

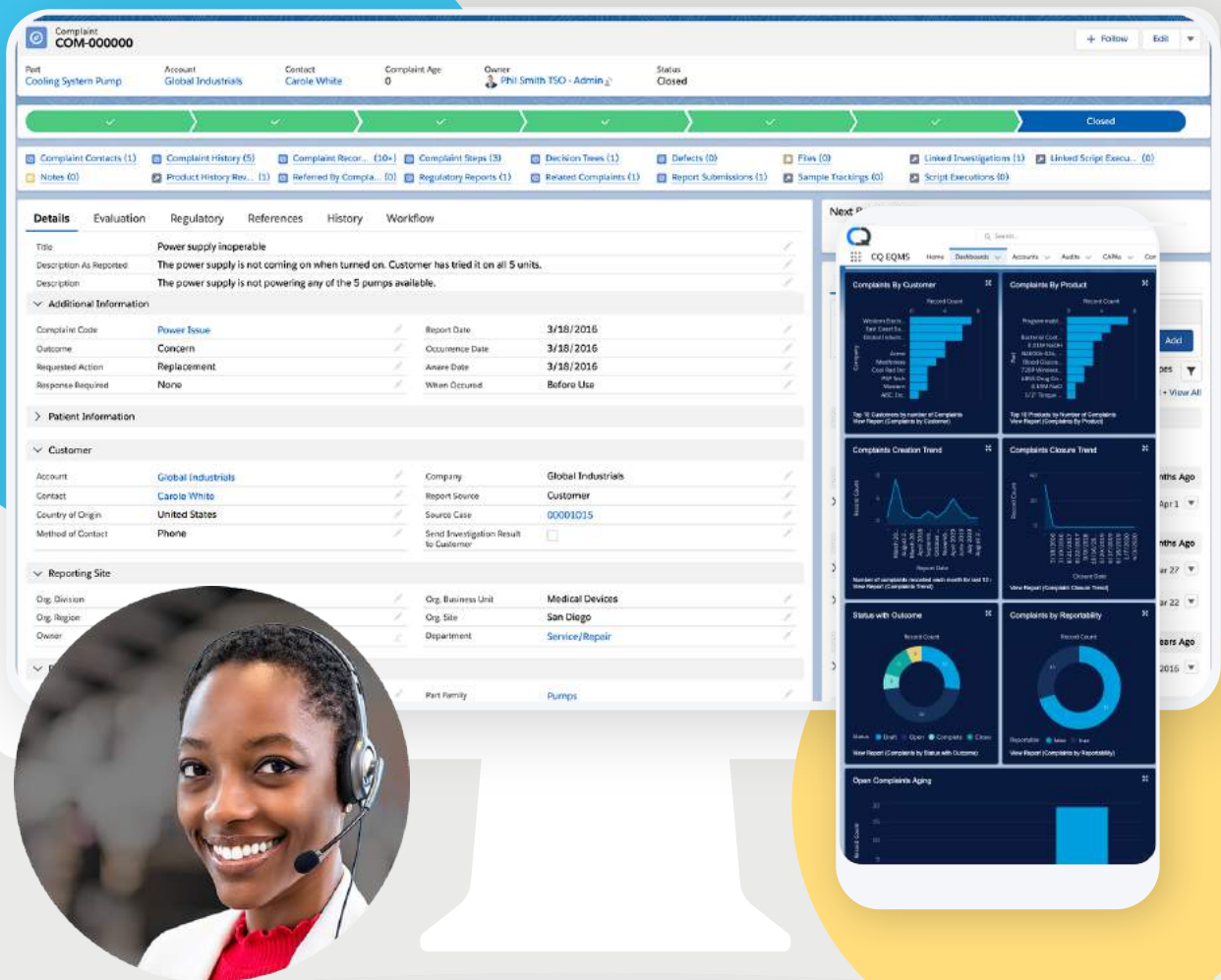


Datasheet

# Complaint Management

Leverage the power of AI to reduce the administration of end-to-end complaint management from in-take to assessing risks, regulatory impacts, investigations, and resolution for continuous improvement and better quality outcomes

**MAKE IT EASY FOR YOUR WORKFORCE TO HANDLE COMPLAINTS FROM INTAKE TO REGULATORY SUBMISSIONS TO CUSTOMER RESOLUTION**



With CQ Complaint Management Software, we ensure companies have comprehensive control over how customer complaints are collected, recorded, reported, and tracked in compliance with industry guidelines and regulations.

In addition to regulatory compliance, an organization's ability to deal with complaints effectively and proactively is critical for growth. With an automated platform for complaint handling, customer success leaders can work collaboratively with quality, engineering, and operations leaders to address a customer complaint timely and efficiently. CQ's Complaint Management solution also drives Continuous Improvement (CI) of processes and workflows with applied artificial intelligence that drives hyper-automation and smart efficiency gains.





### Management

Protect brand reputation and increase customer satisfaction by ensuring that complaints are investigated and responded to on-time



### Quality

Gain complete and accurate information on all current and historical complaint data for audit and inspection readiness



### Customer/Field Service

Improve overall service levels by ensuring complaints are adequately dealt with in a timely fashion



### Regulatory

Quickly identify and flag adverse events, electronically submit regulatory reports and store regulatory documents for archive



### Complaint Manager/Coordinator

Seamless end-to-end complaint management and reduce compliance risk by accelerating consistent triage, handoffs, approvals, identifying systemic problems to prevent potential repeat complaints



### Manufacturing/Engineering

Improve investigations for identifying product or service shortfalls, resolve complaints efficiently, and leverage data to drive CI and product innovation



## Key Complaint Management Features





### **In-Take**

Captures complaints from multiple media and mobile and automatically routes it for further triaging.



### **CAPA Evaluation**

Systematically evaluate complaints against CAPA requirements and access CAPA results such as investigations, CAPA actions, effectiveness plans and verifications.



### **Triaging and Initiation**

Automatic queuing up and notification of complaints for further triaging by the relevant complaint coordinator/manager.



### **Communication/Collaboration**

Collaborate using online portal, a central repository for information, chatter for in-house social networking, and a transaction-based communication approach.



### **Regulatory Assessments/Decision Trees**

Embedded decision tree functionality supports the identification of reportable adverse events as well as the type of report.



### **CRM Integration**

Seamlessly integrates with corporate CRM to provide end-to-end visibility and timely response to customer complaints.



### **Regulatory Reporting and Submissions**

Manage regulatory assessments and timelines for regulatory submissions.



### **Mobile Access**

Access customer complaints on the go and initiate appropriate response without delays.



### **Product History Review**

Gain a better understanding of performance and stability of components and access valuable inputs for root cause analysis.



### **Reporting and Analytics**

Utilize pre-developed best-practice-based reports or customize reports and dashboards for faster decision making.



### **Investigation and Root Cause Analysis**

Complaint handlers from multiple sites and subject matter experts from the supply chain can collaborate to perform root cause analysis.



### **Social Like & Follow**

Like and follow relevant records in the system and select the method of alerts that conform to your unique workflows and policies to stay up to date on developments.



*“We implemented ComplianceQuest (CQ) to replace our previous Complaint Management System. From the very first day, CQ went above and beyond to help provide expertise on how to automate our business processes, providing insight into how to properly migrate data to CQ, all while ensuring that our new processes were FDA compliant. They worked day and night to ensure our requirements were met”*

**-VP of Quality at a leading medical device company**

# Achieve Your Quest for Digital Operations

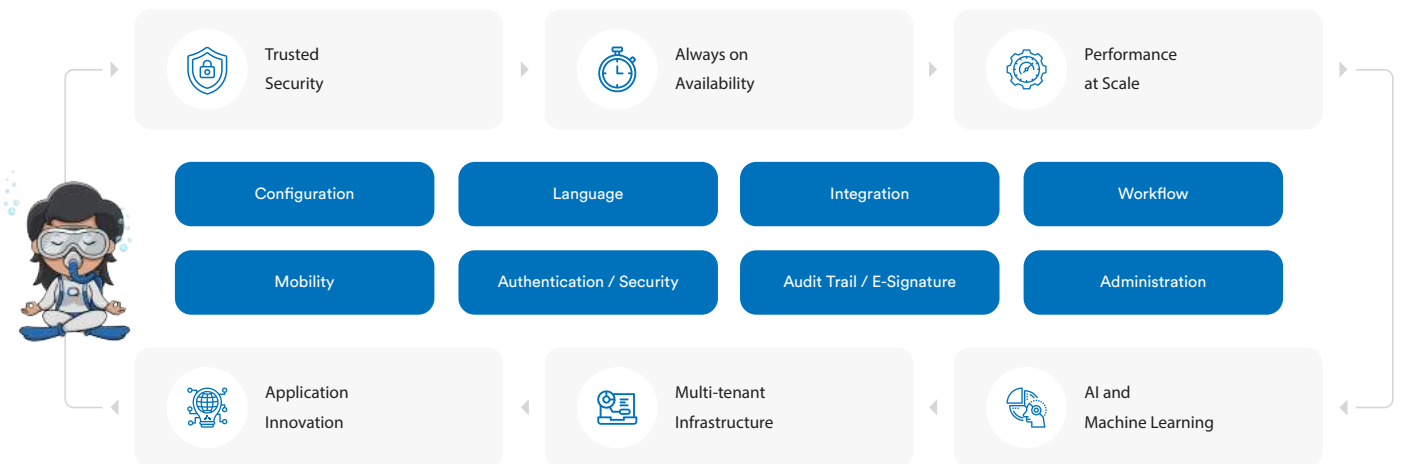
CQ intelligently automates operations from product innovation to customer success



## CQ Solutions Powered by Platform

100% modern cloud infrastructure supports innovation

ComplianceQuest is a 100% native force.com application suite. As such, ComplianceQuest solutions inherit all attributes of the Salesforce platform.



## About ComplianceQuest

Transform to a fully connected business with a **next-generation AI-Powered Product Lifecycle, Quality and Safety management platform, built on Salesforce**. Our connected suite of solutions helps businesses of all sizes increase quality, safety and efficiency as they bring their products from concept to customer success. Our intelligent data-driven platform comes with best-in-class integrated processes to mitigate risks, protecting your employees, suppliers and brand reputation, and to increase innovation, compliance, profit and customer loyalty. ComplianceQuest is pre-validated and easy to implement, use, and maintain, allowing for streamlined communication and collaboration across the product value chain.

For more information, or to request a demo with a ComplianceQuest expert, contact ComplianceQuest today:

- Visit [www.compliancequest.com](http://www.compliancequest.com)
- Email us at [marketing@compliancequest.com](mailto:marketing@compliancequest.com)
- Call us at **408-458-8343**