SCCI/03781P/2020 ANGEL PRAISE

CUSTOMER CARE ELEVATION

PROBLEM DEFINITION

Financial institutions face challenge of effectively addressing and resolving customer complaints leading to negative impact on customer satisfaction. Current complaint systems are time consuming and lack transparency resulting in delays in addressing issues. This is caused by the long queues made in various offices which results to staff burnout and complaints may end up not being addressed. The inadequacy in handling complaints can lead to reputational damage.

JUSTIFICATION

To address these challenges, this project proposes the development of an advanced, interactive web based online complaint system designed to streamline the complaint management process..

In scope

Essential features include:

1. Automated routing of complaints to the appropriate department based on the complaint category
2. Allow customers to check status of complaints.
3. User registration and authentication.

Out of scope

1. No chat bot to answer commonly asked questions.

VERSION 2

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