Claim Management System

The handling of claims is an important management tool in terms of corporate image and customer loyalty.

Manage a claim is an opportunity for improvement and reflection on the focus of the business, but also a strengthening of the relationship with customers and understanding their expectations.

A Claim Management System is important for an assessment of company performance and knowledge of its customers. As such, easyclick developed **easyclaim**.

This software is a comprehensive CRM solution, a multi-channel that improves the quality and efficiency of services provided. All contacts or interactions with clients are conduced and recorded automatically connected by phone, fax, letter, SMS, Internet (email or Web). The response time, with reports of delays (alerts) are managed in detail, and also created management reports in graphical and text configurable, allowing a global view of the effectiveness of responses to claims.

All information and customer history can be viewed globally, it is possible to take important decisions and optimize resources. All important information to the company, customers and employees is stored and made available in one place, facilitating their consultation.

At level of *back-office* registration requests, claims and suggestions are made quickly and easily. Requests, suggestions and claims are sent to the respective departments, registered in a database and are managed in detail the response time of reports of delays of the same.

/ objectives

The use of **easyclaim** allows customer proximity, enhancing and strengthening the relationship with the company, giving you more confidence, thus increasing their loyalty by understanding their needs, grievances, suggestions and uncertainties, allowing make better decisions, improving the quality and efficiency of service, making the company an innovative organization, present and aware of the needs of its customers.

/ benefits

To establish a closer relationship with customers is necessary that they have at their disposal an effective and affordable way to communicate their views, while they feel a positive *feedback*.

It is important to an agile database a simple *workflow*, personalization and fast response to each client and the proximity of this to assess effectively their satisfaction.

somos soluções

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