

Civica Complaints Management and Customer Feedback Management

Cloud, configurable and easy to use

A highly configurable and scalable SaaS solution deployed securely upon Amazon Web Services (AWS) which supports complaints management (recording, customer complaints handling and complaints tracking with integrated workflow) and other feedback to deliver statutory and regulatory requirements across local government, central government and private sectors.

Why choose Civica Complaints Management and Customer Feedback Management?

Managing customer feedback and complaints efficiently is vital for organisations to help protect reputation and maintain and improve service quality. Civica Complaints Management, powered by iCasework, the award-winning cloud platform, helps teams track and manage responses across the entire network.

A low risk, scalable solution - The iCasework platform has been developed over the past 25 years to meet the needs of a wide range of local and central government bodies and private sector organisations, managing up to 1m cases per year for some of our larger customers.

The right tools for the right users - iCasework solutions are easy to use and will guide your users through each process step. Dedicated interfaces are offered to different user groups: easy to use tools for frontline handlers; specialist collaboration tools for regular case handlers; and a touch-enabled interface for mobile workers.

Many time saving features - Generate correspondence from templates, case details and standard paragraphs. Deliver correspondence through email and/or our Postal Delivery API. Easily collaborate with other staff and automatically capture interactions. Capture new cases and subsequent interactions through our web forms, social media tools, our email integration or our API. Deliver sophisticated management reports directly at predefined intervals.

Sophisticated management reporting - Embedded reporting library with a range of standard reports and regulatory returns. Ad-hoc reporting to allow nontechnical users to generate charts, Excel outputs, web services or detail reports. Team and enterprise dashboards. Geographical analysis. Drill-down from reports into case files, Excel or map views. User subscription to emailed reports at defined intervals. Configurable report output filters by business area(s).

Welcome to Civica

Civica is proud to be the UK's largest software company focused on the public sector, which we have served as a trusted partner for over 30 years.

Our products and services are used by 2.5 million professionals across national, regional and local government, health and care, housing, education and democracy. They deliver improved outcomes for 90 million citizens.

Our deep sector and technology expertise helps our customers to meet unprecedented challenges as they sustain and enhance public services. Through greater digitisation and automation, a growing use of cloud solutions and smart use of data, we help address rising citizen expectations for innovative and efficient public services around the world.

We have a strong commitment to delivering social value and sustainability, which includes supporting our customers' Net Zero ambitions, creating software with sustainability built in and reducing our own impact on the planet.



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 ISO 9001
 ISO 14001
 ISO 27001
 ISO 22301
 ISO 45001
 ISO 27701

Civica Complaints Management and Customer Feedback Management - features and benefits

Features

- Full support for Complaints Management, Complaints Handling and Complaints Tracking
- Suitable for all Complaints Management requirements, including regulated industries
- Simplified, zero training interface for front-line staff and responsible officials
- Sophisticated, power interface for case workers
- Office integration, email integration, single sign-on, comprehensive integration API
- Available on the Amazon Web Services platform
- Can be run alongside other iCasework case types
- Powered by the iCasework case management platform
- Configuration to cater for complex workflows, including Appeals processes.

Benefits

- Proven system used across central and local government and private sector organisations
- Easy to use interface guides users through the process
- Comprehensive out of the box functionality through pre-configured templates
- Configurable solution through inbuilt form, workflow and correspondence template designers
- Range of collaboration features to speed up communications
- Many time saving features
- Sophisticated access control model with complete audit trail
- Refined SLA monitoring tools
- Advanced reporting including dashboards, automated email delivery and report designer
- Extensive administration features allow for local management of system.

Additional information

Cost effective configuration maintenance

The iCasework product provides configuration tools at two levels. Our Administration interface provides a vast array of wizards and preference screens, allowing nominated client staff to manage the system efficiently on an ongoing basis. Changes to input forms, letter templates, value lists, SLAs, case outcomes and many other areas of functionality can all be achieved with a minimum of training by authorised users.

Furthermore, our Configuration interface provides expert design tools such as our forms designer and our workflow designer for more structural changes to processes and forms or to implement interfaces to external systems. The Configuration interface is typically used by our implementation staff to match process templates more closely to client requirements.



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