

ai4Complaints Workflow

ai4Complaints is an E2E application built on SS&C Blue Prism Chorus which streamlines the complaint process. All complaints are assessed and prioritised on ingestion, through to maintaining a full-audit history of the complaint and remediation.



Bespoke Workflow



Improved Customer Service



Omni-Channel Capability



Insightful Reporting

ai4Complaints Handling

ai4Complaints can seamlessly handle complaints being raised across multiple channels, whether customers enter complaints directly through a website, or via a company agent using our cutting-edge, easy to use interface. This versatility in channel management ensures a hassle-free experience for both customers and agents, elevating your business's responsiveness and adaptability.

Physical Channels	Digital Channels
In-Branch, Call Centre	Email, SMS, WhatsApp, Website

Insightful Reporting

All complaint metadata is tracked and presented through our extensive reporting dashboard. This empowers users with excellent insights into the nature of complaints, ultimately helping management make informed strategic decisions based on real data.

ai4 Complaint Surveys

Our approach involves maximising customer feedback opportunities on a case-by-case basis. Our method enhances an already rich data set, by allowing us to further pinpoint underlying issues quickly.

the challenge

When customers face a negative experience with a business, their continued engagement becomes uncertain. A key factor in this scenario is how effectively and promptly the business handles disputes or complaints. Swift and effective resolution plays a crucial role in retaining customer loyalty.

the solution

Our strategy involves simplifying the complaint capture process, minimising friction points, and proactively identifying issues before they escalate.

the benefits

- Swift complaint handling
- Streamlined E2E process
- Seamless integration across multiple channels
- Insightful Reporting
- Increasing opportunities for customer feedback

Contact us at info@ai4process.com for further information