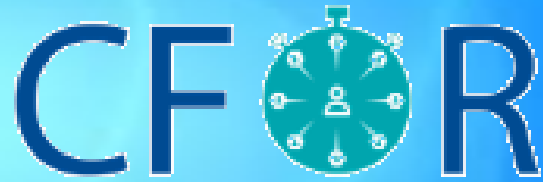




A reported problem is a gift of opportunity to improve



CUSTOMER FEEDBACK ONLINE REPORTING



Helpdesk

Initiate, Assign, Investigate, and Resolve tickets related to product performance and service issues

Alert triggers monitoring

Raise Early Warning Alerts, and follow through to resolution.

Quality assurance

Manage QA issues identified and perform root-cause-analysis. Trace all related issues and track to closure.

Collaborative research

Work collaboratively on research initiatives by sharing knowledge and routing follow-up suggestions



Case initiation



Case routing



Real-time status and reports



Notifications and escalations



In-depth analysis



Sign-off and closure

How CFOR helps in resolving tickets

