

## *Complaint Handling and Annual Maintenance Contract (AMC) | Service Modules*

This module covers all activities starting from signing of contract and processing of customer's complaints. The complaint handling sub-module caters for complaint handling and assigning of these complaints to maintenance force for its resolution. Issuance of spares from the store its usage and return of unconsumed spare parts to the store has also been incorporated in the system

- a. *Annual Maintenance Contract:* A customized report regarding expiry of contracts shall be available; for the info of sales team and management. In this regard a pop-up shall be generated four weeks in advance, for the information of sales team & management. Member of maintenance team once visiting clients can find out the status of the product, whether under warranty, maintenance contract or otherwise.



- b. *Complaint Management:* Provision on log in customer complaint is available and on the basis of a ticket shall be issued whose status (open/close/pending) can be monitored by management and supervisory staff.



**i. Complaint Logging Procedure**

- System will assign a call / complaint id to each complaint. Record of complaint will be maintained by keeping log date, and actions taken thereafter, till resolved.
- Manager or deputed resource will assign a maintenance resource to each complaint which can be forwarded on his tablet / mobile / device.

**ii. Additional functionalities**

- An acknowledgement to customer in form of sms or email shall be generated.
- A provision to provide feedback to the customer will be made whereby the customer will be updated with regard to addressing his complaint.

***e. Service Module***



- i. After the execution of sales the product will be handed over and deployed at customer premises and system will record this transaction.
- ii. Information / data about product viz-a-viz customers will be available in the system.

- iii. A record of number of calls / services provided will be maintained by the system. A warning will be popped-up respecting those complaints which do not fall under warranty of annual maintenance preview.
- iv. System will generate a lead to sign annual maintenance contract.
- v. Once technician visit the customer place for service or troubleshoot, he will make a work log and will enter his feedback, with regard to complaint, action taken and what action to be taken subsequently. He will update the status of complaint (closed / appointment for next visit / management decision if required).

### Contact Persons

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