

CQMS

just manage your relationships...



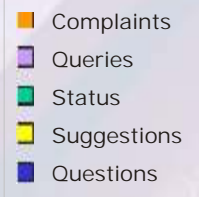
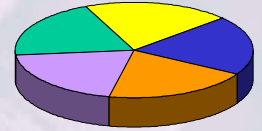
CoVisible™

CoVisible's CQMS helps organizations resolve the queries and complaints in efficient way.



CQMS information gathering modes and related features

- Different categories for the complaints
- Routing of complaints depending upon the set rules
- Complaints / Queries visibility as per user role
- Job card allotment to resolve particular query or complaint
- Questions can be directed to the appropriate authority
- Alarms with set intervals to remind the employee of assigned task
- Status monitoring is simple and intuitive
- Statistical reports



CQMS Major features

- Complaints / Queries routing
- Role based screens
- Simple and Graphical status monitoring
- Alerts/Alarms through e-mail/SMS
- Reports
- Graphical charts
- Extensive search facility

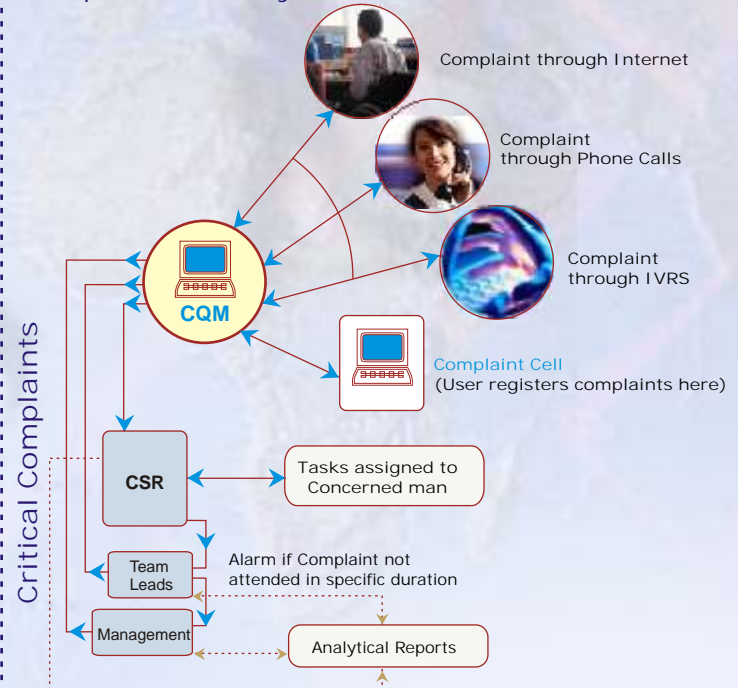
Other features

- Web based solution
- Secure
- Works on modem-to-modem communication mechanism
- No need for external Database
- Possible integration with legacy systems
- Optional Biometric Technology based support

Why CoVisible?

- CoVisible has developed a comprehensive Collaborative Application Server. This has given us deep understanding of web technologies and also a set of ready-made modules to deploy in clients application
- CoVisible has successfully developed Enterprise class application for e-Governance, Automobile and semiconductor industry
- CoVisible team comes from different industry background with work experiences in national and international markets.

Complaint Flow Cycle



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