

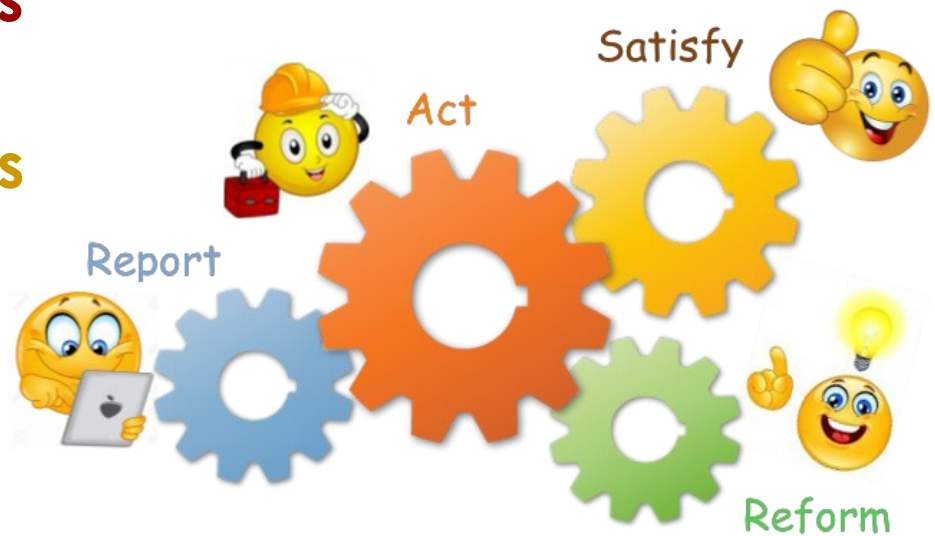
ActPlease.com

Portal for Customer Service & Grievance Redressal

Timely Actions

Happy Customers

**Empowered
Management**



Areas Handled

- **Action** Requests
- **Grievance** Redressal
- Service **Complaints**
- Customer **Support**
- Business **Inquiries**

Simplifying Service

- Easy entry of request
- Instant Forwarding
- Escalation if delayed
- Monitoring by mgmt

Technology for Smiles

- Customized Web Portal
- SMS & Email Alerts
- Mobile-friendly Interface
- Phone Operator Support
- Easy & Intuitive Access
- No Server needed (SaaS)
- Ready to use in 1 hour!

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A Peach Creation

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Triggering Actions, Winning Smiles



Request Entry

- Using Mobile or Website
- Phone Operator support
- Image upload for detail
- Anonymity for critical issues
- Ack No. by SMS & Email

Action Processing

- Role-based Forwarding
- Login for all Executives
- SMS & Email Alerts
- Escalation upon Delay
- Notification on Completion

Satisfaction & Reforms

- Verification from Customer
- MIS Reports & Analysis
- Area-wise Performance

Ready to Serve

- Government Depts
- Municipalities
- Govt Corporations
- Service Industries
- Manufacturers
- Associations
- Cooperatives
- Volunteers
- NGOs
- Restaurants
- Hotels & Clubs
- Hospitals
- Colleges
- Schools
- Travel
- Banks
- Shops
- SMEs

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