Case Management System

(Screen Shots)

www.stepsdatabase.com

This document provides screen shots illustrating some of the functionality available in the STEPS Case Management System.

Important to Note: These screen shots are provided for demonstration purposes and may not apply to your particular scenario. During implementation the system will be configured with the correct data fields, navigation and modules.

7 STEPS FOR EFFECTIVE CASE MANAGEMENT!

Follow these simple guidelines and customer care will become a breeze in any organisation where it is implemented.

- Keep record of all complaints, enquiries, supporting documentation and correspondence interlinked in ONE central database. All information about a case must be readily available when required.

- Send **automated reminders, notifications and courtesy messages** between callers and agents to avoid misunderstandings and build a trust relationship. This is key to a happy customer base.

- Demand **intelligent reports that identify negative trends** transpiring in the organisation BEFORE they become real problems. Reports should warn senior management when customers are still unhappy due to cases not being resolved efficiently.

- **Prioritise and delegate tasks** to ease the workload, escalate unresolved cases to team managers and hold employees accountable for the level of support that they provide.

- Build a **comprehensive knowledge library** with frequently asked questions and answers that empowers call agents to resolve cases quickly and efficiently.

- Maintain an **audit trail of all correspondence**, including Emails, SMS, Letters, Faxes and Voice Recordings for further investigations and quality control.

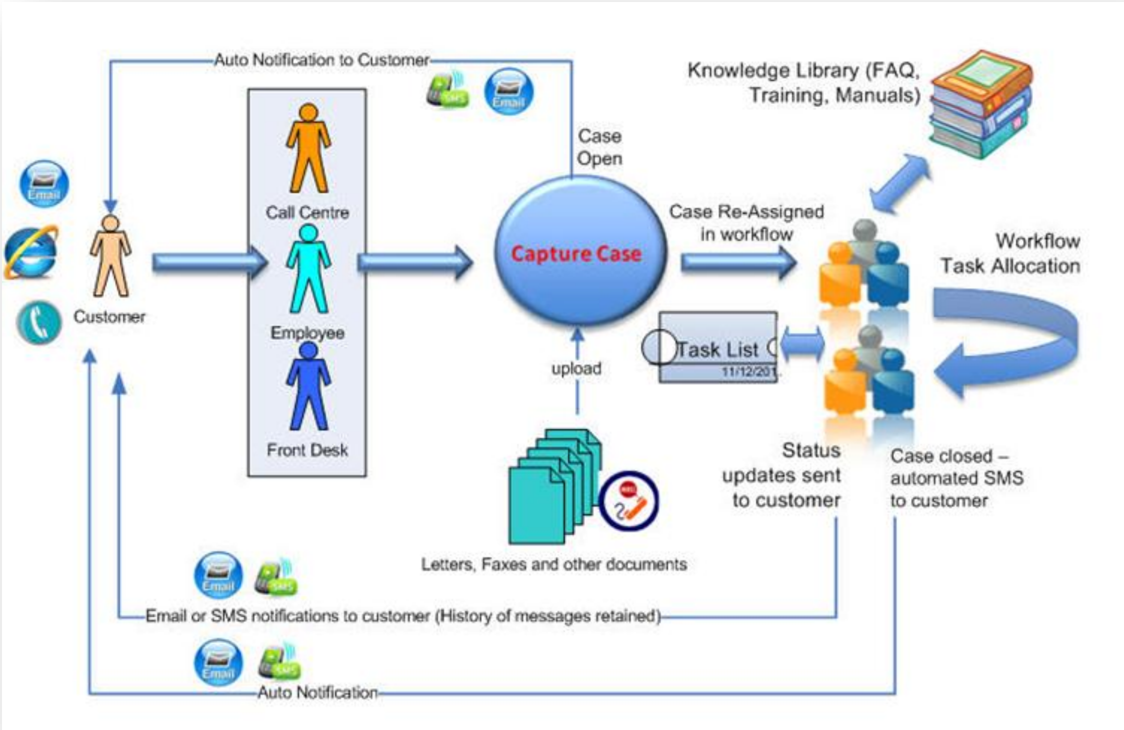
- Measure your success; through **automated satisfaction surveys** to gather feedback on the effectiveness of the procedure and to measure the customer's satisfaction with the outcome.

The STEPS Case Management system encapsulates all these features as well as additional functionality that's not yet available in other systems!

WORKFLOW EXAMPLE

The following workflow illustrates how these key elements have been incorporated in the STEPS Case Management System.

For each task in this diagram a user interface for the relevant actions is provided;



EXPLANATION OF WORKFLOW

- Members of the public can phone the help desk, or log a case through the organisation's website.
- When the case is captured an automated SMS notification is sent to the caller.
- Complaints can be submitted through Email, SMS, Letter, Fax or by calling the help desk.
- Once the case is logged, it is assigned to a user in the form of a task that needs to be resolved.
- Tasks can be re-assigned, and callers updated through email or SMS regarding the status of the case.
- While working on a task, users may consult a knowledge library that contains frequently asked questions and answers and other helpful information.
- Each user is greeted with an updated list of tasks when they log into the system.
- When a case is closed another SMS notifies the customer.
- After the case is closed customers can rate the service that they received by sending an SMS to the call centre.

A Case Management System is implemented successfully when;

- It is **easy to use, with logical step-by-step user interfaces**,
- **Easy to maintain with low overhead costs**, and
- **Supported by a capable team** that provides friendly, pro-active service.

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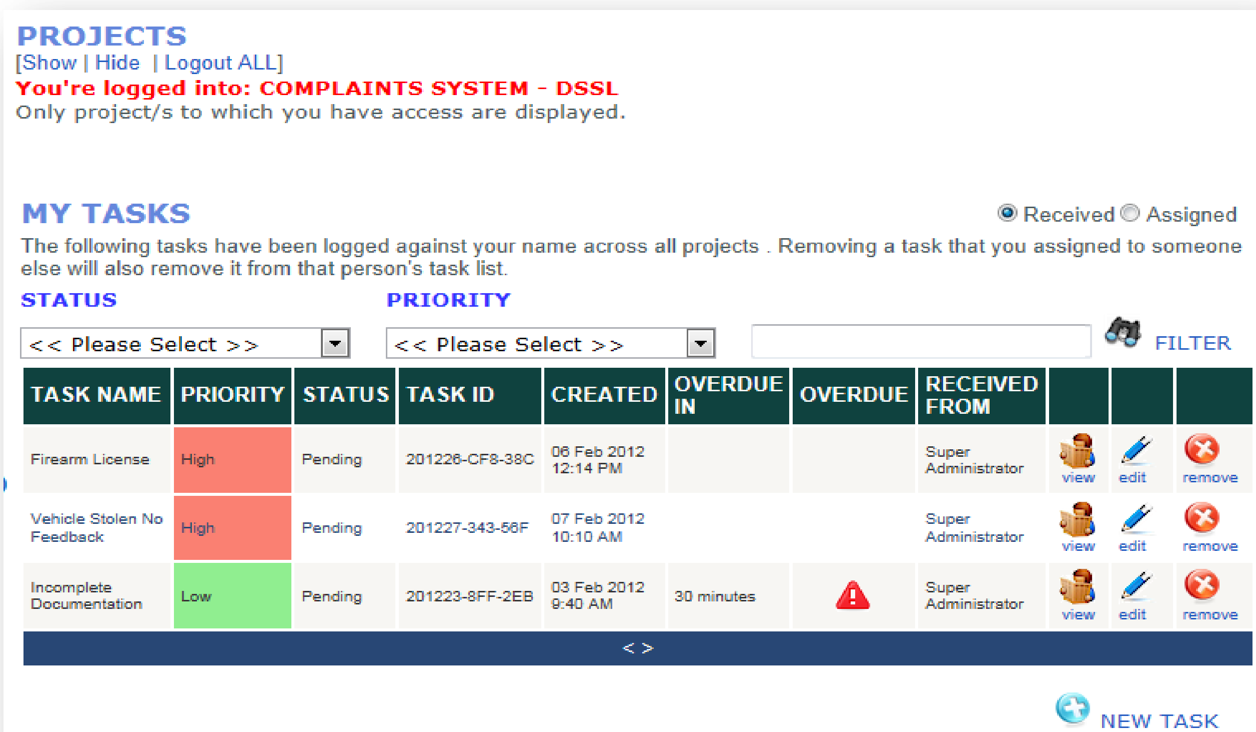
Login Screen

Login credentials are encrypted for optimal security.

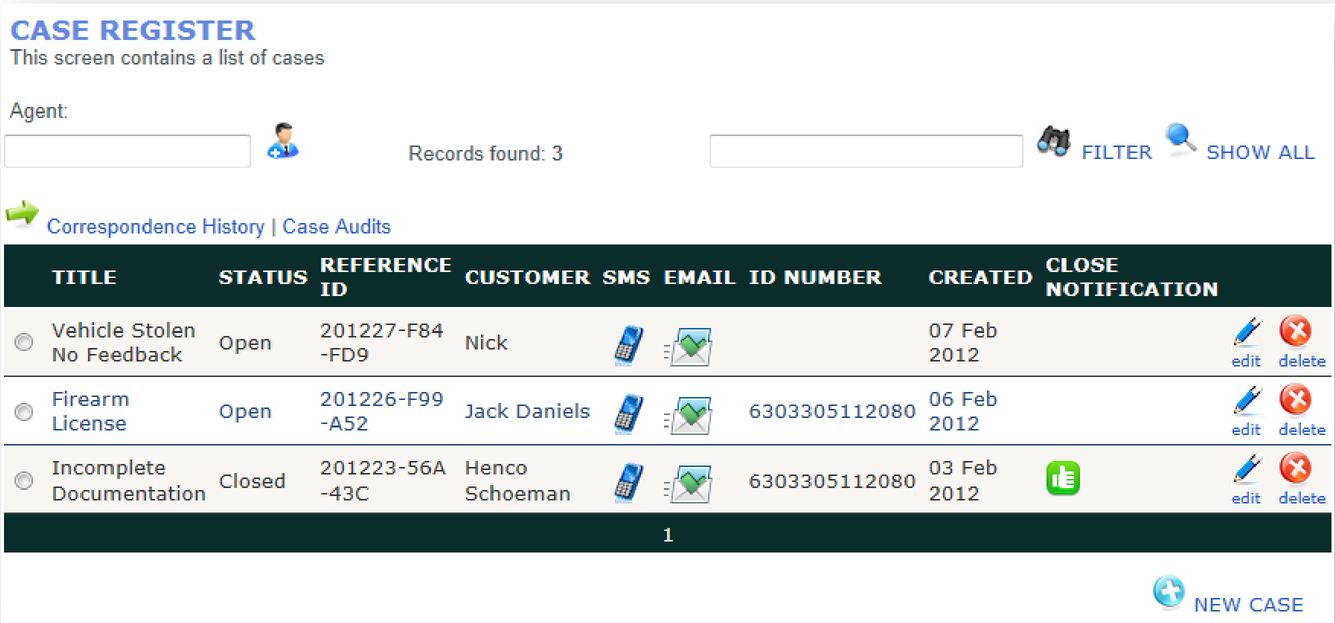
Home Page / Task List

Task list and navigation updated dynamically for each individual user.



Case Register

List of cases, searchable by description, case number, agent or customer. Each case links to a correspondence register, listing all communications between the agent and customer on a case-by-case basis.

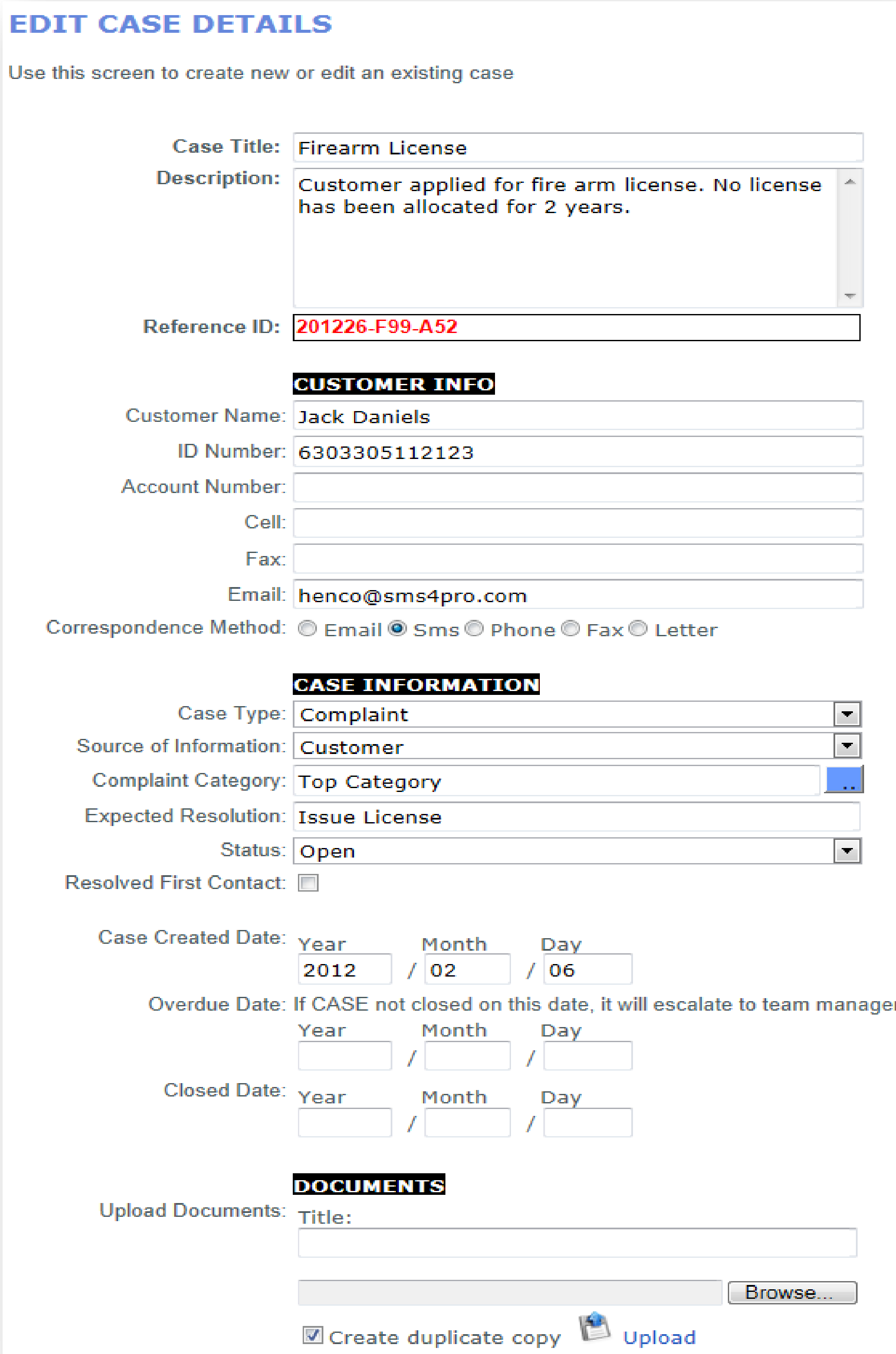


Capturing a Case

While capturing information, users may also:

- Upload and link supporting documents.
- Send the item (Logged Case/Complaint) on a workflow path where it can be reviewed and updated by multiple users before sign-off.
- Notify users via SMS or Email when any data is updated or required.

Data fields are customised depending on client's requirements. Options in drop down lists can easily be updated without the need for programming.



EDIT CASE DETAILS

Use this screen to create new or edit an existing case

Case Title: Firearm License

Description: Customer applied for fire arm license. No license has been allocated for 2 years.

Reference ID: 201226-F99-A52

CUSTOMER INFO

Customer Name: Jack Daniels

ID Number: 6303305112123

Account Number:

Cell:

Fax:

Email: henco@sms4pro.com

Correspondence Method: Email Sms Phone Fax Letter

CASE INFORMATION

Case Type: Complaint

Source of Information: Customer

Complaint Category: Top Category ..

Expected Resolution: Issue License

Status: Open

Resolved First Contact:

Case Created Date: Year Month Day 2012 / 02 / 06

Overdue Date: If CASE not closed on this date, it will escalate to team manager

Year Month Day / /

Closed Date: Year Month Day / /

DOCUMENTS

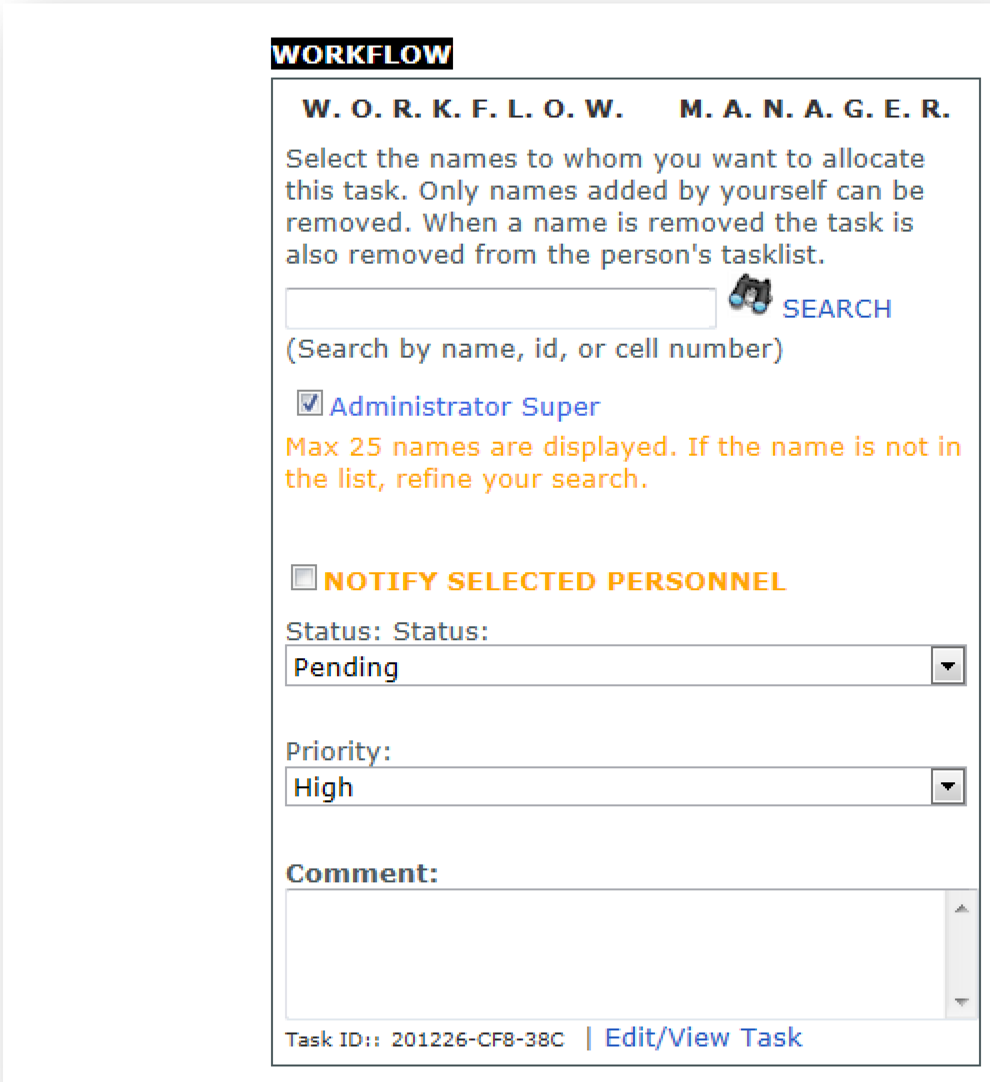
Upload Documents: Title:

Browse...

Create duplicate copy Upload

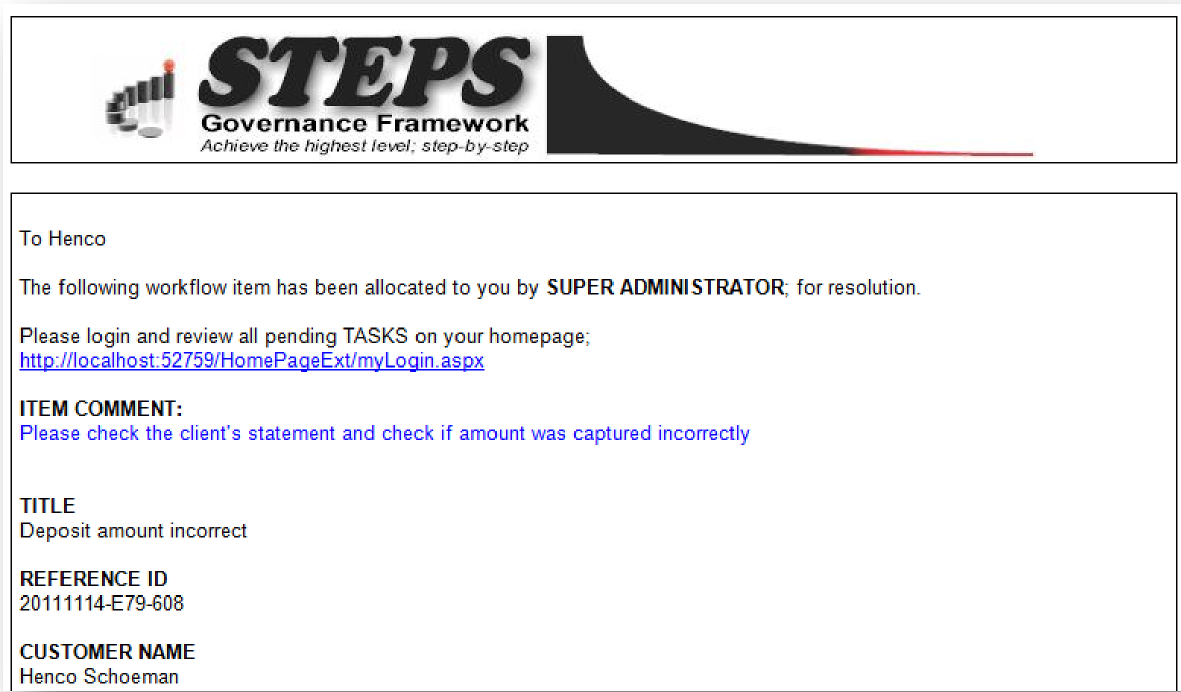
Allocating a Case

Allocating a case to another employee.



Automated Notification to Agents

Agents are notified through email as soon as a new task is allocated to them.



STEPS Governance Framework
Achieve the highest level; step-by-step

To Henco

The following workflow item has been allocated to you by **SUPER ADMINISTRATOR**; for resolution.

Please login and review all pending TASKS on your homepage;
http://localhost:52759/HomePageExt/myLogin.aspx

ITEM COMMENT:
Please check the client's statement and check if amount was captured incorrectly

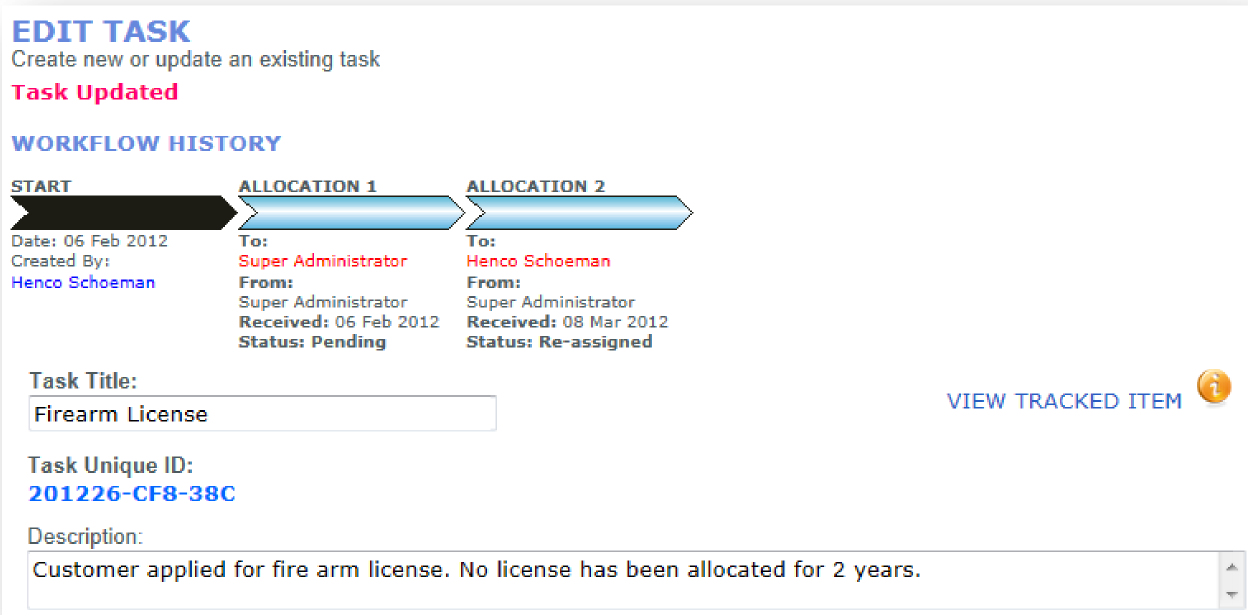
TITLE
Deposit amount incorrect

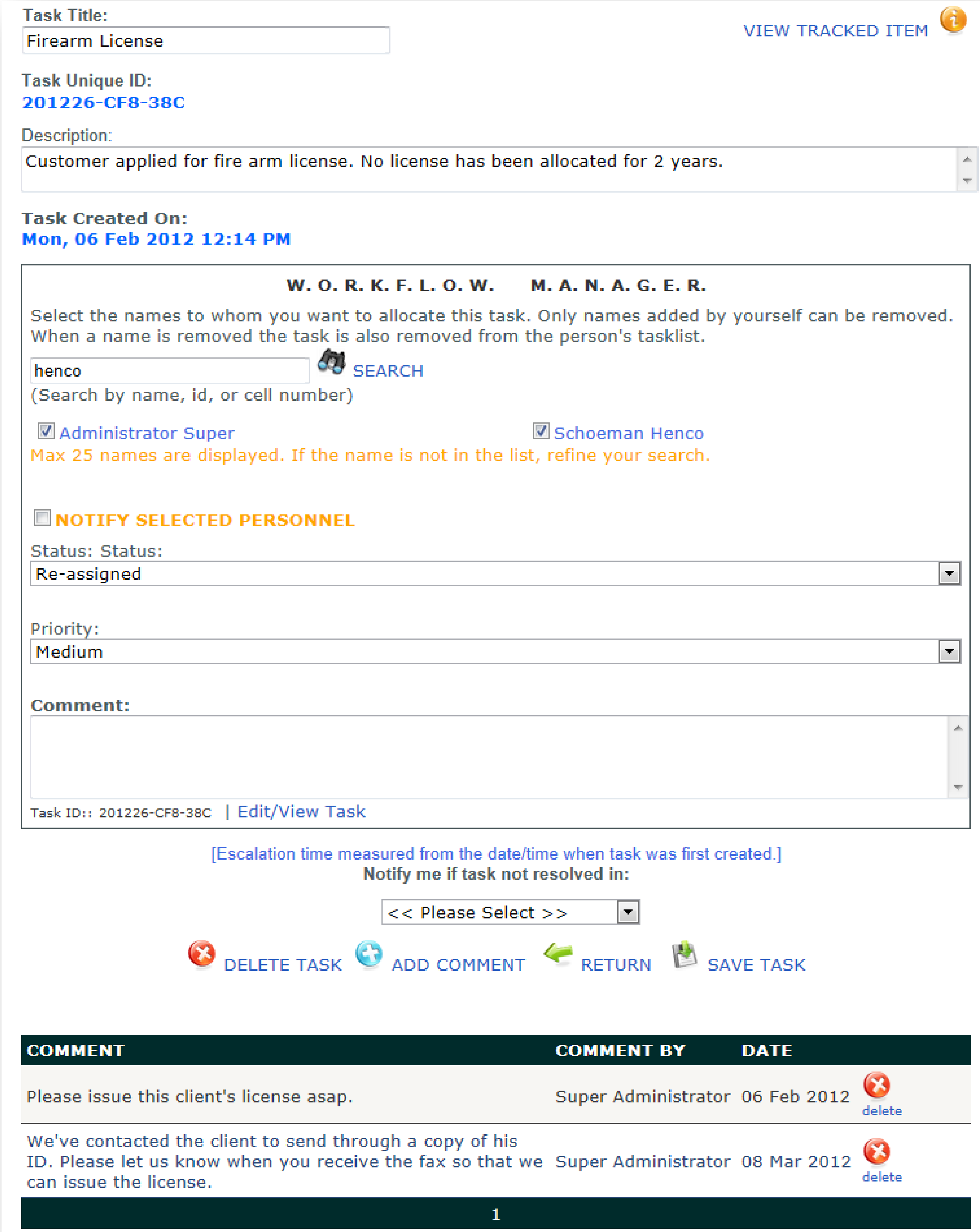
REFERENCE ID
20111114-E79-608

CUSTOMER NAME
Henco Schoeman

Updating Workflow Tasks

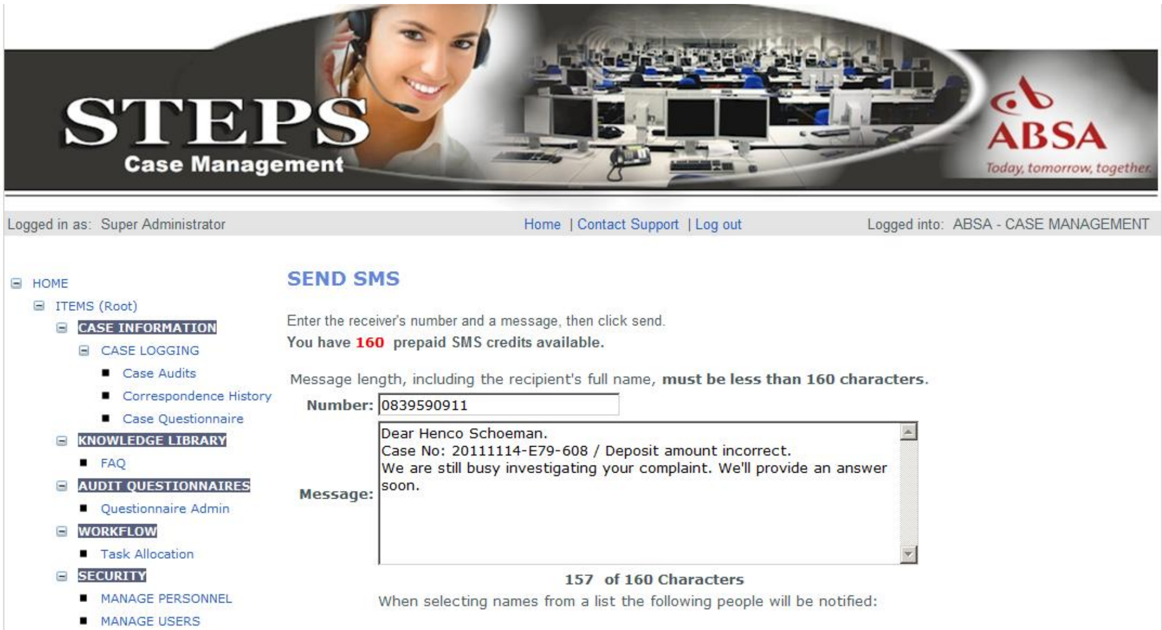
- A history of workflow allocations is maintained.
- Tasks can be prioritised while comments or instructions are logged with each update.
- Overdue tasks are flagged in the user's own task list.
- Call agents receive email alerts when new tasks are assigned to them. When they log into the system a list of un-resolved tasks, ordered by priority is displayed.
- Tasks can be re-assigned and a full audit history, including status, allocated to- and allocation date is recorded




Task Title:
Firearm License
VIEW TRACKED ITEM
Task Unique ID:
201226-CF8-38C
Description:
Customer applied for fire arm license. No license has been allocated for 2 years.
Task Created On:
Mon, 06 Feb 2012 12:14 PM
W. O. R. K. F. L. O. W. M. A. N. A. G. E. R.
Select the names to whom you want to allocate this task. Only names added by yourself can be removed. When a name is removed the task is also removed from the person's tasklist.
henco
SEARCH
(Search by name, id, or cell number)
Administrator Super
Schoeman Henco
Max 25 names are displayed. If the name is not in the list, refine your search.
NOTIFY SELECTED PERSONNEL
Status: Status:
Re-assigned
Priority:
Medium
Comment:
Task ID:: 201226-CF8-38C | Edit/View Task
[Escalation time measured from the date/time when task was first created.]
Notify me if task not resolved in:
<< Please Select >>
DELETE TASK
ADD COMMENT
RETURN
SAVE TASK
COMMENT
COMMENT BY
DATE
Please issue this client's license asap.
Super Administrator
06 Feb 2012
delete
We've contacted the client to send through a copy of his ID. Please let us know when you receive the fax so that we can issue the license.
Super Administrator
08 Mar 2012
delete
1

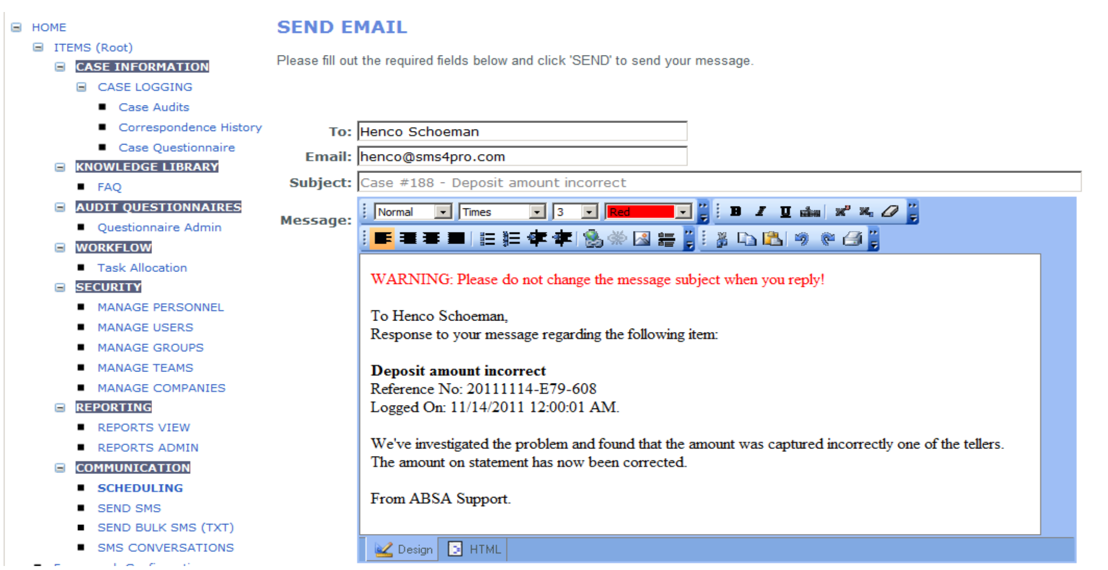
Sending SMS to Customer

Automated SMS notifications to clients when cases are opened or closed. Additional email and SMS messages can be sent and are all recorded in the correspondence register for future reference.

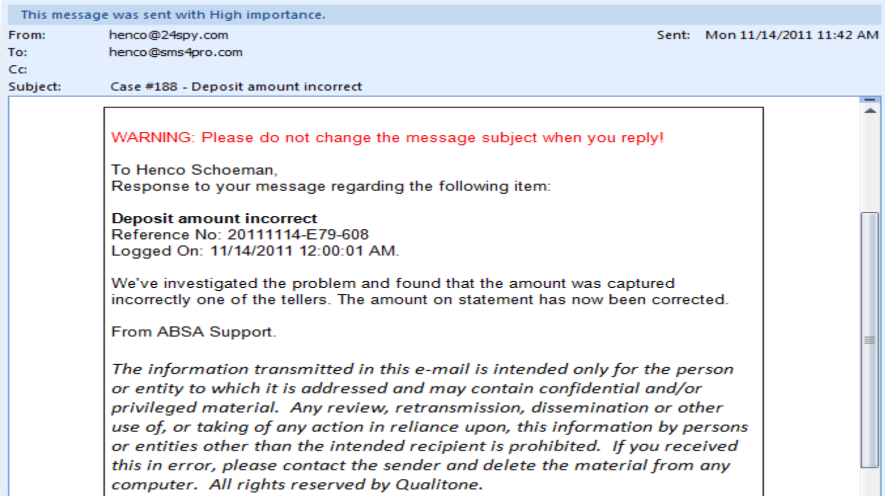


Sending Email to Customer

Templates for Email and SMS messages leads to faster reaction times. Messages are pre-populated with the receiver's name, Case ID, email address or phone number and other information that may be required.

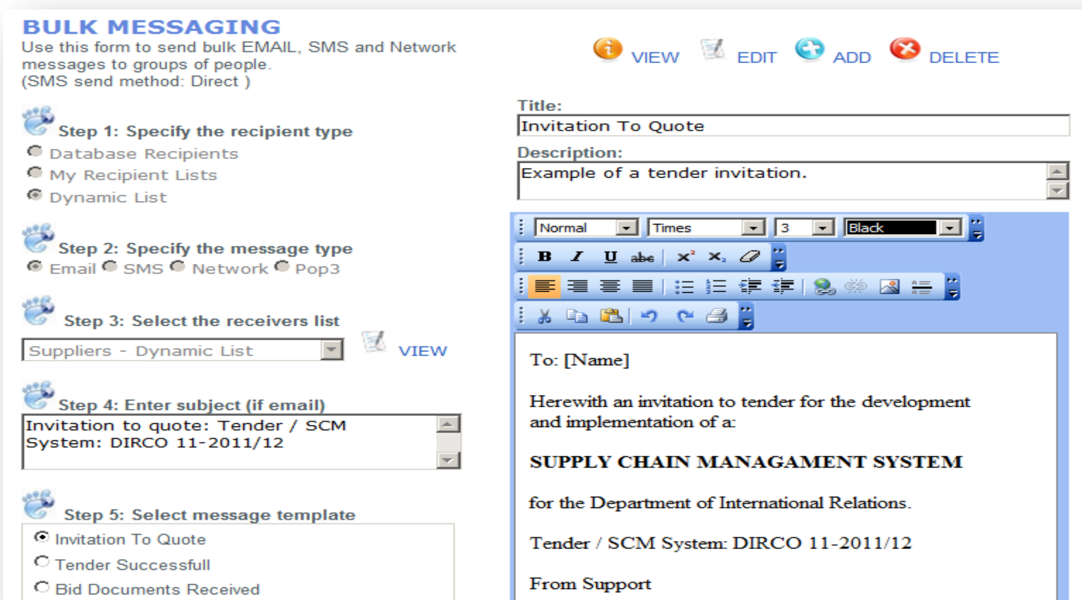


Incoming email messages can automatically be linked to existing cases by Integrating STEPS to the client's existing email system.



Bulk SMS and Email

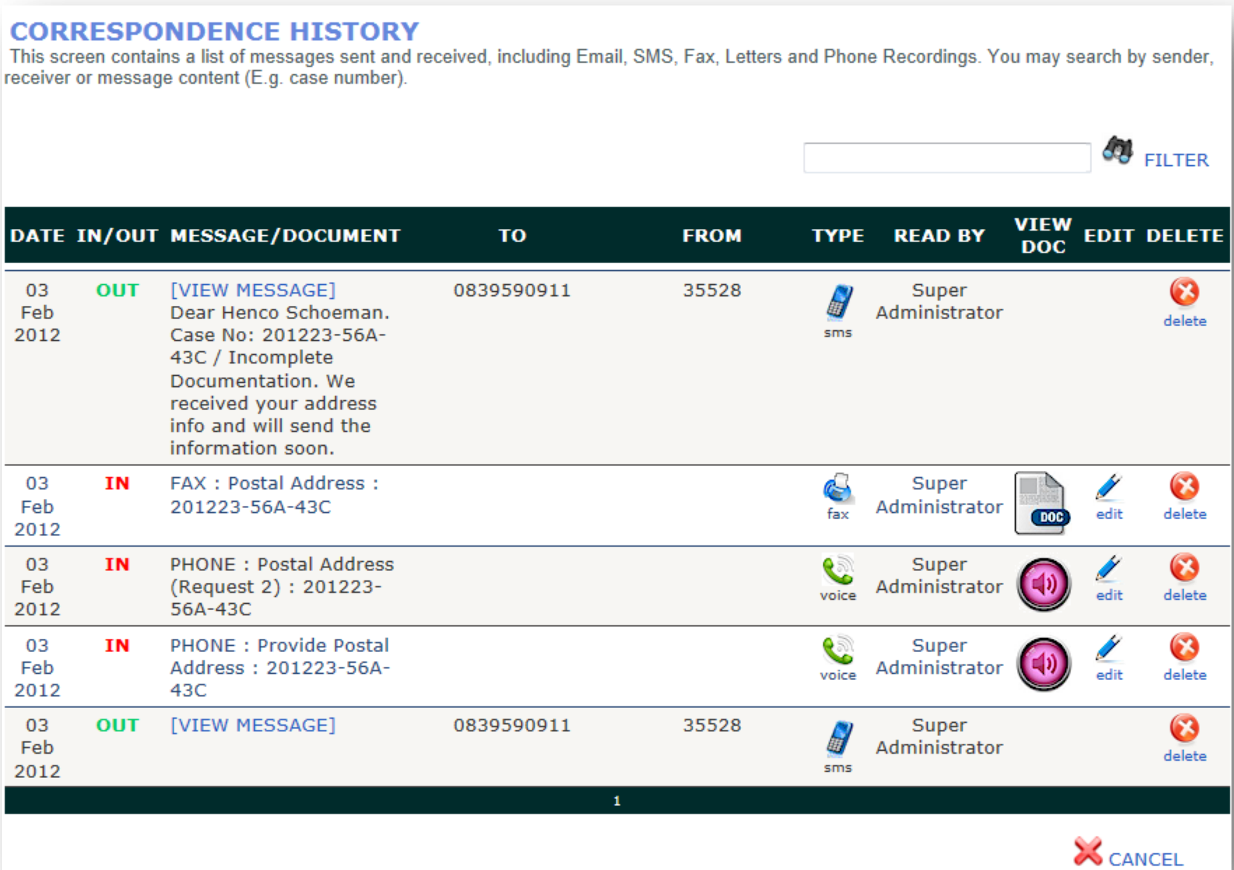
automated alerts and notifications to stakeholders when additional information is required, updated or available for download. Users can extract names from the database, select the ones to notify, select a message template and send a personalized message.



Correspondence Audit Trail

With the new consumer legislation it is a requirement to track all communication between a call agent and the consumer. For each call logged, response messages are recorded in a correspondence register for auditing purposes.

Managers can view a list of messages sent between the agent and caller for each case during an investigation. Tracked messages may include Email, SMS, Letters, Faxes and Voice Recordings (if integrated with the phone system).



CORRESPONDENCE HISTORY

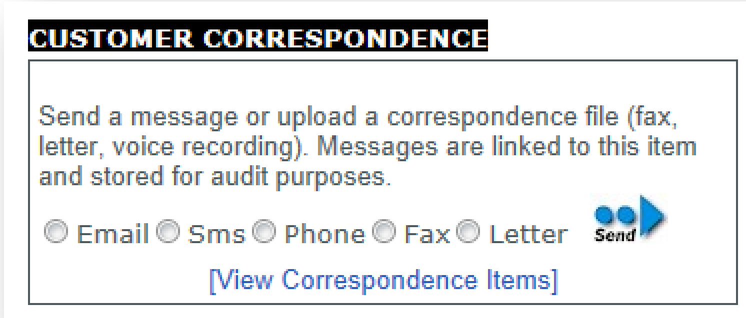
This screen contains a list of messages sent and received, including Email, SMS, Fax, Letters and Phone Recordings. You may search by sender, receiver or message content (E.g. case number).

FILTER

DATE	IN/OUT	MESSAGE/DOCUMENT	TO	FROM	TYPE	READ BY	VIEW DOC	EDIT	DELETE
03 Feb 2012	OUT	[VIEW MESSAGE] Dear Henco Schoeman. Case No: 201223-56A-43C / Incomplete Documentation. We received your address info and will send the information soon.	0839590911	35528	sms	Super Administrator			delete
03 Feb 2012	IN	FAX : Postal Address : 201223-56A-43C			fax	Super Administrator	DOC	edit	delete
03 Feb 2012	IN	PHONE : Postal Address (Request 2) : 201223-56A-43C			voice	Super Administrator		edit	delete
03 Feb 2012	IN	PHONE : Provide Postal Address : 201223-56A-43C			voice	Super Administrator		edit	delete
03 Feb 2012	OUT	[VIEW MESSAGE]	0839590911	35528	sms	Super Administrator			delete

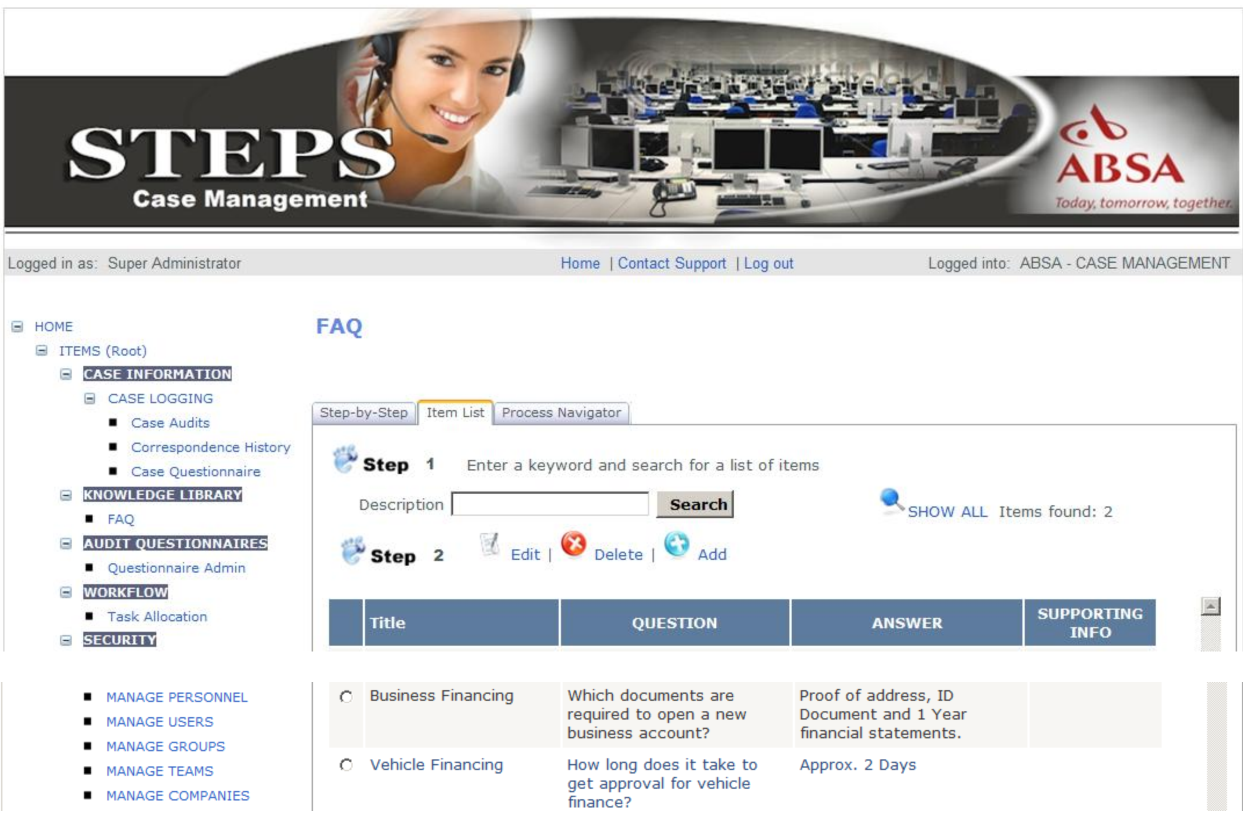
1

CANCEL



Knowledge Library

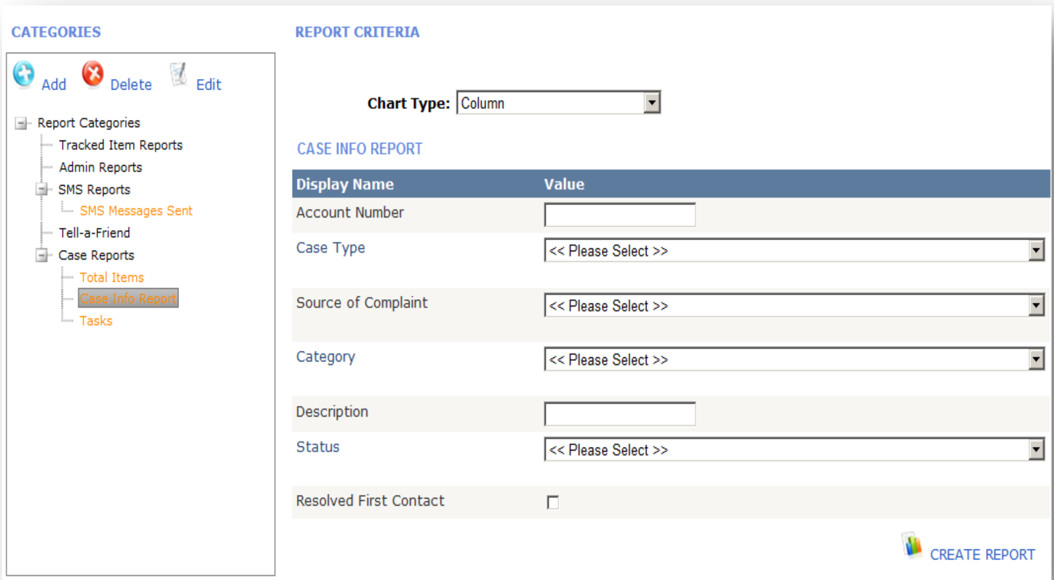
The knowledge library includes frequently asked questions and answers to help agents provide better support to the general public. The library is searchable and includes a document repository to upload additional information as well.

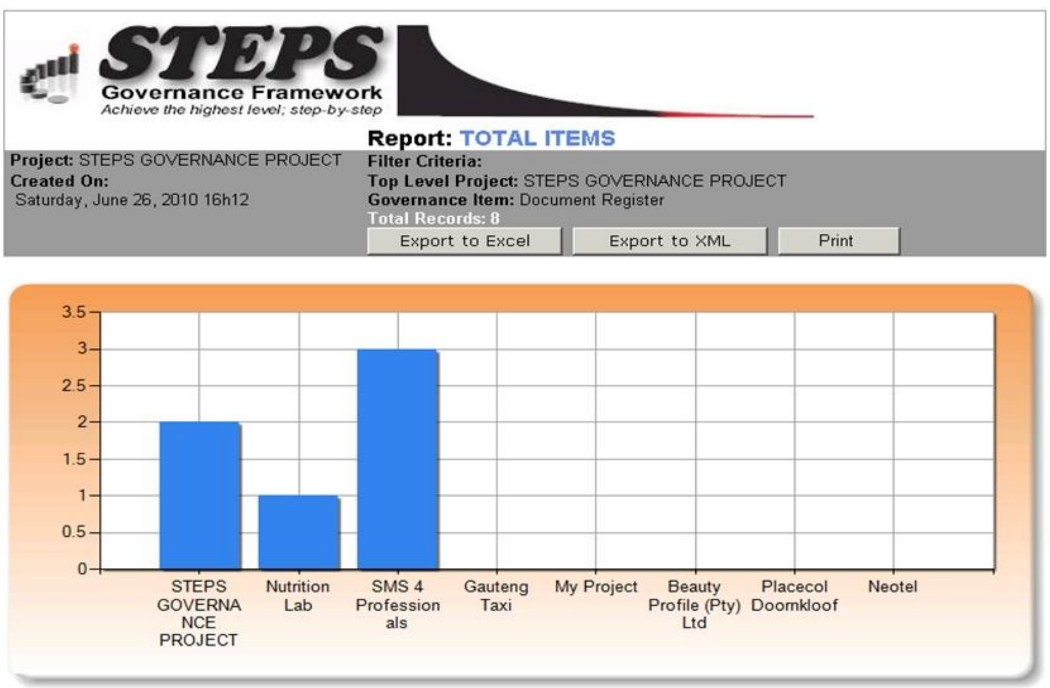


Reporting

Reports are custom developed, categorised and access is limited to users that have the necessary access rights granted. Reports like the Number of cases logged over a period of time, A list of overdue cases, All correspondence linked to a particular case, Turnaround times for each step in the workflow, etc. can be created.

The system is capable of handling an unlimited number of reports.





Report: **CASE INFO REPORT**

Project: ABSA - CASE MANAGEMENT

Created On:
Monday, November 14, 2011 12h16

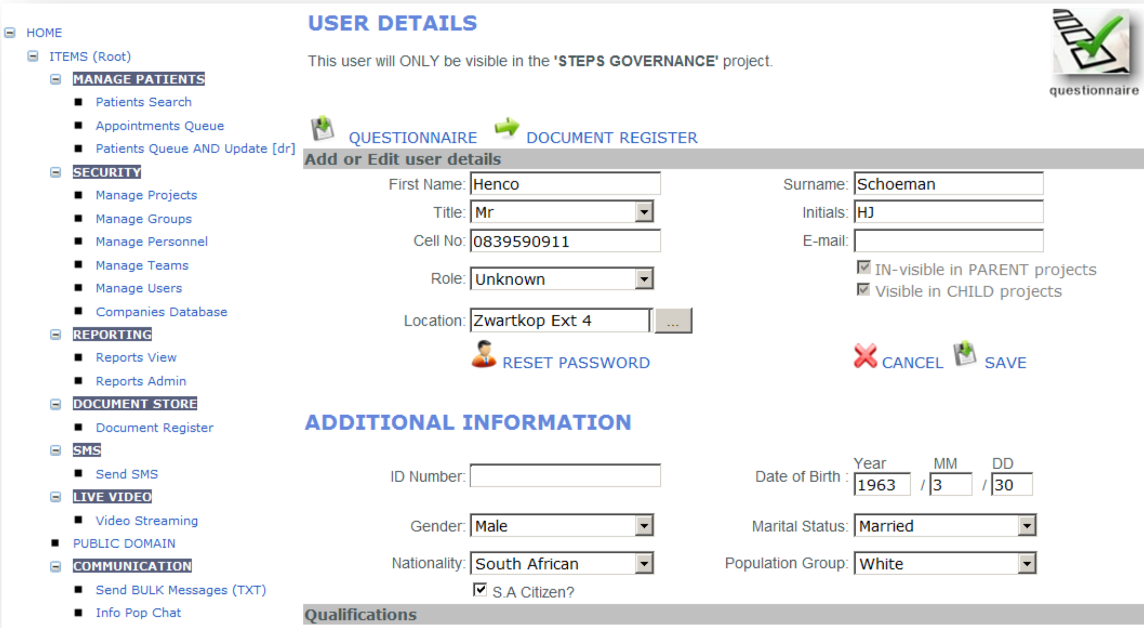
Filter Criteria:
Account Number:
Case Type: << Please Select >>
Source of Complaint: << Please Select >>
Category: << Please Select >>
Description:
Status: << Please Select >>
Resolved First Contact: no
Total Records: 8

Export to Excel | Export to XML | Print

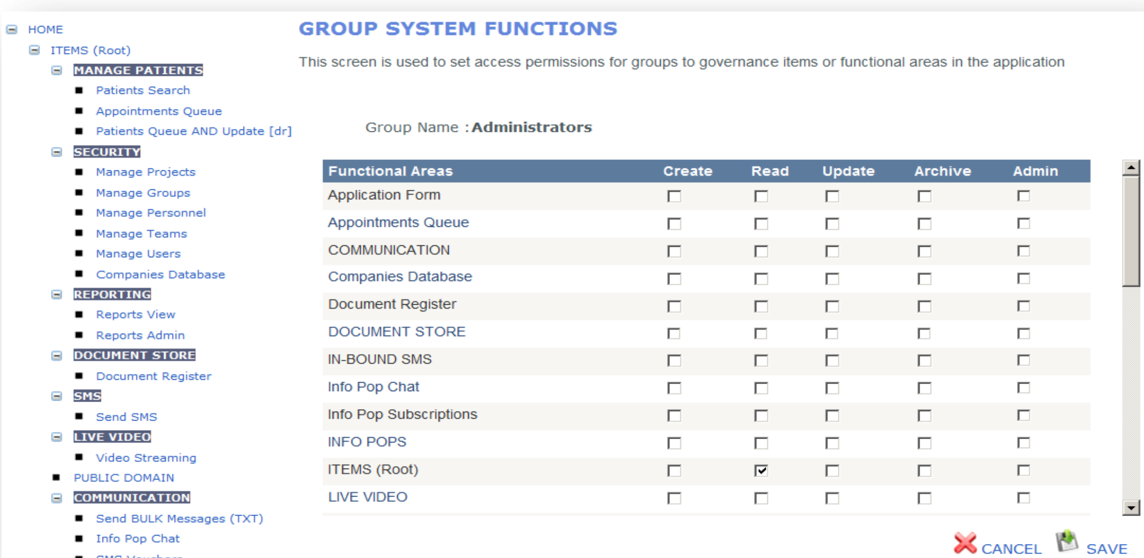
TITLE	REFERENCE ID	CUSTOMER NAME	ACCOUNT NUMBER	CASE TYPE	SOURCE OF COMPLAINT	COMPLAINT CATEGORY	DESCRIPTION	STATUS	RESOLVED FIRST CONTACT	CASE CREATED DATE
Deposit amount incorrect	20111114-E79-608	Henco Schoeman	HJS 12345	Complaint	Customer	Business Banking	After making a deposit into business account on 10 November 2011, the amount on statement is incorrect. Please investigate.	Open	No	11/14/2011 12:00:01 AM
Autobank Not Working	20111112-518-F23	H Schoeman		Complaint	Customer	Business Banking	The autobank in Centurion, Lenchen	Closed	No	11/12/2011 12:00:01 AM

Security

Capturing user details, allocating to specific locations and resetting passwords.



Users only see the functionality to which access have been granted. The next screen is used to configure the Create, Read, Update and Archive permissions for groups of users.

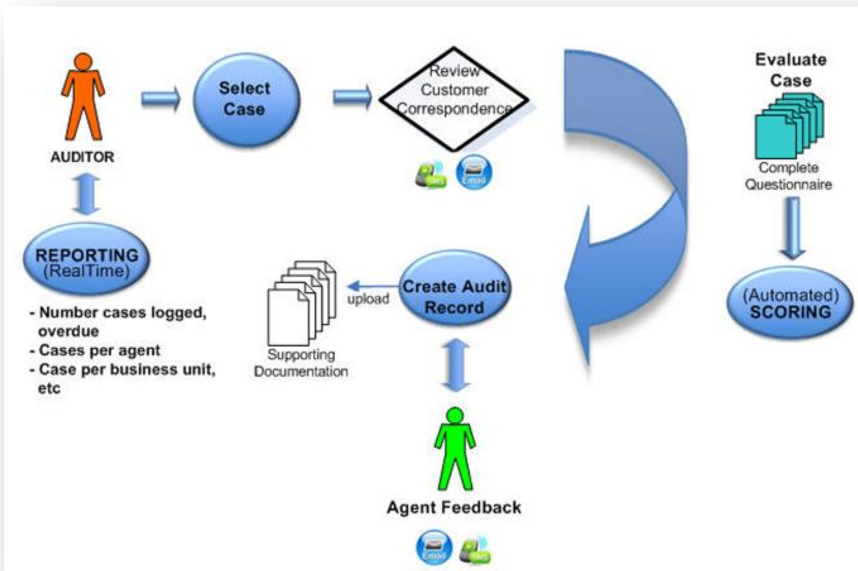


Case Auditing

Each case can be audited by reviewing incoming and outgoing correspondence and completing a questionnaire to evaluate the agent's interaction with customers. A customised scoring system provides valuable information during performance reviews.

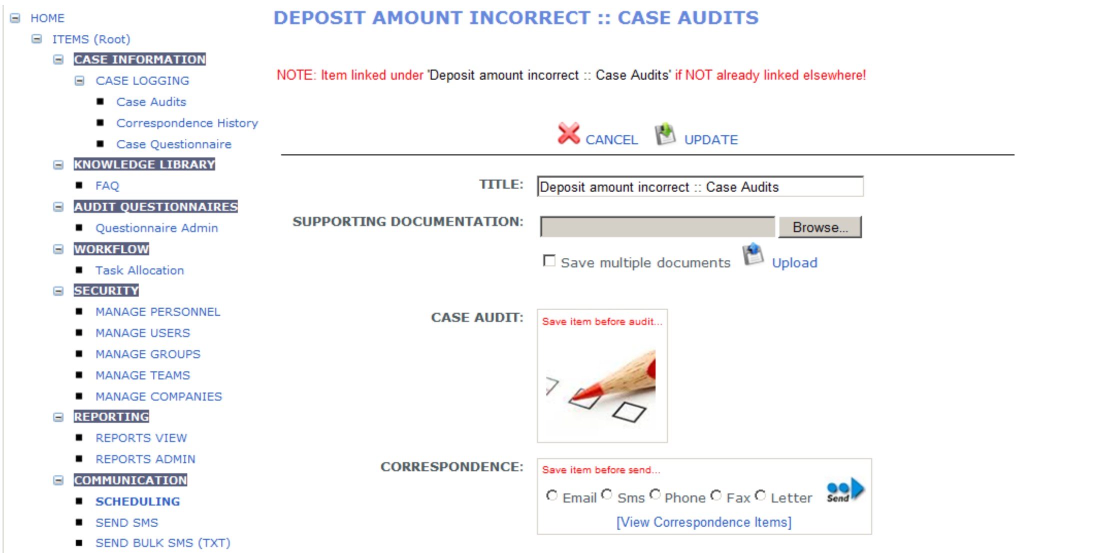
By completing performance questionnaires for individual agents on a case-by-case basis, a fair performance evaluation can be conducted.

Performance questionnaires help to improve customer service and may also be used during performance reviews.



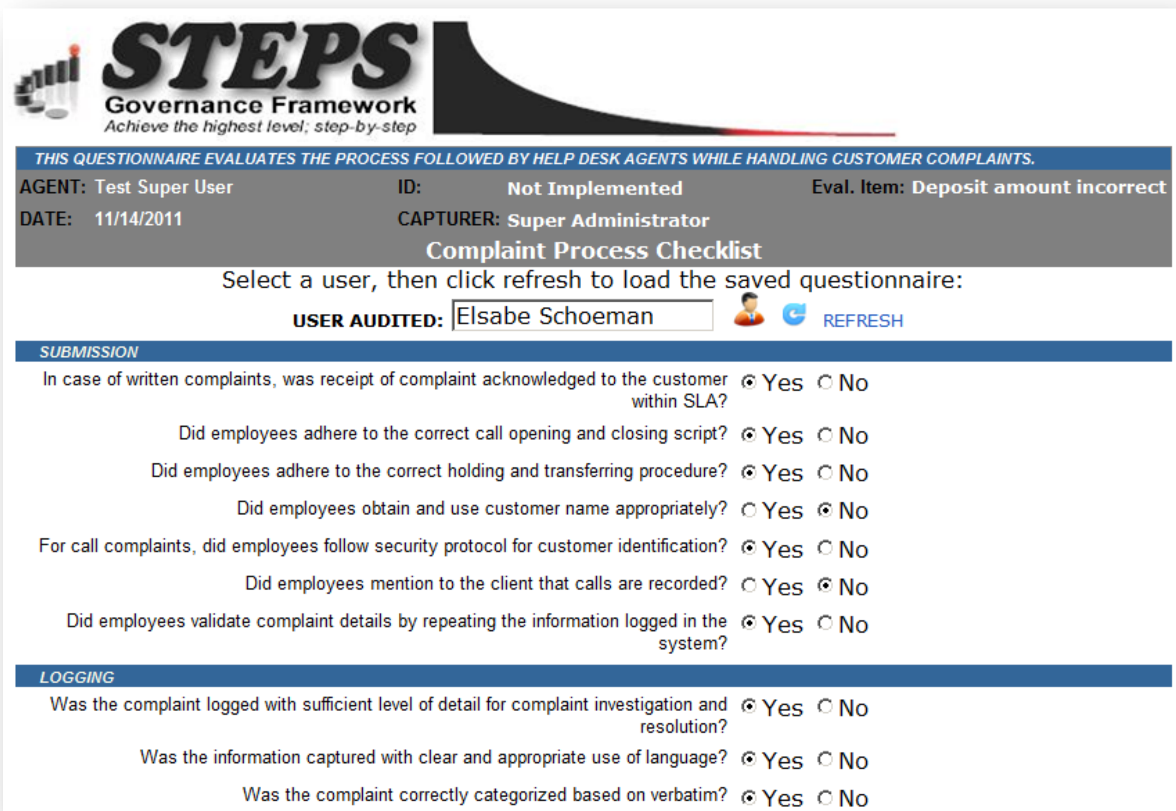
Auditing a Case

Supporting documentation can be uploaded and linked to individual cases and audits.



Audit Questionnaire

Questions can be presented through free type text boxes; drop down lists, multi-selects and other field types. Answers are linked to weighted scores and provide a balanced assessment of each agent's performance.



- ITEMS (Root)
  - CASE INFORMATION
    - CASE LOGGING
      - Case Audits
      - Correspondence History
      - Case Questionnaire
  - KNOWLEDGE LIBRARY
    - FAQ
  - AUDIT QUESTIONNAIRES
    - Questionnaire Admin
  - WORKFLOW
    - Task Allocation
  - SECURITY
    - MANAGE PERSONNEL
    - MANAGE USERS
    - MANAGE GROUPS
    - MANAGE TEAMS
    - MANAGE COMPANIES
  - REPORTING
    - REPORTS VIEW
    - REPORTS ADMIN
  - COMMUNICATION
    - SCHEDULING
    - SEND SMS
    - SEND BULK SMS (TXT)
    - SMS CONVERSATIONS
- Framework Configuration
- Personnel [Global]

QUESTIONNAIRE SCORING

This control page is used to check calculated scores after a questionaire has been filled out for a particular profile. It contains a list of options together with required- and actual answers saved.

LEGEND

- Options marked in green indicates a correct answer was given and score will be applied.
- Options marked in **white indicates alternative answers that have not been selected**.
- An option marked in red indicates the applicant has been disqualified.

Selected Profile: DEFAULT PROFILE

OPTION DESCRIPTION	Required Answer	Actual Answer	Disqualified	Possible Score	Awarded Score
In case of written complaints, was receipt of complaint acknowledged to the customer within SLA?	Yes	Yes		3	3
	No			0	
Did employees adhere to the correct call opening and closing script?	Yes	Yes		1	1
	No			0	
Did employees adhere to the correct holding and transferring procedure?	Yes	Yes		1	1
	No			0	

[Split Screen]

OPTION DESCRIPTION	Required Answer	Actual Answer	Disqualified	Possible Score	Awarded Score
Did employees mention to the client that calls are recorded?	Yes			1	
	No	No		0	0
Did employees validate complaint details by repeating the information logged in the system?	Yes	Yes		1	1
	No			0	
Was the complaint logged with sufficient level of detail for complaint investigation and resolution?	Yes	Yes		2	2
	No			0	
Was the information captured with clear and appropriate use of language?	Yes	Yes		1	1
	No			0	
Was the complaint correctly categorized based on verbatim?	Yes	Yes		2	2
	No			0	
Total score for the selected profile					**12**

Note: to change the score awarded for each option go to the option scoring page.

BACK TO QUESTIONNAIRES   CLOSE WINDOW

Check Lists

Used to verify that all the required steps are followed to resolve cases in a proper and efficient manner.

Incident and Risk Management

This module is used **for root cause analysis and resolution**.

For instance, in a Police Department;
During an audit, a monthly report may indicate that a number of cases are logged about "…the time it takes police to arrive on the scene after an incident." The report indicates it happens regularly at three police stations.

If a trend is picked up, indicating something fundamentally wrong within an organisation's processes or procedures one may have to take corrective action to avoid future problems of a similar nature.

With this module specific *INCIDENTS* are logged.

Each incident leads to an *INVESTIGATION* where the root cause of the problem is established.
(In the above example the root cause may be that a number of vehicles have broken down and officers cannot respond to a call until a working vehicle becomes available).

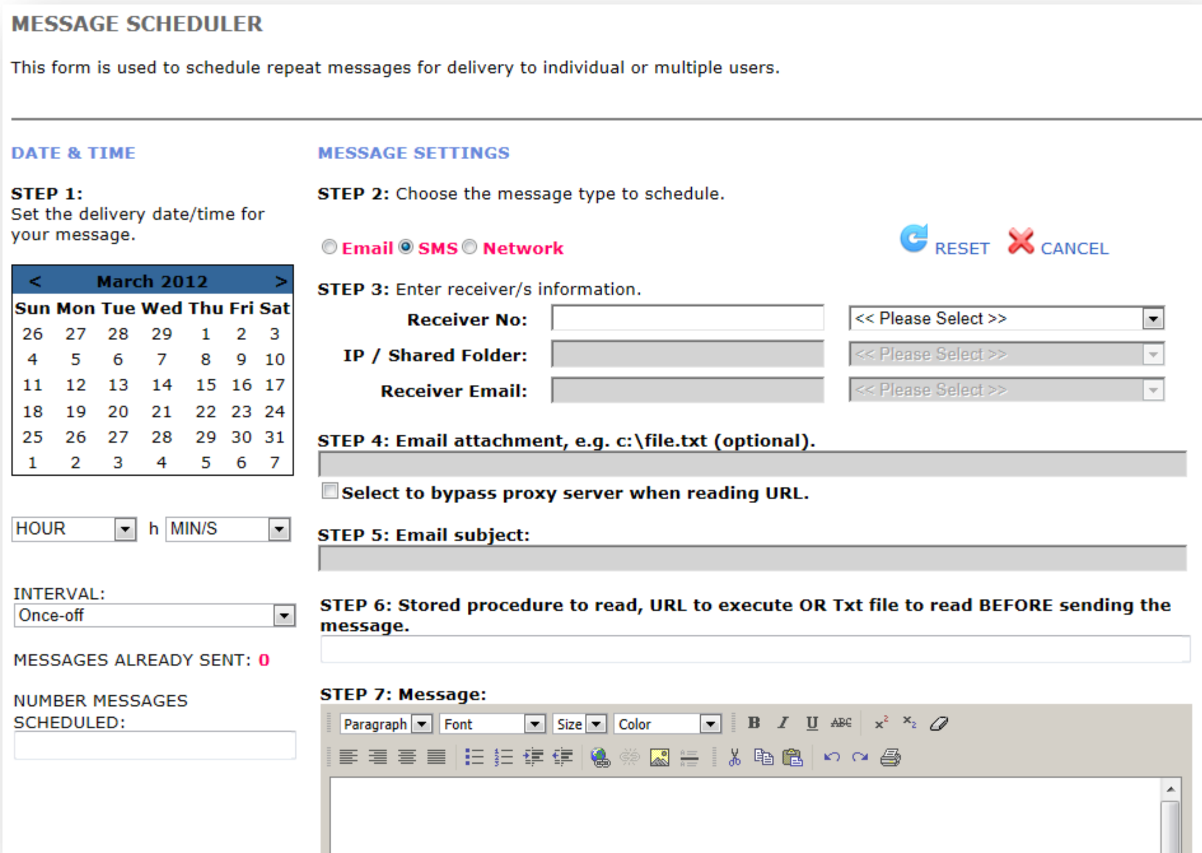
Following the investigation, a RECOMMENDATION explaining how the problem should be resolved is logged and allocated to each police station through a 'TASK' assignment.

TASKS are then tracked to ensure they are fully implemented at each police station.

The main goal of this module is to maintain a full audit history of how incidents are resolved and to avoid future occurrences of the same problem.

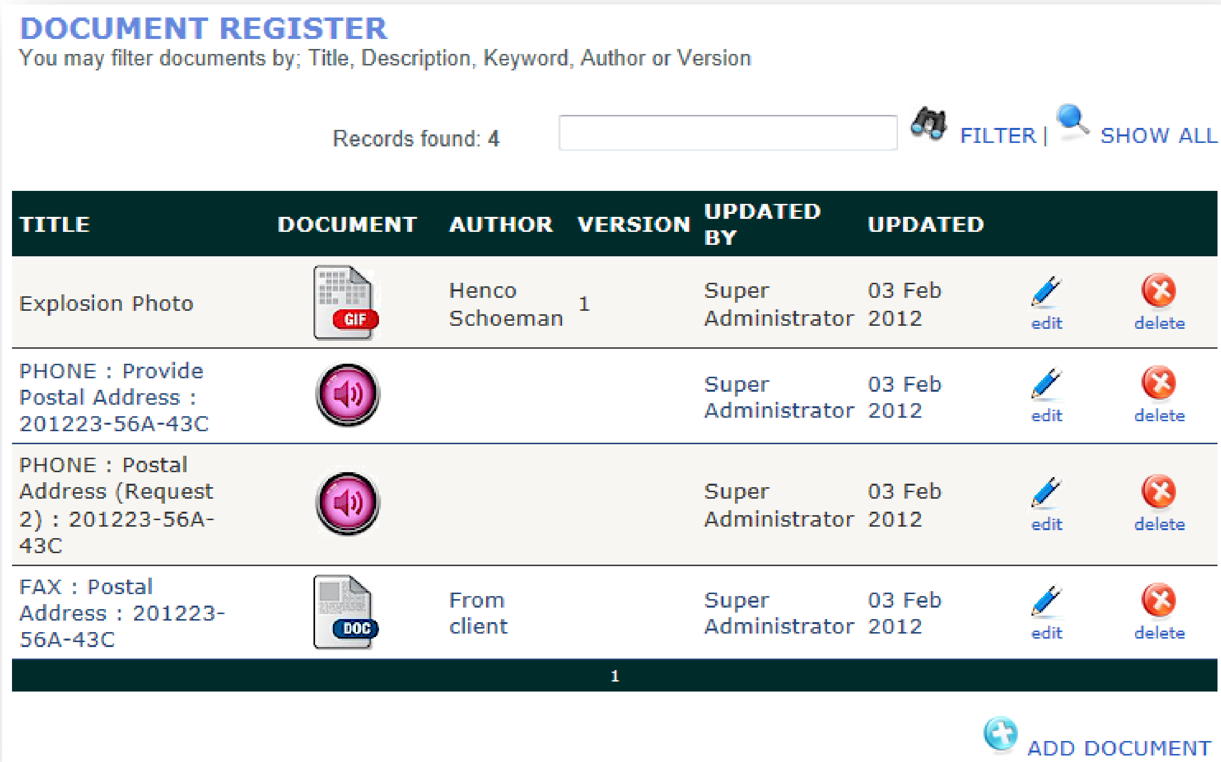
Report Scheduling- Email/SMS

With the scheduling tool users can set reminders and send scheduled reports through email or to any mobile device.



Document Register

A document management system that is searchable by keywords, document title and author is linked to the case register.



DOCUMENT REGISTER

You may filter documents by; Title, Description, Keyword, Author or Version

Records found: 4 FILTER | SHOW ALL

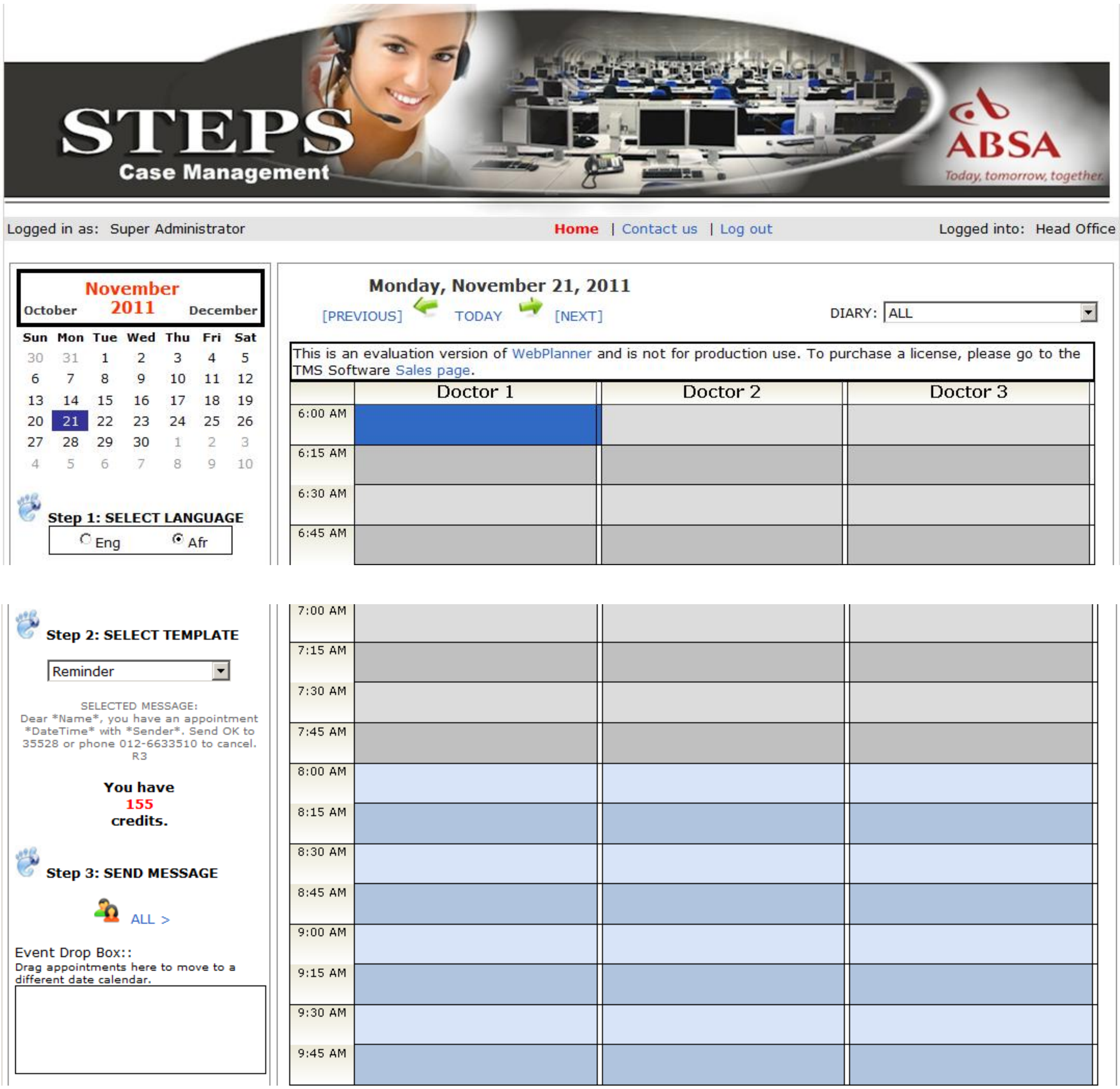
TITLE	DOCUMENT	AUTHOR	VERSION	UPDATED BY	UPDATED		
Explosion Photo	GIF	Henco Schoeman	1	Super Administrator	03 Feb 2012	edit	delete
PHONE : Provide Postal Address : 201223-56A-43C				Super Administrator	03 Feb 2012	edit	delete
PHONE : Postal Address (Request 2) : 201223-56A-43C				Super Administrator	03 Feb 2012	edit	delete
FAX : Postal Address : 201223-56A-43C	DOC	From client		Super Administrator	03 Feb 2012	edit	delete

1

ADD DOCUMENT

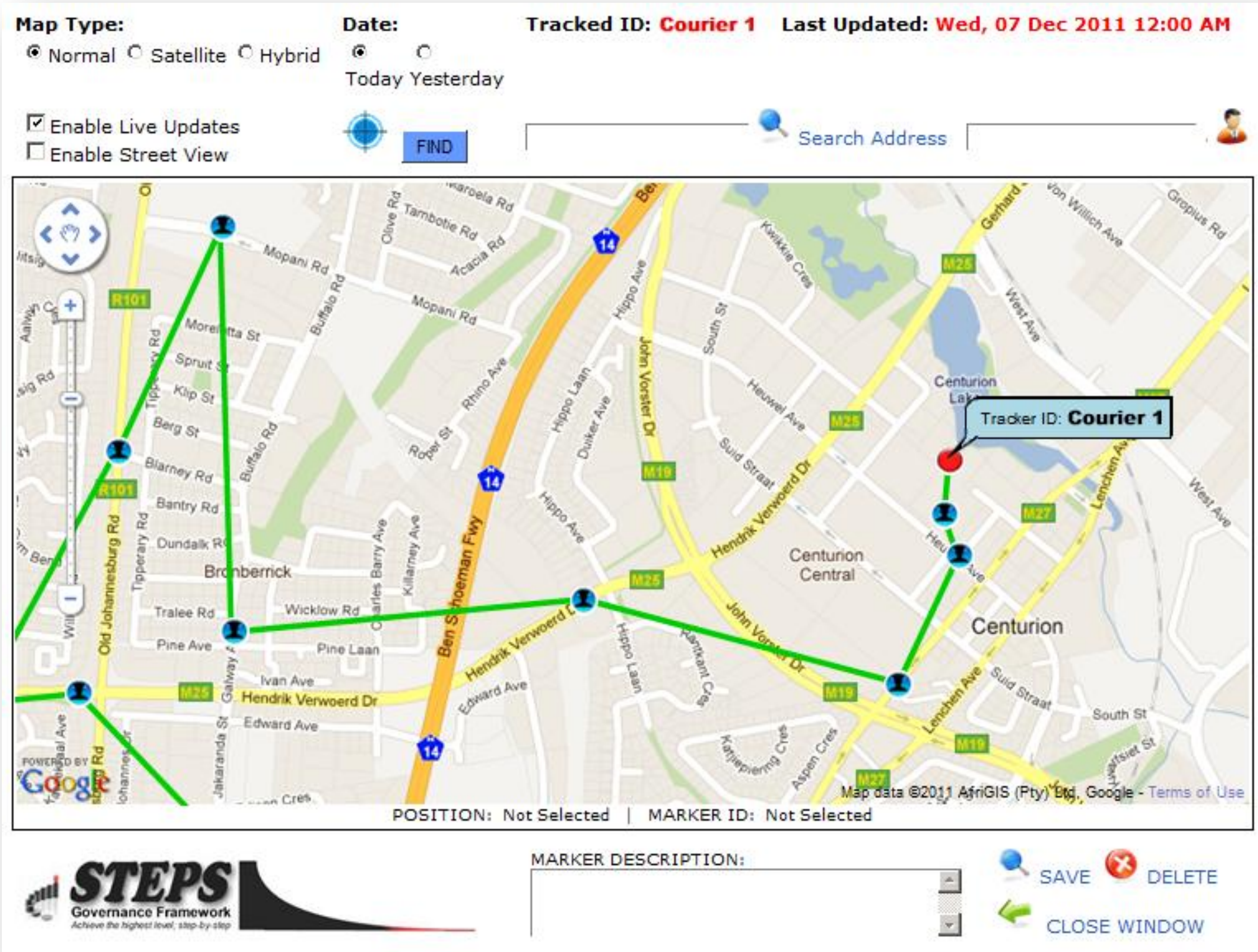
Appointment Calendar

The appointment calendar is used to schedule meetings and remind colleagues through SMS alerts when they need to attend.



Field Agent Tracking

Used to track agents, drivers and sales personnel on their cell phones while they're on the move.



For More Information, Contact

Henco Schoeman

Technical Director: Qualitone Software Solutions

www.stepsdatabase.com

www.sms4pro.com

International: +2783 959 0911

Local: 083 959 0911

Fax: 0866 019 617

Email: henco@sms4pro.com