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▶ COMPLAINT MANAGEMENT

# Satisfied customers through a successful complaint management with Jira and Confluence

Successful enterprises are happy about their clients' complaints as they give them a chance to fix problems, address deficiencies, improve product and service quality and that way guarantee a lasting client satisfaction. It is important, that all information – from the incoming complaint to its solution – is not lost and that the whole process is visible for everyone involved.



Jira Service Desk simplifies your complaint management immensely as it supports the documentation of the whole course of the communication activity. Incidents can be assigned to single team members or groups. Every step of your communication is documented with a timestamp and the according date, so that it is visible at all time, who has worked on the incident. If a complaint cannot be solved in a satisfactory way within a defined time span, the process can automatically be escalated, resulting in the management being informed. Thanks to Jira's fully-fledged access protection, confidential information is protected through the corresponding management of access rights.

## Atlassian functionality concerning complaint management

▶ precise complaint assignment to business processes implementation processes and documentation as a basis of extensive analyses for product and process improvements
▶ workflows guarantee an effective forwarding of all tasks to the responsible employees
▶ latest and individualizable dashboards
▶ options for prioritization to speed up processes
▶ construction of a knowledge base

## Our services for your complaint management with Atlassian

▶ consulting concerning licensing and acquisition of your Atlassian licenses
▶ consulting and support from piloting to roll-out
▶ installation and implementation of Atlassian products
▶ masks, arrays, and workflows adjusted to your requirements
▶ definition and implementation of the roll and authorization concept
▶ scalable configuration of the Atlassian tools and add-ons
▶ implementation of all necessary reports and dashboards
▶ integration of Atlassian products into existing intranet solutions, realization of interfaces to databases
▶ trainings and workshops for users, key users, and administrators

## Your advantages

▶ clear overview of all complaints and their processing status at any time
▶ quicker processing through precise prioritizations
▶ knowledge base to develop efficient working methods for your teams
▶ avoid repeating already known errors
▶ higher client satisfaction through complaint processing on time
▶ product and service improvements