

Track all your customer complaints and adhere to RBI Guidelines

SmartCCMS is a 100% web based Customer Compliant Management System developed specifically for Banking, NBFC, Finance and Insurance Industry that meets all the guidelines of RBI & ICRA. With SmartCCMS, you can register and track complaints, suggestions and representations. System has the inbuilt configurable work-flow engine with which you can automate the complaint handling cycle as per your business logic. Further system has the capability of sending acknowledgement through email / SMS / Print manually acknowledgement letter to the origination point.

Complaints received from various sources like Direct Complaints, Ministries, RBI, Ombudsmen, Consumer Forum or various other right agencies etc., and system has the ability to automatically assign them to the right officer of branch / zone / ho to act on them. System has capabilities of sending acknowledgements (through templates which can be easily configured by you) to the origination points.



"With SmartProject the productivity of your employees will be multi-fold and you can track each and every activity from anywhere and at anytime..."

Product Features

- ◆ Complaints, Representations
- ◆ Meets RBI / ICRA Guidelines
- ◆ Inbuilt Work-flow
- ◆ Escalations / Reminders
- ◆ Automatic Acknowledgement
- ◆ Customer Satisfactions
- ◆ Satisfaction Survey Module
- ◆ Query Disposals
- ◆ Query Closure Letters / Emails
- ◆ Ageing Analysis
- ◆ Data / Graphical Reports
- ◆ Knowledgebase
- ◆ Notification Engine
- ◆ Performance Chart
- ◆ Occupancy Analysis

SmartCCMS has necessary escalation mechanism which will escalate any idle queries in a hierarchical way after x idle days. SmartCCMS supports printing of letters to query source viz. closure letter, action taken letter etc. A complete digital repository that gives numerous statistical and analytical reports for improving SLC (Service Level Commitment) criteria which forms part your Quality Manuals. SmartCCMS helps in recording all the communications with customers / various agencies during the query disposal process and maintains 100% audit.

SmartCCMS meets all the critical Categories and Sub Categorization of queries as per prescribed norms and handles queries related to your products / services / employees in an effective way. You can set branch / zone wise query resolving time lines and track them effectively.

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