

## Purchase Requisition

**Purchase Requisition** 120005297 [ SOFTWARE DEVELOPMENT FOR CUSTOMER COMPLAINT MANAGEMENT ]

**Requisition Date** 08-MAY-2020

**Date Approved**

**Status** MD-1 [ Approved MD-1 ]  
**For Store** TZ100 [ TPCC Store ]  
**Originator** YKAJELA [ Yusuph Kajela ]

## Services

Line	Task Plan	Due date	Quantity	UOM	Units	Unit Price	Total
10	06040002 CUSTOMER RELATIONSHIP MANAGEMENT / CADEAUX CLIENTELE	08-JUN-2020	1		1	0.00	0.00 TZS

**Work Order - Activity** 820021738 - 10

**RFQ**  
**Quotation**  
**Quotation Line**

**YKAJELA [08-MAY-2020 07:53]:**  
 CUSTOMER RELATIONSHIP MANAGEMENT / CADEAUX CLIENTELE

**Total** **0.00 TZS**

**Approver**

**Comments**

**Date**

## Requisition Comments

**YKAJELA [08-MAY-2020 07:57]:**

TPCPLC would like to develop a Customer Complaint Management System .

For now we are recording manually on an excel sheet ,for development we would like to have an IT tool which will allow the whole process for complaint management to be done on such system.

Software Features (To be developed)

Complaint Management

Manage complaints about customers in service contracts as well as one-time customers.

Complaint Assignment

Assign/re-assign complaints to service executive

Complaint status

Track complaints solved or pending

Smart reports

The smart reporting utility enables you to sort, group, filter & aggregate data. The data can also be exported to excel.

Excel upload

upload your existing customer, a product from excel for a quick start.

Email notification

send an email notification to the customer & service engineer.

MIS & dashboard

A graphical view of data for quick analysis & faster decision.