed up, processed and communicated. It is integrated with billing and CRM solutions, which gives access to the persons at the call centre to the billing system which helps in easy addressing of the queries.

AL TOMOUH Service Manager is focused to help various service departments within an organization to achieve extra-ordinary levels of service and monitor the Service Levels to ensure good and timely service is provided to the end customers. As the solution is powered by the eOffice Platform, it is available in open source technologies which are easy to implement and commission within an enterprise or department of a government ministry or agency.

The modular architecture allows it to be implemented in one division of an organization and expand it to rest of the organization. AL TOMOUH provides flexibility to our customers in implementing the solution in a bottom up approach (Section-Division-Department- Organization) to ensure the buy-in from the users and in institutionalizing across department and the organization as a whole.

Outcomes & Conclusion:

Maintaining the record of all the complaints, queries, suggestions etc. that arrive on a daily basis to the call centre. Ensuring proper quality service is provided to the customers. Integration with CRM and Billing solution is an added advantage to the contact centre.

About AL TOMOUH

AL TOMOUH an IT Services Company providing software solution platforms specializing in a broad range of services such as Consulting, Application Software Development & Maintenance, Managed Operations IT Services, SMS, Cloud services etc., and solution offerings which include Office Automation, eVISA, Service Management, eServices, Document Management, Archive, Record Management, Mobile Apps, SMS gateway, CRM and HRMS etc.

Contact info@altomouhit.com for more details.