Capgemini Business Agility:
Public Complaint Process with Oracle technology

1 Business Challenge

- Client centric approach for the new organization.
- Financial consequences of complaints finished in a non timely manner
- Compliance to requirements by law
- Keep image/reputation damage in check

2 Solution

- A structured standardized complaint process helps improving customer satisfaction by handling complaints.
- This process model describes all steps between receiving a complaint from a customer and closing complaint incident or - case.
- Flexibility is built into the solution based upon rules management
- Part of the solution is based upon an automated solution ensuring consistency of user interaction and answers provided to the customer.

3 Results & References

- Implementation at a large social sector organization enables them to move from 90% manual work towards 90% automated complaints execution
- Achieve enhanced operational efficiency through harmonized and optimized processes.

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