Optimize Your
Complaint Management Process
with issuetrak

Collect feedback your way.

Gather complaints easily the way you want, with webforms, issue templates, issue forms, and custom labels.

Make it easy for customers.

With multiple channels available -- from calls, emails, regulators, website, snail mail to social -- customers will always feel heard.

Stay compliant.

SLAs uphold accountability with response and resolution thresholds to honor best business practices.

Maintain full transparency.

Stakeholders know in an instant where, when, and with whom their issue stands, building trust in your business.

Auto-assign with confidentiality.

Keep info secure in a confidential platform. With auto-assignment, resolutions are always in the right hands.

"We've caught trends and figured out solutions to prevent recurring issues."

IT Manager, Harbert College of Business

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Optimize Your
# Complaint Management Process
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Provide solutions faster.

Get full visibility of your process from submission to solution. Notify the right staff in record time. Offer customers faster resolutions.

Webforms have a lot to offer.

Collect complaints right from your company's website. Design a webform your way and get the right info upfront for a speedy resolution.
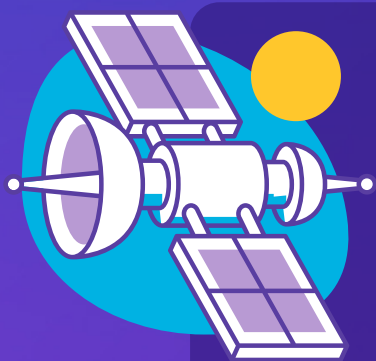
Track trends for better business.

Track how complaints are resolved in a streamlined platform. Define trends to preempt future solutions.

Build trust with timeliness.

Satisfy customers with timely resolutions. You'll deliver a great service and build a trustworthy enterprise!

Make the most of your Issuetrak site.

Knowing Issuetrak works so well for managing complaints, explore other ways it helps your help desk, support desk, and more!

Issuetrak software helps us live up to our brand promise by immediately correcting any problems and helping us turn customer experiences around.

Silver Diner

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How Webforms Work For Complaint Management
with issuetrak

1 · If you opt for a custom webform...

Collect and catalog customer complaints easily with a survey, web-fill, or dropdown menu. Document fields in your terms.

2 · Define SLAs for compliance.

Define urgency and the substatus on complaints for accountability and quicker response.

3 · An issue gets created securely.

A confidential ticket keeps data safe. Track progress on how, when, and with whom the complaint gets resolved.

4 · Track for quality control.

Oversee each phase from submission to resolution. Notify the right people for fast pivoting and delivery.

5 · Resolve and conquer.

Your customer is satisfied with a timely resolution. You deliver a great service and build a trustworthy business!

6 · Expand.

Explore how Issuetrak expedites issues at your help desk, support desk, and more!

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