

EVEN GOOD ORGANISATIONS GET COMPLAINTS. GREAT ONES LEARN FROM THEM.

How can customer service professionals restore customer confidence without blowing the budget when things go wrong?

Workpro Complaints for Financial Services software helps firms to resolve complaints consistently, cost effectively and in compliance with the required standards.



All complaints logged, processed and resolved efficiently and fairly



Improved productivity and reduced cost of delivery



FCA DISP requirements met, reduced risk



Management information and added business value

To learn more visit www.workpro.com
or contact us on +44 (0)131 449 7071

workpro[®]
Complaint Management Software

Workpro Complaints for Financial Services is ready to go complaints management software, compliant with FCA DISP regulations.

Designed to be adaptable, Workpro workflows, categorisations, reporting and targets accommodate changes to FCA rules and business needs over time.

All complaints logged, processed and resolved efficiently and fairly



Complaint Capture

Multiple channels & multiple case types supported. Easy to use, web-based forms for speed and accuracy.



Configurable Workflow

Standardised best practice workflows facilitate appropriate frontline resolution & escalated handling of complaints.



Alerts, Reminders & Alarms

Prompts, validation rules & threshold alerts guide staff, ensuring timescales and processes are adhered to.

Improved productivity and reduced cost of delivery



Case and Task Ownership

Allocated person per case or task, with re-assignment options, supported by workload management tools.



Real-Time Performance Monitoring

Dashboards, plus multiple case & task views track KPIs & ensure optimal resource utilisation.



Document Management

Multiple document types supported & stored, with automatic document generation & file management tools.

FCA DISP requirements met, reducing risk



FCA Reporting

Automatic & ad hoc reporting features with FCA compliant reports & targets built-in.



Automatic Mapping

From client terminology to FCA Product/Service names & Product/Cause Categorisations.



Auto-populated Templates

FCA letter templates for consistent, compliant correspondence, with full Microsoft Word integration.

Management information and added business value



Data Interrogation

Root Cause & Trend Analysis, as well as Redress Cost reporting, inform product and service improvement.



Quick and Advanced Search

Everything is searchable, down to document level, with flexible filtering & Linked or Precedent Case tagging.



Full Security and Audit features

Authorised access only, with system & case level restrictions. Forms a chronological log of all case activity.

For a free online demo or more information, please contact us on +44 (0)131 449 7071
www.workpro.com

Workpro is developed by Computer Application Services Ltd. Based in the UK, CAS has supplied complaint management solutions since 2003.

workpro[®]
Complaint Management Software