# Helpdesk/Complaints Management

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| Feature Required |
| Quick complaint assignment  * + Issues keep coming up at the society, when you're at work or even away on holiday, leading to a delay in communication to the technician or facility manager. With this, you can assign tickets right on the app.  SMS alert to technicians  * + When you raise a complaint, you’re usually left wondering if the message has reached the person who will actually fix the problem. With App, the technician receives an SMS as soon as one is assigned, and both the committee and resident are informed.  Escalation Matrix and information  * + For timely resolution in case of issues where the assigned technician is not able to resolve the complaints on time or clarification is sought.  Real-time updates  * + The management committee and resident get real-time updates on the ticket by the facility manager, so everyone is in the know. This keeps everyone on the same page and reduces the number of escalations.  Detailed complaint reports  * + App makes it easy to analyze the performance of support staff and facility manager by downloading periodic complaint reports to understand resolution times and how they can be improved. |

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| **Work Flow (User Story)** |
| **Step 1** Resident will request for required service to Helpdesk.  **Step 2** Resident will pay the service charge.  **Step 3** Helpdesk will generate the ticket. This ticket will contain the service details, and the assigned person's (Service Engineer) name and mobile number.  **Step 4** Service Engineer will visit the resident flat and provide the service.  **Step 5** Resident will hand over the filled ticket back to the service engineer.  **Step 6** Service Engineer will submit the filled ticket to the helpdesk.  **Step 7** Helpdesk will upload the ticket into the app. |

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| **Step-1** | |
| **Screen** | **Description** |
| Graphical user interface, application  Description automatically generated | The resident will access the Services by choosing the services option on the dashboard bottom bar. |

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| **Step-2** | |
| **Screen** | **Description** |
|  | Inside the services resident will find the two options:   1. Soft Services 2. Hard Service |

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| **Step-3** | |
| **Screen** | **Description** |
|  | Hard services. |

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| **Step-4** | |
| **Screen** | **Description** |
| Graphical user interface, text, application, chat or text message  Description automatically generated | If the resident will choose a category of service, the entire services inside that service category will be displayed. The resident can also search for a particular service. |

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| **Step-5** | |
| **Screen** | **Description** |
| Graphical user interface, application  Description automatically generated |  |

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| **Step-6** | |
| **Screen** | **Description** |
| Graphical user interface, text, application, chat or text message  Description automatically generated |  |

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| **Step-7** | |
| **Screen** | **Description** |
| Graphical user interface, text, application, chat or text message  Description automatically generated |  |

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| **Step-8** | |
| **Screen** | **Description** |
| Text, application, chat or text message  Description automatically generated |  |

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| **Step-9** | |
| **Screen** | **Description** |
| Graphical user interface, application  Description automatically generated |  |

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| **Step-10** | |
| **Screen** | **Description** |
| Table  Description automatically generated | Service Requests will be accepted by the Helpdesk.  After getting the service request helpdesk will assign a service engineer to provide the service. On the assignment of a service request, the message will be sent to both the resident and the service engineer.  To assign a service request to service engineer, the helpdesk will first generate the service ticket slip. This slip will include Service Name, Charges, Resident name, flat number, and assigned service engineer name. On the generation of the service slip, the Notification message will be sent to the Resident and Service engineer.  After getting the service request Slip, the service engineer will visit the resident flat and provide the service. The resident will give feedback and pay the charges using the Online / Offline method.  After receiving the filled service ticket slip from resident, the service engineer will submit the ticket to the helpdesk.  The helpdesk will upload the filled service ticket in the app with comments (if any). |

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| **Step-11** | |
| **Screen** | **Description** |
| Table  Description automatically generated | Service Request Feedback Slip/Ticket format. |