COMPLAINT MANAGMENT SYSTEM ROI

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SOFTWARE & INNOVATION

Issuetrak's ticketing software offers help desks in all industries the ultimate tool to improve their customer service and complaint handling. Our web-based application is accessible from any internet device, deployable via cloud or on-premises.

Issuetrak Software

Vision

Every organization wants to provide a top-selling service, but when help tickets come from any direction, handling them in an organized way is difficult without software. Issuetrak seeks to help departments in any industry gracefully handle problems, streamline their support agents' workflows, and build their company for profitable success.

Mission

01 Empower any support agent to
streamline.

Issuetrak software offers support teams a system to triage ticketing so that nothing slips through the cracks.

02 Empower any department to
automate.

Automation functions replace redundancies and free up agents to solve more urgent issues faster.

03 Empower any industry to
innovate.

Organizations can focus on improving efficacy, nurturing employee growth, and scaling their enterprise.

Why use a complaint tracking system?

Complaint Management Systems Improve Customer Service Levels and the User Experience

Every complaint faced is an opportunity to grow your organization for the better. If there were any barriers to receiving that opportunity, you'd remove them—wouldn't you? This is where complaint management software helps. A digitized ticketing system uses automation to streamline any complaint handling process, transforming complaints into compliments.

As one Business Analyst from a brick and tile manufacturing customer said, "Keeping up with complaints is impossible." Issuetrak is here to change that story. Our software makes the impossible **possible**.

"Quick, simple, and has plenty of features. Allows for precise control over each issue. Very responsive interface. Has fantastic customer support."

Local Government Admin, Municipal Complaints

Common Problems

We Hear You

Some typical pain points users face when they file a complaint with an organization:

Long Wait Times

Nothing feels as agonizing as waiting on hold, only to be transferred multiple times without any resolution in sight.

Endless Email Threads

A complex issue can quickly become a confusing mess of back-and-forth email threads that lead nowhere.

Unresponsive Support

Unresponsive support teams can leave users and customers feeling ignored and undervalued.

No Contact Information

When you're already dealing with an issue, the last thing you want is to spend precious time hunting down elusive contact information.

Untrained Support

A support team's lack of product knowledge or problem-solving can exacerbate users' frustration and prolong resolution times.

No Self-Serve Resources

Many users prefer to troubleshoot issues themselves before reaching out for support. Without a comprehensive Knowledge Base or video archive, they're left in the lurch.

The Critical Pain

Resolution Time is the #1 Factor

As reported by Forbes contributor Shep Hyken, a Dimensional Research study discovered that resolution time was a critical factor in determining if a user experience was positive or negative. Out of the participants who had a negative service experience, 65% chalked it up to excessively long resolution times. For business users, an acceptable response time could be no more than 24-48 hours. Exceeding that timeframe could risk exacerbating the issue, further frustrating customers and potentially turning them away.

65%
claim resolution time determines service quality

24-48h
acceptable response time according to users

"We easily do several hundred test inspections in a month, and everything is scheduled, tracked, and reported in Issuetrak."

Industrial Information Systems Manager

"We resolve and close issues two to four times faster than we did before [with Issuetrak software]."

Hospital Help Desk Coordinator

Solutions

What does complaint management software do?

- **The Right Tool**

  Stay in control with the necessary tools to track all user issues and resolutions.

- **Effective Collaboration**

  Funnel omnichannel communications to effectively engage with customers and employees.

- **Swift Turnaround**

  Ensure agents meet SLA compliance and handle ticketed issues swiftly with canned responses.

- **The Best Experts**

  Field tickets with substatus rules and automation workflows to the responsible person based on availability, expertise, or workload.

- **Centralized Potential**

  Gather ticketed issues in a centralized system with advanced reporting for ongoing trend analysis.

- **The Highest Quality**

  Provide overall service quality management for improved user satisfaction.

TYPICAL INDUSTRIES BENEFITING FROM COMPLAINT TRACKING SOFTWARE

- Municipalities
- Healthcare
- Finance
- Customer Service
- Manufacturing
- Transportation

Your Return on Investment

Cutting down on issue resolution times is an excellent way to build goodwill with any user, from customers to employees.

100% | ## Visibility and Accountability
Give stakeholders an easy view into ticket progress.

100% | ## Automation and Zero Manual Overhead
Get out of spreadsheets and email. Use automation workflows to keep task assignees on top of ticket resolution.

100% | ## Compliance
Maintain a clear audit trail and meet deadlines with efficiency.

100% | ## Scalability
Software should grow as you do. Does your help desk have the software functionality it needs to keep up with growing demand?
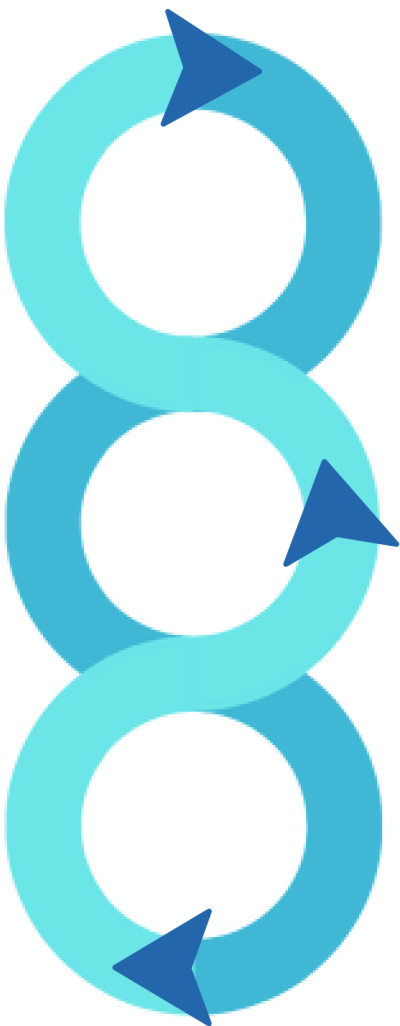
100% | ## Configurability
Collect data points your way and answer requests transparently and quickly.

The Process in Issuetrak

Issuetrak offers a series of features to handle your ticketing process, so you can smoothly receive issues, swiftly resolve them, and continually improve business metrics and operations.

RECEIVE

- Omnichannel Submission
- Webforms

RESOLVE

- Quick Notes Canned Responses
- Workflow Automation
- Notifications
- Knowledge Base
- Taks Manager
- Service Level Agreements

IMPROVE

- Surveys
- Digitized Reporting
- Visual Dashboards
- Knowledge Base
- Quick Notes canned responses
- Surveys

Explore our Product page to learn more.

Customer Stories

Transportation

School Bus Safety

Whether it's late pickup arrivals or bus incidents, Issuetrak helps Sonoma & Loudoun County Public Schools provide statistics and communications to concerned parents.

Healthcare

Patient Wellness

Medical device manufacturer Lazurite manages reported issues with their manufactured products. Nimíipuu Health tracks patient complaints.

Food Industry

Consumer Satisfaction

Silver Diner restaurant, TriYum delivery app, and Mrs. T's Pierogi's distributor all use software to manage consumer issues.

Government Sector

Citizen Complaints

SC Social Services and OK Housing Authority tracks citizen concerns in a timely manner to foster trust and municipal satisfaction.

Finance

Reputation and Service

Auto-loan company America's Leading Finance maintains a stellar service and reputation in handling mechanical damage complaints,

Manufacturing

Product Accountability

Corso Italia, a tile manufacturer whose top customer is Home Depot, reports warehouse issues on damaged goods or incorrectly shipped items and quantities.

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Comparisons

Compare Different Complaint Management Solutions

HappyFox and Jira lack customization, making it difficult to suit your needs.
- Issuetrak is scalable and configurable.
- In Issuetrak, customize your submission task flow, help desk site appearance, ticketing labels, and more.
- Valuable add-ons like Surveys, Billing, Webforms, and Chat enhance CX and give you greater scope over solving customer or user issues.

Jira and Freshworks require you to buy multiple products for different processes.
- Issuetrak is a centralized system.
- Issuetrak offers one comprehensive platform for ticket visibility, accountability, and follow-through to resolution.
- Handle internal and external ticketing to track any kind of process in Issuetrak's multi-use system, from HR issues to assets to customer feedback.

	Webforms	Templates	Knowledge Base	Taskflow Automation	Free Trial	Customer Support	Custom Options	Live Reporting	Account Team
Issuetrak	✓	✓	✓	✓	14-day	✓	✓	✓	✓
Front	✓	✓	$$	✓	✓	$$		$$	$$
InvGate	✓	✓	✓	✓	30-day	$$	$$	✓	$$
Case IQ	✓	✓	$$	✓	✗	Email	✓	✓	✗
Zoho Desk	✓	✓	✓	✓	15-day		$$	$$	$$
isoTracker	✓	✓	✓	✓	60-day	✓	✗	✓	✓
LiveAgent	✓	✓	$$	$$	✓	$$	$$	$$	✓
Apptivo	✓	✓	✓	✓	✓	✓	$$	$$	$$
ProProfs	✓	$$	$$	✓	✗	✓	$$	$$	$$
Bitrix24	✓	✓	$$	✓	Free Version	✓	$$	$$	✗

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BOTTOM LINE

The Issuetrak Advantage

Helping you help your customers

Complaint management software tools allow service representatives to:
- log every interaction and issue, ensuring every ticket submission receives a response.
- timely escalate and assign tasks, so relevant personnel can address problems quickly.
- identify trends, to prevent recurring issues while maintaining compliance.
- assure users that they have a voice, and that you are listening.

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Accelerating issue resolution with software