



Solvit

Issues resolved correctly on time



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Solvit V8 continues to help financial institutions meet compliance requirements and simplify enquiry fulfillment and complaint resolution. V8 has been redesigned using the latest Microsoft technology to make Solvit more efficient and easier to deploy and use.

What's New in Solvit V8?

- Easy Workflow Task Handling
- Flexible customisable issue report
- Attach emails
- Spell checker for entered text
- English queries search
- Improved issue costing
- Remote access
- Can enter Request, Solution and now Action information
- Quick Entry option
- Improved security
- Improved User Defined Fields

Automate your FSR Requirements at the Customer Contact Level

Solvit is a ready made Internal Dispute Resolution system enabling an operator to record the details of a complaint, escalate it to the appropriate authority, keep management informed of its progress and also produce regular reports to send to Management, your Internal Audit Committee, ASIC and your External Dispute Resolution Centre.

Automate the Management of your Customer Requests and Complaints

By enabling the logging, escalation and resolution of customer requests and complaints, V8 provides a real time update of their progress for access by the whole organisation. Any employee, anywhere within the organisation is kept up to date and informed and can access this information at the click of a button. Customers are also automatically informed by email or fax.

Enable Better Management of Service Standards

Organisational leaders can now easily track, measure and monitor customer service levels. V8 provides the facility to report on service performance against service standards and gauge the productivity and performance of all staff members in handling requests and complaints.

Improve Customer Service Levels

Customer service is greatly enhanced by keeping the client informed. By using Solvit V8, you can instantly send a personalised and professional notification of the procedure for resolving the request or complaint. Each employee or staff member will have this information at their fingertips.

Provide Real time Customer Feedback

Organisational leaders can now collect, categorise and report on customer feedback to better understand customer sentiments and business trends. Real time reporting means management will benefit from the ability to make better and timelier decisions.



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Comprehensive Details of the Job

Solvit allows an operator to enter details of the job and its resolution, assign a category to it, keep management informed of its progress and note whether it had been resolved in the organisation's or the customer's favour.

Solvit can also escalate a summary of the complaint to the appropriate staff members within the organisation – the monitoring operator for instance or even persons external to the organisation.

Complete Customer Contact History

An operator can attach files, send letters, attach emails and display a full record of all communication with the customer. Solvit also allows a supervisor to enter notes which can only be accessed by people with the appropriate security.

Customer Details

The 'Customer Details' screen in Solvit enables the operator to record basic customer details such as name, company, address, phone number, email address and customer number. The operator can also search for the customer's name from the host data base and if successful will populate the appropriate fields accordingly – an email can be sent to the customer from this screen.

Job Costs

Management can keep track of how much the complaint is costing the organisation and how much time is being spent on it. Solvit allows the operator to enter details on items such as operator hours spent, hourly rate, extra costs and comments.

Management Reporting

As per FSR requirements, key reports can be generated from Solvit enabling management to be kept up to date with the progress of any disputes and complaints within the organisation. These reports can then be sent to your Internal Audit Committee, ASIC, your External Dispute Resolution Centre and of course management.

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