| Which Complaints Pro Edition Is Right For You?

Not all industries are created equal. We understand that industry-specific software can make your job easier and that's why we created several Editions of our complaints management software: Complaints Pro.

Complaints Pro is a cloud-based software that helps you handle every customer complaint timely and efficiently. You'll be able to respond quickly to every complaint, centralize data for quick accessibility, eliminate re-keying of data to decrease time wasted and increase efficiency, and so much more.

But it doesn't stop there. Complaints Pro takes you beyond the usual record-resolve-respond-report cycle and offers you tools for quality assurance and continuous improvement. It aggregates customer insights empowering you to improve your products and processes.

You can now find a fix root causes quickly, uncover customer insights from complaints, and unleash your organization's continuous improvement.

To find out exactly which Edition is right for your company, please read the overviews below. They will give you a general idea about the main features of each Edition. On the next page, you can find the full comparison matrix. We are constantly working on adding new Editions that have more industry-specific features, but no matter which version you end up with, you can be sure to kiss your complaints handling problems goodbye.

All Industries Edition

This Edition contains all the useful complaints management and continuous improvement tools and features. These include dashboards, charts, reports, process automation, real time root cause alerts, corrective and preventive action plans, social media monitoring, and so much more. It is easy to use, flexible, and customizable.

Government Edition

All Industries Edition features plus a special focus on information security. It divides your information into two levels of security and stores them separately, the high security files stored locally and the low security ones stored in the cloud. This Edition also includes features like HP TRIM integration, MS Outlook and Lotus Notes integration, and Australian Data Residency option.

Food Manufacturing Edition

All Industries Edition features plus a special focus on food safety and protocols. These special features include a reason code hierarchy to organize the urgency of the complaints, shelf life assessment, ACCC mandatory reporting, and real time SMS automation.

Financial Services Edition

All Industries Edition features and all the security features of the Government Edition, except for HP TRIM integration. You'll be able to ensure that all your financial data is safe.

Car Rental Edition

All Industries Edition features with a special focus on rental agreement integration. You'll be able to link complaints to a renter's actual rental agreement. This will save a lot of time when you want to see the agreement and complaint side by side to get the full picture. It also includes features like an infringement management module, automatic rental agreement and infringement updates, and statutory declarations templates.

| Complaints Pro Edition Comparison

Feature List	All Industries	Food Manufacturing	Government	Car Rentals	Financial Services
Customer Feedback -Complaint, Enquiry, Suggestion and Compliment - Tracking	●	●	●	●	●
Task & activity tracking	●	●	●	●	●
Chatter collaboration	●	●	●	●	●
Document Management	●	●	●	●	●
Integration with Gmail,Outlook - Initial data load wizard	●	●	●	●	●
Reports - customizable and automated -	●	●	●	●	●
Standard Dashboards	●	●	●	●	●
Email Automation: templates and tracking	●	●	●	●	●
Webiste Integration - Web-to-capture	●	●	●	●	●
ISO 10002 SLA Engine - dynamic acknowledge, resolution and indicators	●	●	●	●	●
Advanced Complaint Analytics snapshots & customizable dashboards	●	●	●	●	●
Mass email	●	●	●	●	●
Product and Service Master	●	●	●	●	●
Data Security	●	●	●	●	●
Advanced Automation and workflows	●	●	●	●	●
QA Modules - CAPA plans and QA alarms	●	●	●	●	●
Enterprise Wide Complaints Capture	●	●	●	●	●
Customer Insight - Survey Force	●	●	●	●	●
Social Customer Service for facebook & twitter	●	●	●	●	●
Enterprise Complaint analytics and What-If analysis	●	●	●	●	●
Integration via WebServices API and Data Hub	●	●	●	●	●
Advanced Customization	●	●	●	●	●
Platform: data & file storage (1 GB minimum)	●	●	●	●	●
Reason Code Hierarchy		●			
Refund Management		●			
QA Investigation Requests		●			
Shelf Life Assessment		●			
HP Trim Integration for documents and emails			●		
Local Data Residency (on-premise or within Country) - Hybrid Cloud			●		
Rental Agreement Integration				●	
Fleet Tracking				●	
Infringement Management				●	
RG 165 Compliance					●
Real Time Integration Platform - Add-on	●	●	●	●	●

Please note that each Edition has 3 package levels: Standard, Enterprise, and Ultimate. Some of the features may not be included in all three packages. For more information on packages and pricing, please visit www.coretec.com.au/pricing

About Complaints Pro

Designed with social media and quality assurance in mind, Complaints Pro is a modern complaints handling system that goes beyond the usual record-resolve-respond-report cycle. Request a free 30 day trial today and see it for yourself.

For more detailed information about complaints management, turn to any one of our How-To Guides or check out: www.complaintspro.com.au.

Request a Free Trial

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COMPLAINTS MANAGEMENT	COMPLAINTS MANAGEMENT	ROOT CAUSE DETECTION
LISTEN	**RESPOND**	**FIND**

SUPPLIER / PARTNER COMMUNITY	QUALITY ASSURANCE
IMPROVE THROUGH COLLABORATION	**FIX**