

Complaints Management accelerator for Business Central

Register and manage complaints from customers, suppliers and employees in your Dynamics system



Complaints and non-conformities that arise from quality management and customer service need to be managed centrally. Organizations need to streamline and standardize complaints handling and escalation processes, and ensure compliance at every step.

What is the Complaints Management accelerator?

Used in conjunction with the Quality Control app, this out-of-the-box accelerator for Dynamics NAV 2018 and Business Central helps you to manage complaints processes in your organization to boost customer or employee retention.



Why customers use Complaints Management

- Register and manage complaints from customers, suppliers and employees
- Follow best practice with workflows, prioritization, corrective action suggestion, follow-ups and related documentation
- Escalation framework for non-conformity procedures when internal due process is not followed
- Complementary to the Quality Control accelerator
- Out of the box for NAV 2018 and Business Central with an easy to use interface

Accelerate resolution

With complaint categorization and prioritization, allocate the right resources at the right time.

Empower colleagues and follow best practice

With documents, notes and Outlook integration, your team has all the information they need.

Set up workflows for complaint follow up with Tasks and Email alerts to ensure compliance.

Flexibility at every step

From customizable corrective action codes for non-conformities to document templates, create your own framework.