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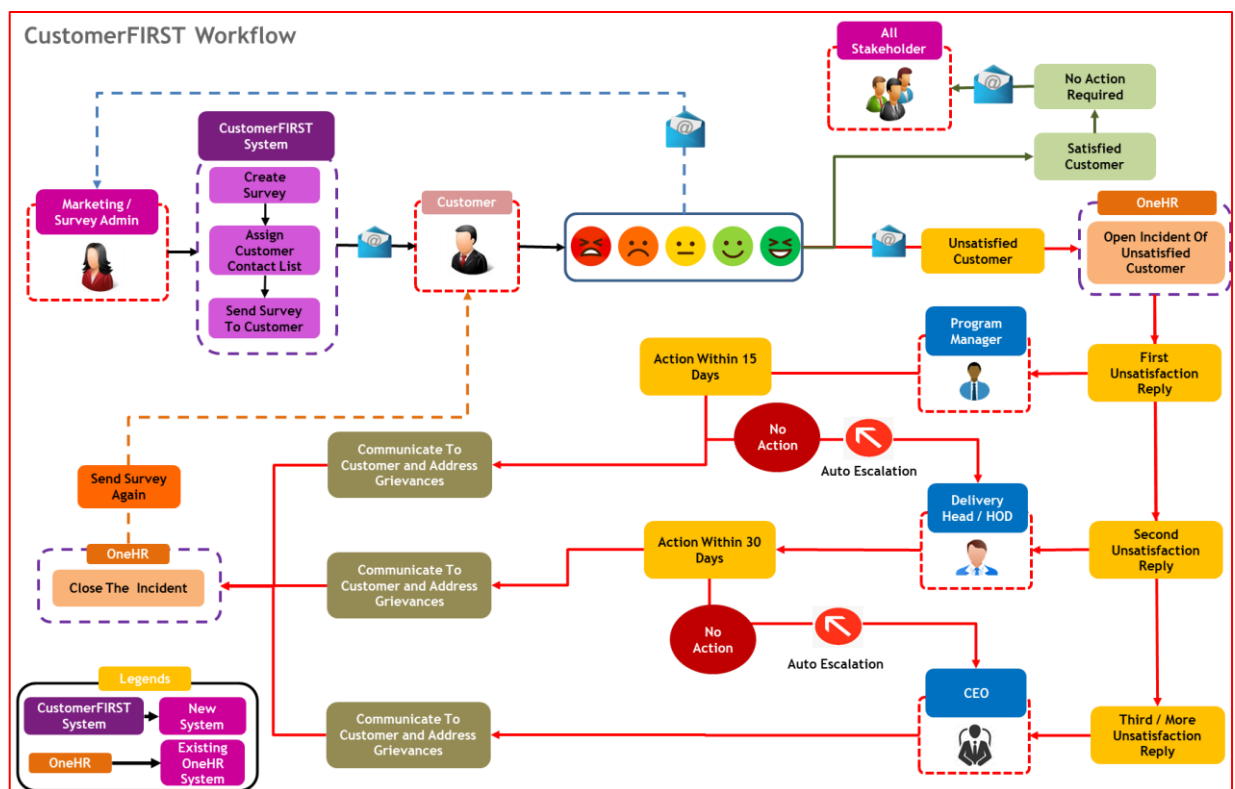
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1. CustomerFIRST - Overview

CustomerFIRST is customer feedback and survey system, designed specifically for Highbar's requirement. Marketing admin / marketing team can send the survey and gather feedback of different client contacts.

In CustomerFIRST Program Managers or Delivery Head(HOD) can take appropriate action on negative feedback and improve customer experience.

Refer below diagram to understand process flow of the CustomerFIRST system.



2. CustomerFIRST Stakeholders

- **Marketing Team** - Marketing Team act as administrator, who will create masters like Client Master, Client Contact Master etc.. Apart from masters Marketing Team will create survey and send the same to customer.
- **Program Manager** - 1st level responsible person. (If customer gives negative feedback for a survey), program manager has responsibility to act and address grievances of customer and convert the negative feedback in to positive.
- **Delivery Head / HOD** - 2nd level responsible person. (If customer gives second negative feedback for the same survey).
- **CEO** - 3rd level responsible person. (If customer gives third negative feedback for the same survey).

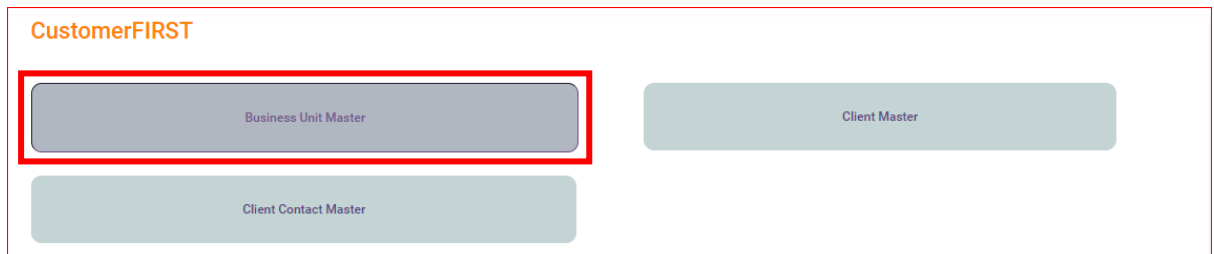
3. SLA for CustomerFIRST

- Marketing Team will create and send survey as per predefined schedule or as per instruction of superiors.
- Program Manager need to address client grievances and close negative feedback issue within 15 days(working) after negative feedback is submitted by client. After 15 days item will be auto escalated and move to bucket of Delivery Head / HOD.
- Delivery Head / HOD has 30 days(working) to address grievances and close negative feedback issue raised by client. After 30 days item will be auto escalated and move to bucket of CEO.
- HO calendar will be used to calculate working days.

4. Marketing Admin - How to create/edit Business Unit

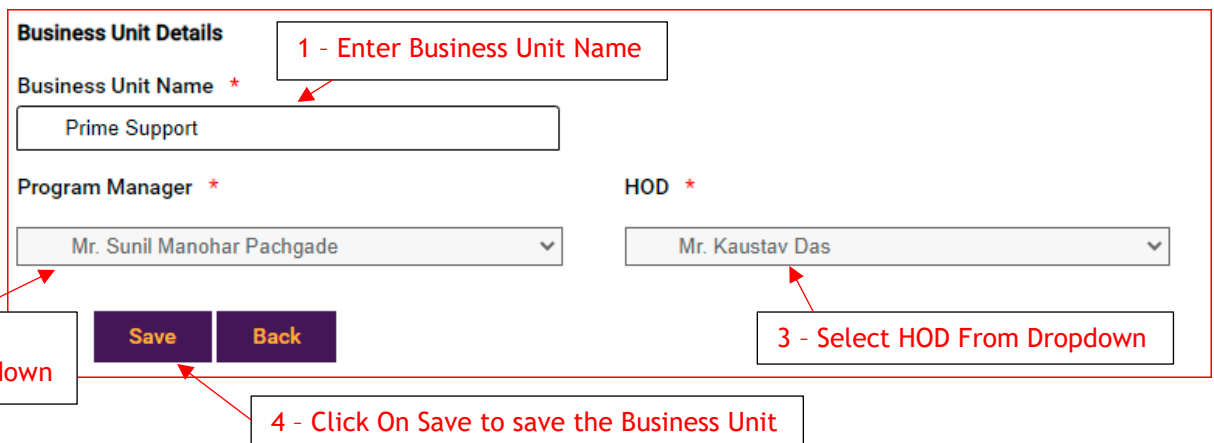
4.1. To create Business Unit logon to CustomerFIRST using given UserID & Password.

4.2. Go to Business Unit Master tab.



The screenshot shows the CustomerFIRST interface with three tabs: Business Unit Master, Client Master, and Client Contact Master. The Business Unit Master tab is highlighted with a red rectangle.


4.3. Enter required details and save.

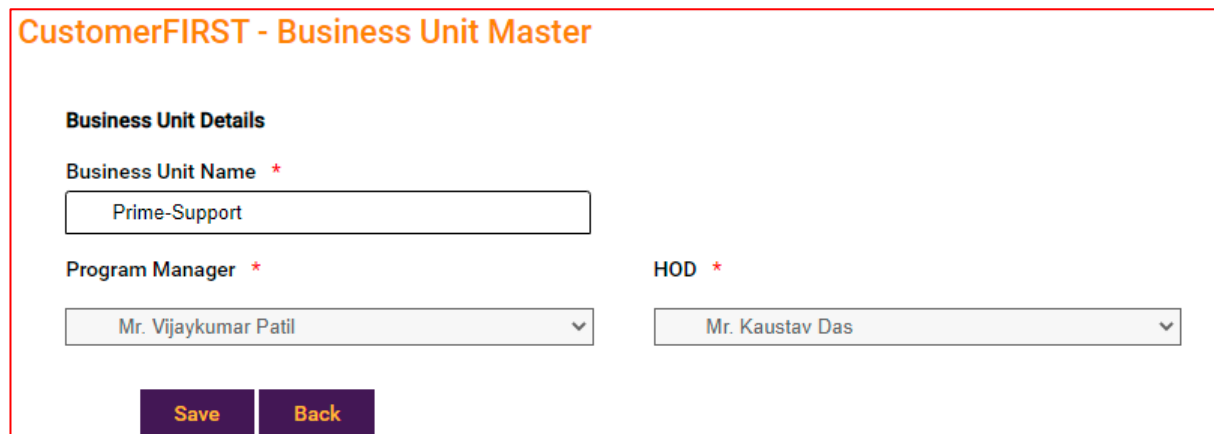


The screenshot shows the Business Unit Details form with the following fields and annotations:

- Business Unit Name ***: Prime Support (Annotation: 1 - Enter Business Unit Name)
- Program Manager ***: Mr. Sunil Manohar Pachgade (Annotation: 2 - Select Program Manager From Dropdown)
- HOD ***: Mr. Kaustav Das (Annotation: 3 - Select HOD From Dropdown)
- Buttons**: Save, Back (Annotation: 4 - Click On Save to save the Business Unit)

4.4. To edit Business Unit, click on Edit button in list and you can edit existing record.

Business Unit Name	HOD	Program Manager	Edit
Prime-Support	Mr. Kaustav Das	Mr. Vijaykumar Patil	



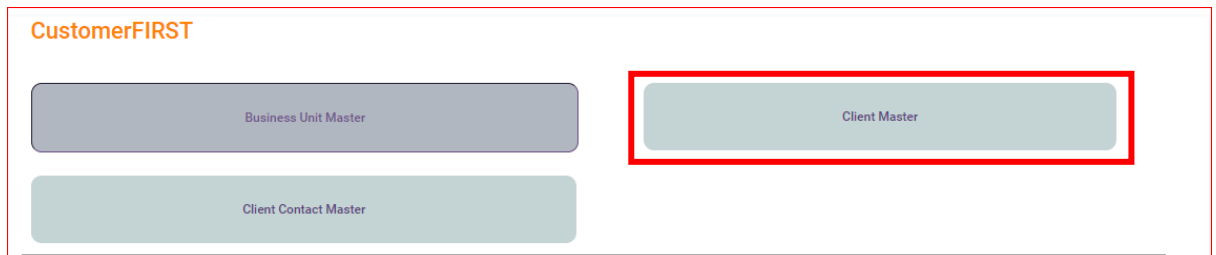
The screenshot shows the CustomerFIRST - Business Unit Master form with the following fields and annotations:

- Business Unit Name ***: Prime-Support
- Program Manager ***: Mr. Vijaykumar Patil
- HOD ***: Mr. Kaustav Das
- Buttons**: Save, Back

5. Marketing Admin - How to create/edit Client Master

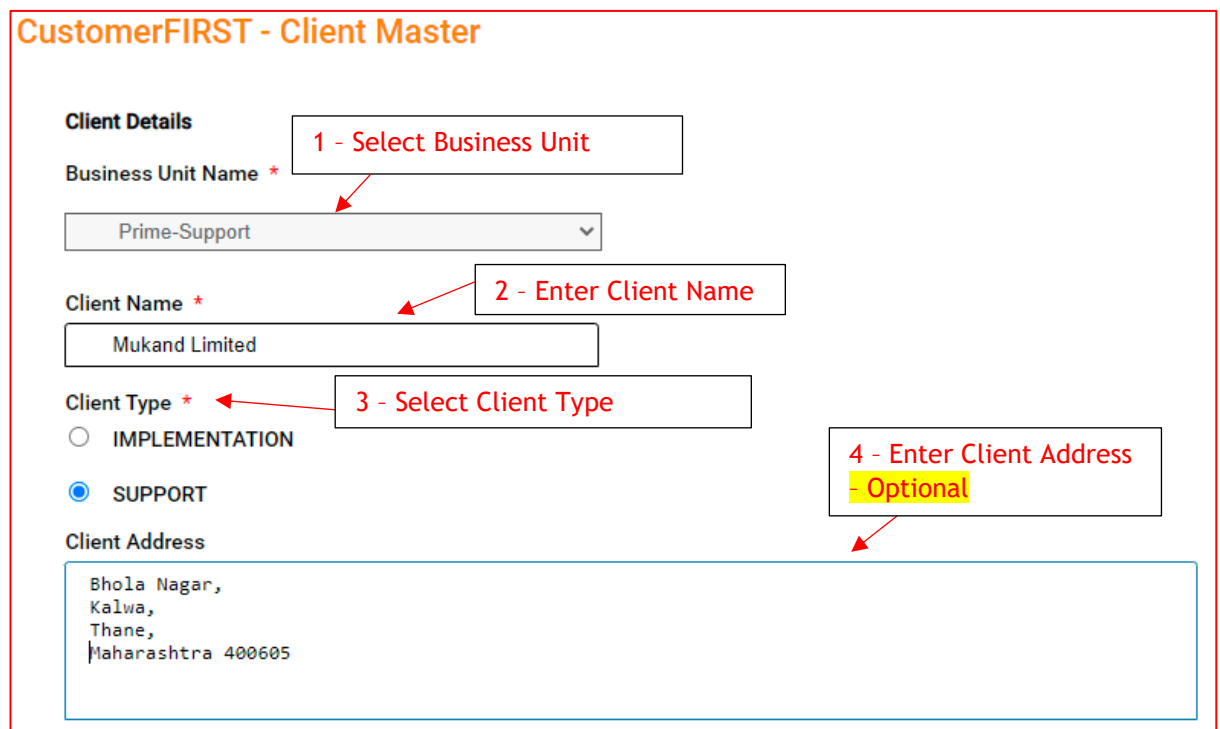
5.1. To create Business Unit logon to CustomerFIRST using given UserID & Password.

5.2. Go to Client Master tab.



The screenshot shows the CustomerFIRST dashboard with three tabs: Business Unit Master, Client Master (highlighted with a red box), and Client Contact Master.


5.3. Enter required details and save.



The screenshot shows the 'CustomerFIRST - Client Master' form with the following fields and annotations:

- Client Details**
- Business Unit Name ***: A dropdown menu with 'Prime-Support' selected. Annotation: 1 - Select Business Unit
- Client Name ***: A text field with 'Mukand Limited' entered. Annotation: 2 - Enter Client Name
- Client Type ***: Radio buttons for IMPLEMENTATION and SUPPORT. Annotation: 3 - Select Client Type
- Client Address**: A text area with 'Bhola Nagar, Kalwa, Thane, Maharashtra 400605' entered. Annotation: 4 - Enter Client Address - Optional

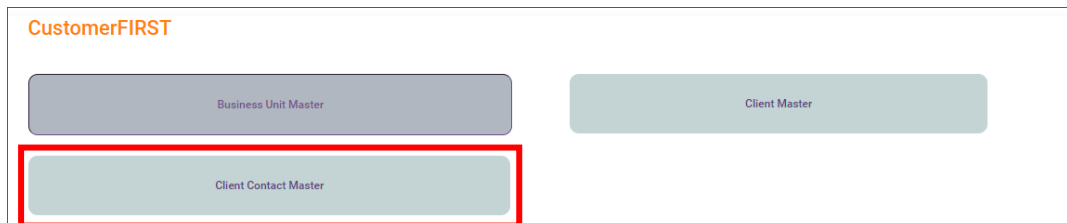
5.4. To edit Client, click on Edit button in list and you can edit existing record.

Client Name	Client Type	Edit
Mukand Limited	Support	

6. Marketing Admin - How to create/edit Client Contact Master

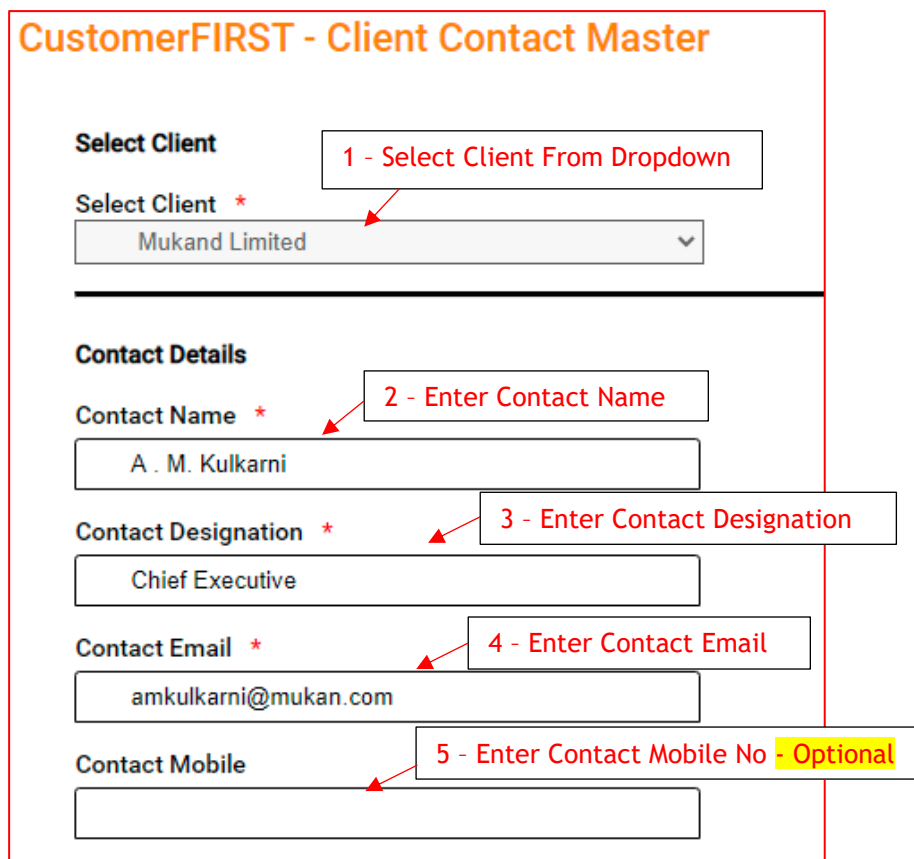
6.1. To create Client Contact logon to CustomerFIRST, using given UserID & Password.

6.2. Go to Client Contact Master tab.




The screenshot shows the CustomerFIRST dashboard with three tabs: Business Unit Master, Client Master, and Client Contact Master. The Client Contact Master tab is highlighted with a red rectangular box.

6.3. Enter required details and save.



The screenshot shows the 'CustomerFIRST - Client Contact Master' form. It includes a 'Select Client' dropdown menu with 'Mukand Limited' selected. Below this is the 'Contact Details' section with fields for 'Contact Name', 'Contact Designation', 'Contact Email', and 'Contact Mobile'. Red arrows point to each field with numbered annotations: 1 - Select Client From Dropdown, 2 - Enter Contact Name, 3 - Enter Contact Designation, 4 - Enter Contact Email, and 5 - Enter Contact Mobile No - Optional. The 'Contact Mobile' field is highlighted in yellow.

6.4. To edit Client Contact, click on Edit button in list and you can edit existing record.

Client Contact List			
Contact Name	Contact Designation	Contact Email	Edit
A . M. Kulkarni	Chief Executive	amkulkarni@mukan.com	

7. Marketing Admin - How to create/edit Survey

7.1. To create Survey logon to CustomerFIRST, using given UserID & Password.

7.2. Go to Create/Edit Survey Tab.

Create/Edit Survey	Assign Contact To Survey
Send Survey	View Survey Response

7.3. Enter required details and save.

CustomerFIRST - Create / Edit Survey

Survey Header

Business Unit *

1 - Select Business Unit, multiple Business Unit can be selected.

Prime-Support
Strat-Delhi
Strat-delhi New
strat-test
test

Survey No

SUR/03-2021/000008

Survey Date

06-03-2021 16:03:40

Survey Title *

2 - Enter Survey Title, This is for internal reference only

Quarterly Survey Q4-2020-2021

Add Question

3 - Add Question

Add Question *

How you will rate your overall satisfaction with Highbar Team?

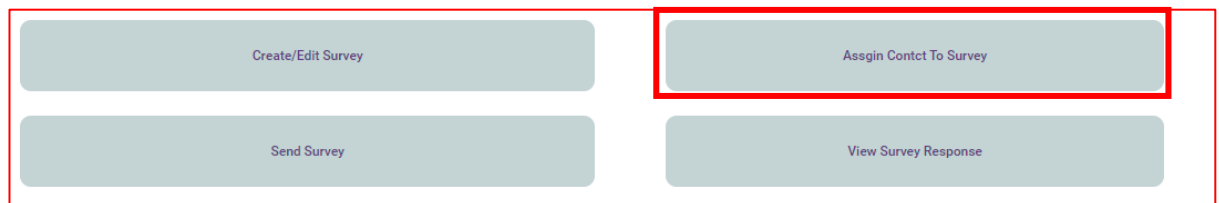
7.4. To edit existing survey , click on edit button and you will be able to change existing record.

SUR/03-2021/000008	06-03-2021 16:30:03	Prime-Support	Quarterly Survey Q4-2020-2021	How you will rate your overall satisfaction with Highbar Team?		
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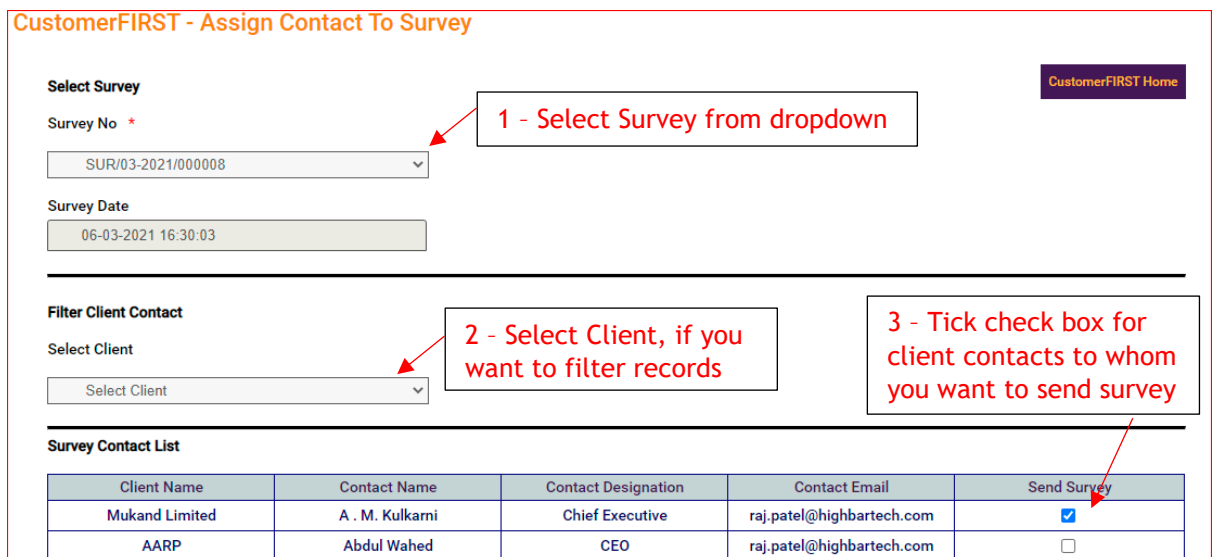
8. Marketing Admin - How to Assign Contact To Survey

8.1. To Assign Contact To Survey login to CustomerFIRST, using given UserID & Password.

8.2. Go to Assign Contact To Survey Tab.



8.3. Enter appropriate information and Save.

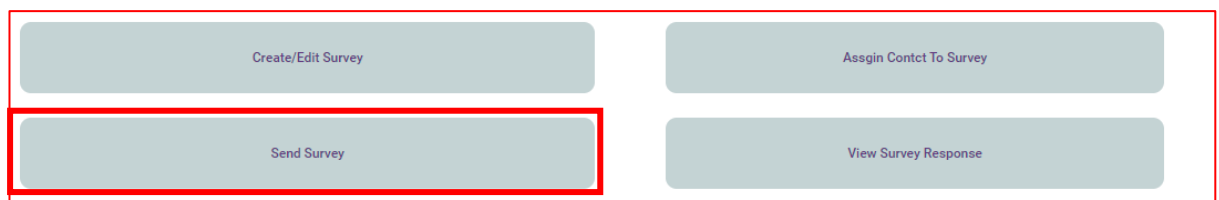


Client Name	Contact Name	Contact Designation	Contact Email	Send Survey
Mukand Limited	A . M. Kulkarni	Chief Executive	raj.patel@highbartech.com	<input checked="" type="checkbox"/>
AARP	Abdul Wahed	CEO	raj.patel@highbartech.com	<input type="checkbox"/>

9. Marketing Admin - How to Send Survey

9.1. To Send Survey login to CustomerFIRST, using given UserID & Password.

9.2. Go to Send Survey Tab.



9.3. Enter required information, you have option to “Save Draft” before you “Send Survey” to client contact.

CustomerFIRST - Send Survey

[CustomerFIRST Home](#)

Select Survey

Survey No. *

Survey Date

Mail Subject *

Mail Draft *

We at Highbar Technocrat Limited sincerely hope that you and your near ones are healthy safe during these times.

We have been extremely privileged to have you as our client. Having worked closely with you and your organization. We would like to understand your satisfaction level with reference to Highbar Technocrat's delivery.

We request you to spare few moments to give your response on the single feedback question below. It will be us to service you better.

Looking forward to your kind cooperation.

Note:- This is computer generated mail, please do not reply to this mail.

How you will rate your overall satisfaction with Highbar Team?

Thanks & Regards,
 Highbar Customer Satisfaction Survey Team,
 HIGHBAR TECHNOCRAT LIMITED
 D-Wing, 14th Floor, Empire Tower, Reliable Cloud City,
 Off. Thane-Belapur Road, Airoli, Navi Mumbai - 400 708.
 Tel: +91 22 6729 2000
 Website: www.highbarttechnocrat.com

1 - Select Survey from dropdown

2 - Enter Mail Subject

3 - Enter mail Draft, - do not enter "Dear <Name>," line it will be auto added by system while sending e-mail

4 - Question & Signature will be auto populated, and can not be edited here.

5 - You have option to save subject & mail body as draft, before actually sending to client contact

6 - On Send Survey, survey email will be sent to client contact

9.4. Check box "Survey Sent" check box will be auto checked.

Client	Contact Name	Department	Contact Email	Send Survey	Sent Date
Mukand Limited	A . M. Kulkarni	Prime-Support	[REDACTED]	<input checked="" type="checkbox"/>	
AARP	Abdul Wahed	Prime-Support	[REDACTED]	<input type="checkbox"/>	

10. Client Contact - How to Submit Feedback

- 10.1. Customer will receive survey email, to provide feedback customer needs to click on smiley icon in mail itself.

Dear A . M. Kulkarni

We at Highbar Technocrat Limited sincerely hope that you and your near ones are healthy safe during these times.


We have been extremely privileged to have you as our client. Having worked closely with you and your organization. We would like to understand your satisfaction level with reference to Highbar Technocrat's delivery.

We request you to spare few moments to give your response on the single feedback question below. It will be us to service you better.

Looking forward to your kind cooperation.

Note:- This is computer generated mail, please do not reply to this mail.

How you will rate your overall satisfaction with Highbar Team?



Thanks & Regards,


Highbar Customer Satisfaction Survey Team,
HIGHBAR TECHNOCRAT LIMITED
D-wing, 14th Floor, Empire Tower, Reliable Cloud City,
Off Thane-Belapur Road, Airoli, Navi Mumbai-400708.
Tel: +91 22 6729 2000

1 - Click on appropriate smiley to provide feedback

- 10.2. After clicking on smiley icon customer will be redirected to, response submission page. Here customer can add comments if required and submit feedback.

**HIGHBAR
TECHNOCRAT**

Thank you for your response !

You have clicked "Extremely Satisfied ". 

Please add comments (if any) , and submit the survey.

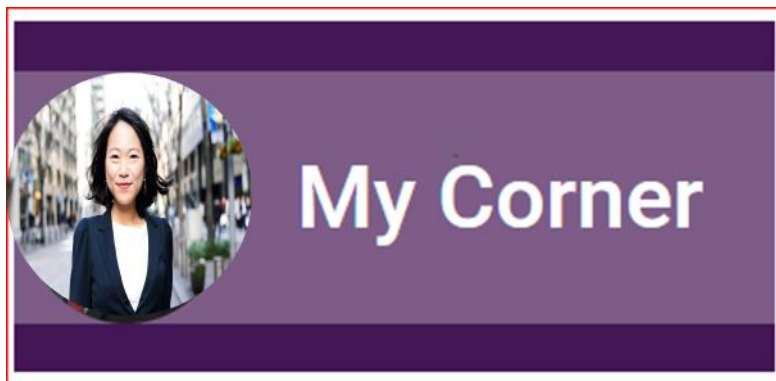
**Note:- Once submitted you will not be able to change your response.
If you have selected wrong feedback response(Smiley) and you wish to change it,
please close this page and go back to survey mail and select appropriate feedback.**

Add Your Comments

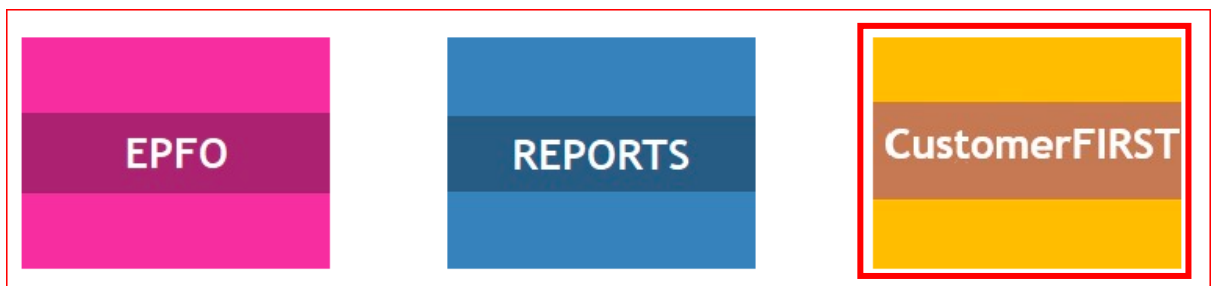
Submit Survey

11. Program Manager/Delivery Head/CEO - How to take action / close negative feedback items

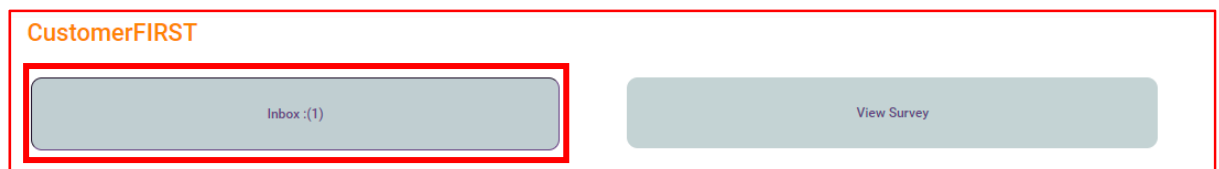
- 11.1. Program manager or Delivery Head (HOD) or CEO can take action and close the negative feedback item from OneHR.
- 11.2. To take action on negative feedback item, logon to OneHR system, with your user-ID and Password.
- 11.3. Go to My Corner



- 11.4. Click on tab “CustomerFIRST”



- 11.5. Go To Inbox




- 11.6. Click on View button, alternatively you can click on link on email received

Survey No	Client	Contact Name	Contact Designation	Contact Email	Sent Date	Reply Date	Survey Response	Status	View
SUR/03-2021/000008	Mukand Limited	A . M. Kulkarni	Chief Executive	raj.patel@highbartech.com	08-03-2021 13:57:38	08-03-2021 16:07:38		Replied - Incident Open	

Dear Sir/Madam,

We have received following response, for stated CustomerFIRST Survey. Please take appropriate action.

Survey Number : SUR/03-2021/000008
Survey Title : Quarterly Survey Q4-2020-2021
Client Name : Mukand Limited
Contact Name : A . M. Kulkarni
Contact Designation : Chief Executive
Contact Response :  (Extremely Dissatisfied)
Please Solve following 2 points
Contact Comments : 1) Replace ABAP resource
2) Deploy one PM resource

[Please click here to take action Survey Response](#)

CustomerFIRST - Response Negative Feedback

Survey No.

SUR/03-2021/000008

Client

Mukand Limited

Reply Date

08-03-2021 16:07:38


Contact Name

A . M. Kulkarni

Contact Designation

Chief Executive

Question and Answer Details

Question	Answer	Icon	Call Back Incident Raised	Call Back Incident Status
How you will rate your overall satisfaction with Highbar Team?	Extremely Dissatisfied		Yes	Open

Customer Comments

Please Solve following 2 points
1) Replace ABAP resource
2) Deploy one PM resource

Actor Comments *

Comments For Client Contact *

[Close Incident and Resend Survey](#) [Cancel](#)

11.7. Enter required comments and close the request, upon closer new survey email will be auto sent to client contact.

Customer Comments

Please Solve following 2 points
1) Replace ABAP resource
2) Deploy one PM resource

1 - Enter Comments, for internal reference

Actor Comments *

1) Discussed in detail on telephone 01.03.2021
2) Promised resolve issue by 08.03.2021
|

2 - Enter Comments, for Client - this comments will go to client contact along new survey email

Comments For Client Contact *

Following 2 issues resolved
1) ABAP resource replaced
2) Deployed PM resource from 07.03.2021

Close Incident and Resend Survey **Cancel**

3 - Click on button "Close Incident and Resend Survey"