



Using RecFind 6 for Complaints Management

Contents

Introduction	2
What is complaints management?	2
What do we want to achieve?	3
Register complaints	3
Assign workflow.....	4
Add electronic documents	7
Monitor progress	9
Respond.....	10
Report	10
Step by Step	10
The RecFind 6 DRM.....	10
The RecFind 6 Client.....	12
Adding the complaints management users	12
Adding workflow	12
Alternative solution using the Incidents functionality.....	13
Summary	15

Introduction



RecFind 6 is marketed as a complete Electronic Document and Records Management Solution (EDRMS). However, it is also a Generic Application Solution (GAS) because of its unique architecture and functionality.

In particular, the high level tool supplied with every copy of RecFind 6 called the DRM allows the customer to modify almost any aspect of RecFind 6 including the Data Model and any business process. The DRM makes RecFind 6 the most 'configurable' application on the market.

RecFind 6 also has a sophisticated security system that allows the customer to 'partition' data and applications, managing access down to the function (e.g., Delete) and field level.

RecFind 6's 'configure by type' functionality allows the customer to define multiple views of a table. These multiple views extend to fields, field value defaults, field sequences, captions and screen headings. The ability to apply multiple views to a single table (e.g., the MetadataProfile table) means you can have multiple applications using the same table with end-users seeing only exactly what they need to see and seeing data described in terminology totally applicable to each application.

RecFind 6 has all of the functions any application will ever need including Search, Add, Modify, Delete, Clone, etc).

RecFind 6 has a powerful inbuilt report writer plus an array of standard reports. The customer can easily create new reports, run standard reports or modify the standard reports and save as new reports.

And finally, RecFind 6 comes with a free import/export and high-level API tool called Xchange. Xchange allows you to connect to virtually any data source (e.g., Excel, DB/2, SQL, Oracle, Access, MySQL, etc), capture data, map it to RecFind 6 tables and then populate RecFind 6 tables. It also allows you to export any selected data in industry standard XML format.

RecFind 6 was designed from the outset to be both highly user configurable and to be able to run multiple business applications concurrently. It is also multi-lingual and the RecFind 6 client (based on the .NET 2008 'smart-client' paradigm) can be run over both your LAN and your Intranet/the Internet meeting both 'thick' and 'thin' client needs with a single rich Windows product.

What is complaints management?

Complaints management is about handling clients; their expectations and demands. Every business-to-client/customer organization needs to address complaints from its 'customers' and respond to each and every complaint in a sensible, timely and satisfactory manner. This is part of the both the probity and customer satisfaction processes.

Complaints may be about the organization itself (let's call these internal) or it may be about people or entities external to the organization (let's call these external). In the latter case, the organization will usually have some 'monitoring' relationship with the external factors. For example, a government organization responsible for enforcing ant-discrimination laws will have a broad brief to review and adjudicate on complaints relating to all aspects of society.

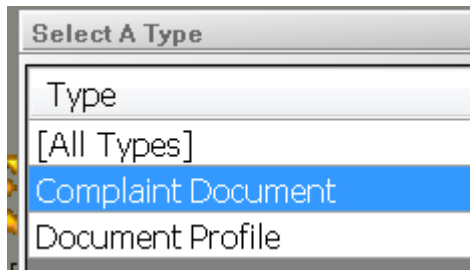
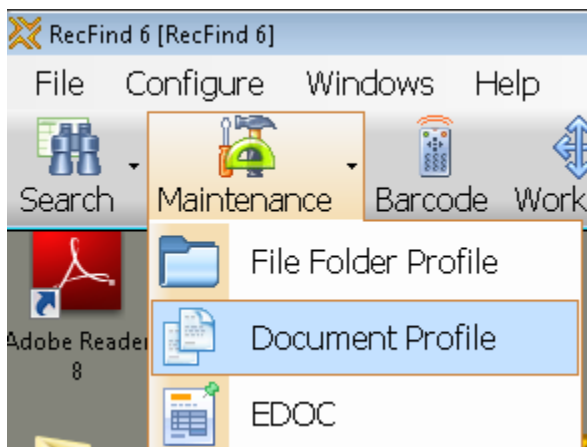
However, the processes required to handle complaints, be they internal or external, are essentially the same. In a nutshell, we need to:

1. Register the complaint
2. Investigate the complaint
3. Adjudicate
4. Respond to all parties

What do we want to achieve?

Register complaints

When a complaint is received (phone, mail, email, fax etc) click on the Maintenance button in the RecFind 6 toolbar and then select 'Document Profile' and then 'Complaint Document'.



Click the Add button.



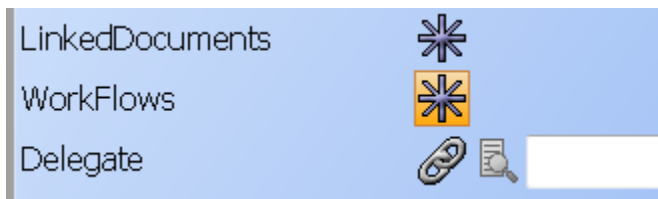
Add the details of your complaint.

Type	Complaint Document
*ExternalID	2009(Sequence)
Barcode#	
AuthorOrganization	
AuthorPerson	
AuthorType	
SendersRef	
Subject	+
Description	+
Abstract	
EDOCs	*
CreatedDate	06 May 2009 12:28:46 PM
ClosedDate	
DocumentTypeID	
ReceivedDate	<input checked="" type="checkbox"/> 06 May 2009
ReplyByDate	
ReplySentDate	
LinkedDocuments	*
WorkFlows	*
Delegate	
Delegator	

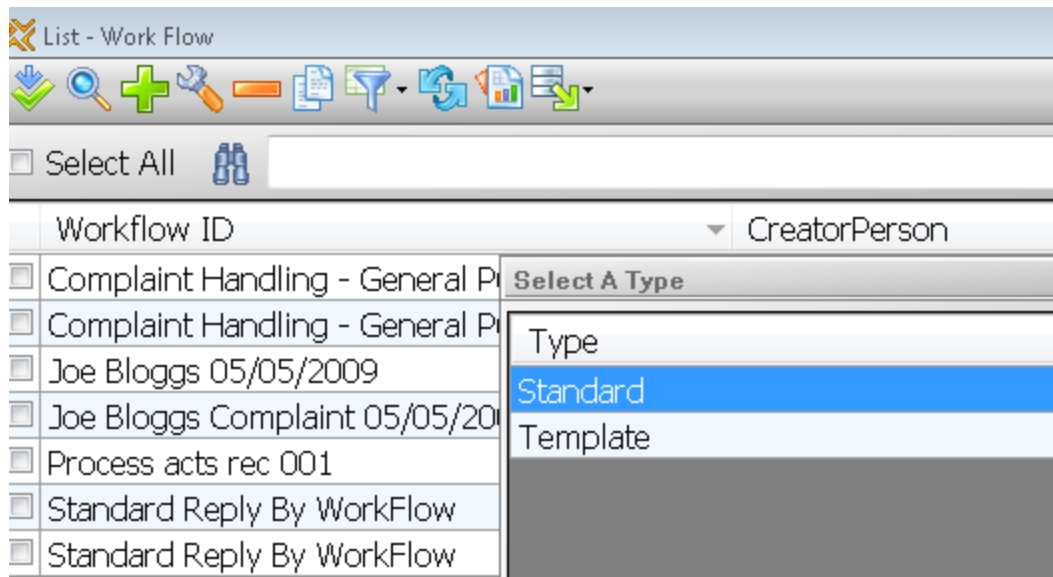
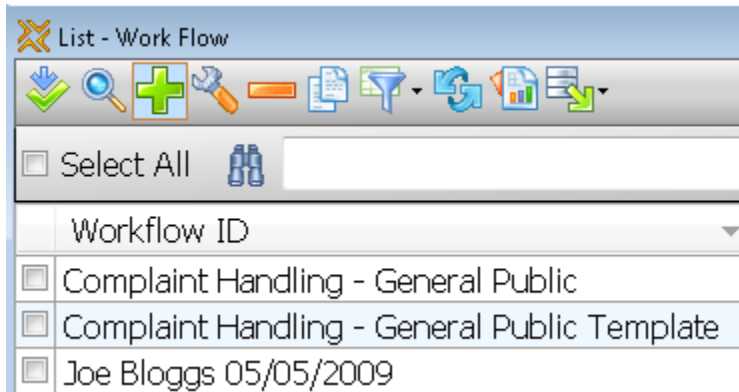
**Remember that the fields and captions above are just the ones I have selected for this paper. The Metadata is totally configurable by you using the DRM.*

Assign workflow

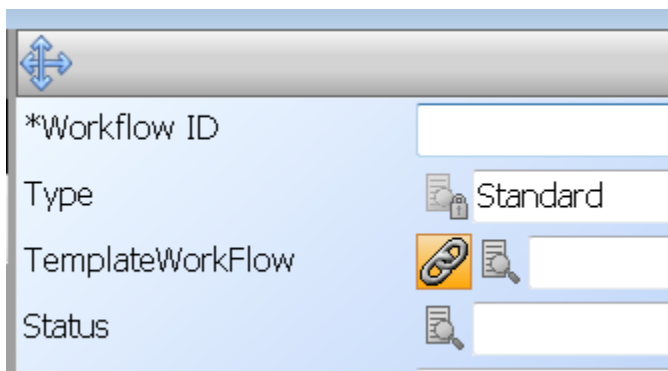
Click on the Workflow button in the Complaint document.

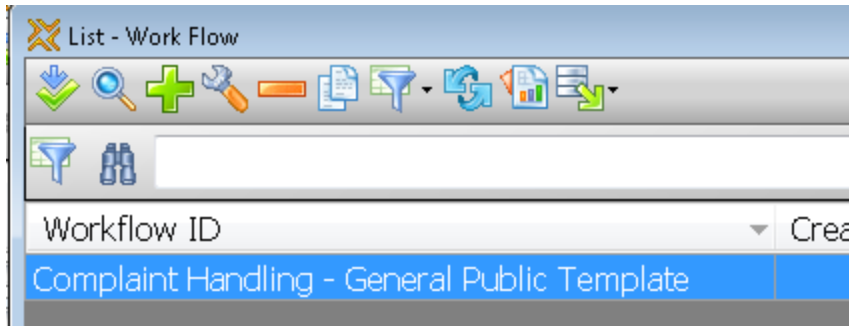


Click Add, select 'Standard', see below.



Click on the TemplateWorkflow button within the Workflow screen and then select your template.



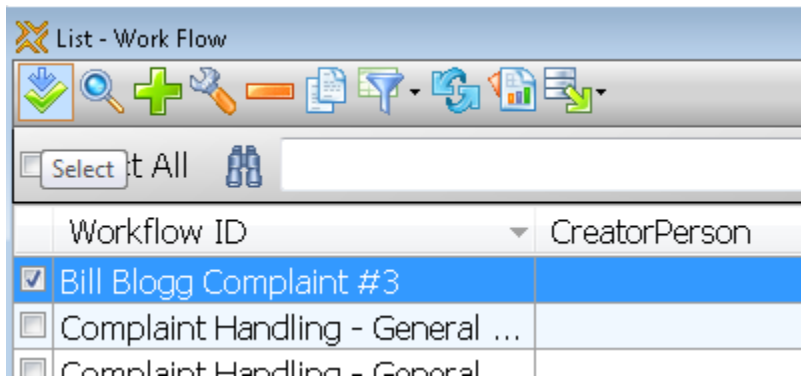


Name your Workflow (Workflow External ID), click the save button. RecFind 6 will now use the selected template to generate your Workflow and Tasks.



Now review the Workflow and Tasks and modify anything you need to for this particular complaint.

Tick the Workflow you have just created and click the Select button.



The new Workflow is now attached to the Complaint document.

Add electronic documents

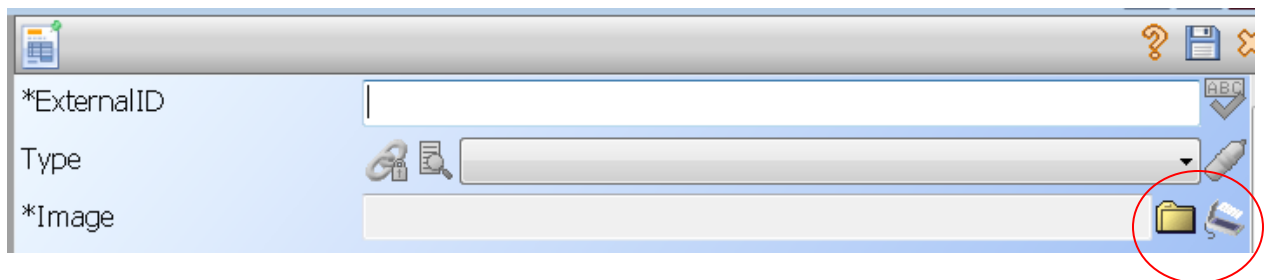
Click on the EDOCS button in the Complaint document.

Description	<input type="text"/>
Abstract	<input type="text"/>
EDOCs	
CreatedDate	 06 May 2009 12:

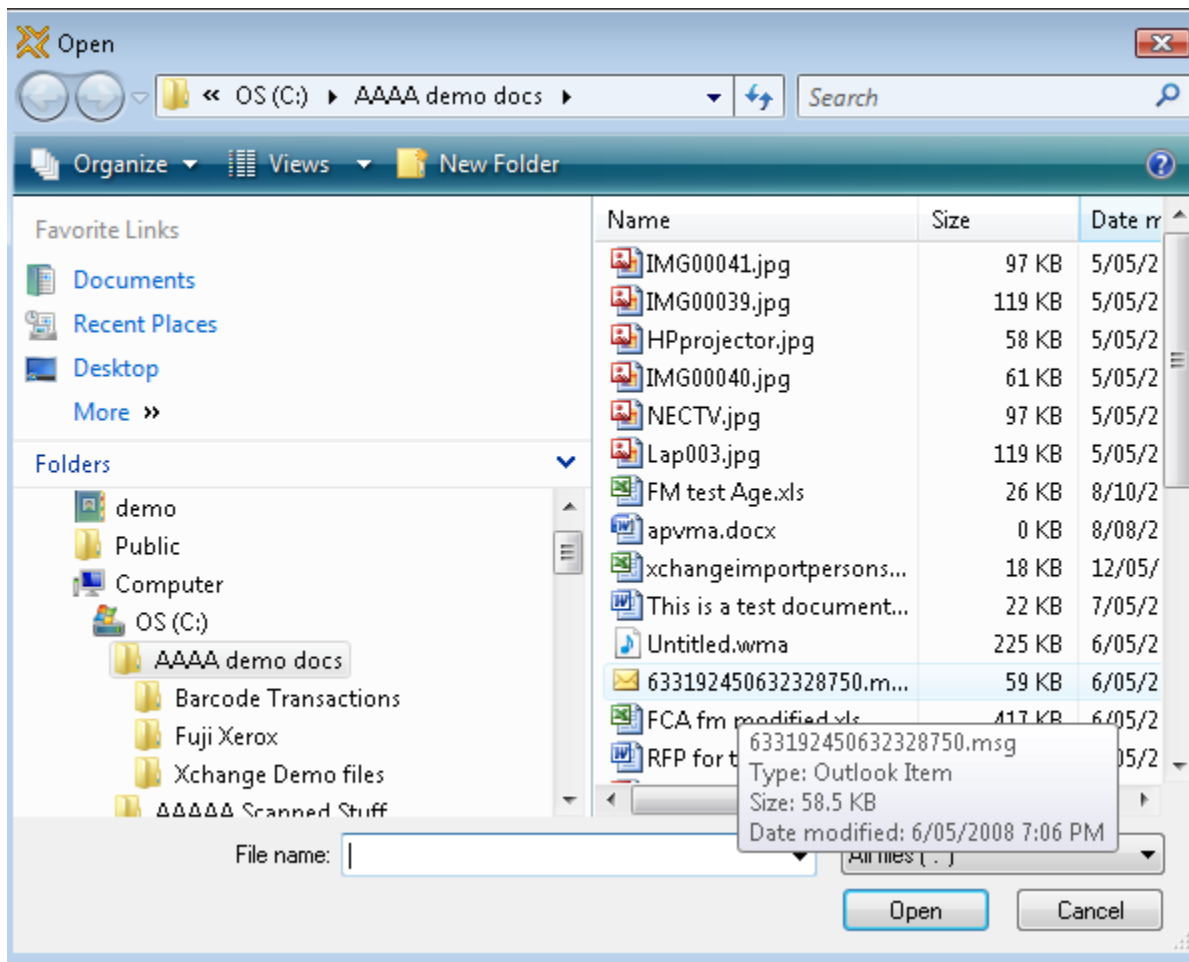
Click Add.



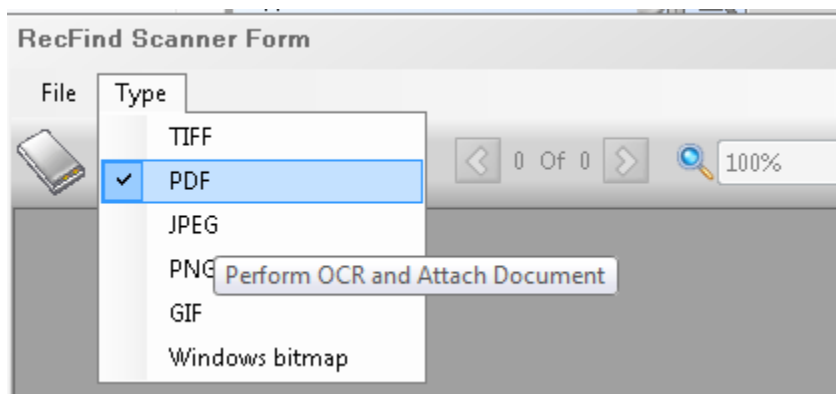
**An EDOC (electronic documents) can either be 'read' from the file system or scanned in (any TWAIN compliant scanner) at this time. Simply click either the 'read' button (on the left) or the 'scan' button on the right to the right of the Image button.*

A screenshot of a form with fields for "*ExternalID", "Type", and "*Image". To the right of the "Type" field are two buttons: a "Read" button (left) and a "Scan" button (right). The "Read" button is circled in red. The "Image" field also has a "Read" button (left) and a "Scan" button (right), with the "Read" button circled in red.

If you click Read, select the electronic document you want to capture from the file system.



If you click Scan, select the scanner source (under 'File') and the Type (e.g., PDF) and then click the scan button.



Attach your scanned document.

Enter any additional Metadata for the EDOC and then click Save.

Enter any additional Metadata for your Complaint (now you have attached both Workflow and electronic documents to it) and then click Save, see below

The screenshot shows a software window titled 'Complaint Document' with the following fields and values:

- Type: Complaint Document
- *ExternalID: 2009000006
- Barcode#: (empty)
- AuthorOrganization: AGOV
- AuthorPerson: GREG WARRILOW
- AuthorType: (empty)
- SendersRef: (empty)
- Subject: (empty)
- Description: This is a complaint about the kitchen facilities
- Abstract: (empty)
- EDOCs: 1 related record(s)

ExternalI	File Type	Description
Bill Bl...	pdf	
- CreatedDate: 06 May 2009 01:46:25 PM
- ClosedDate: (empty)
- DocumentTypeID: (empty)
- ReceivedDate: 06 May 2009
- ReplyByDate: (empty)

Monitor progress

You can easily find this complaint using the Search function or the Maintenance function. Using the Search you can find the complaint by number, by Metadata or by full text (RecFind 6 automatically indexes the full text of any electronic document plus any Metadata).

You can easily monitor the Workflow using either the Workflow function or the ToDo function (under the Workflow icon on the RecFind 6 toolbar).

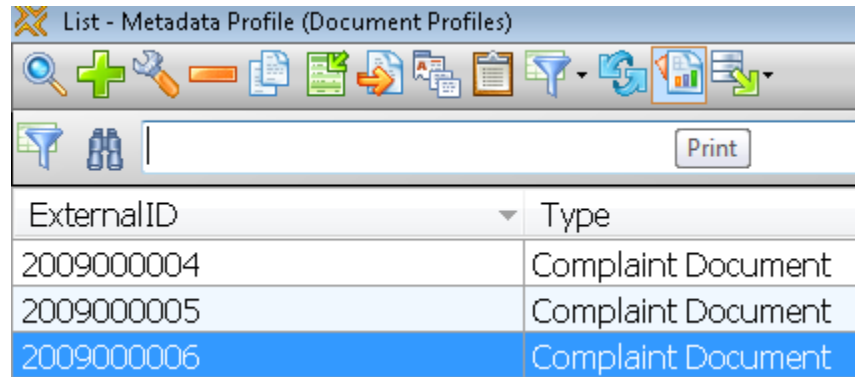
**All persons who have been assigned a Task as part of the Workflow will be automatically notified by email. Similarly, the person you have nominated in the Task will be automatically notified by email if a task is overdue. This is called the 'Push' paradigm, RecFind 6 is automatically informing your users, they do not have to 'ask'.*

Respond

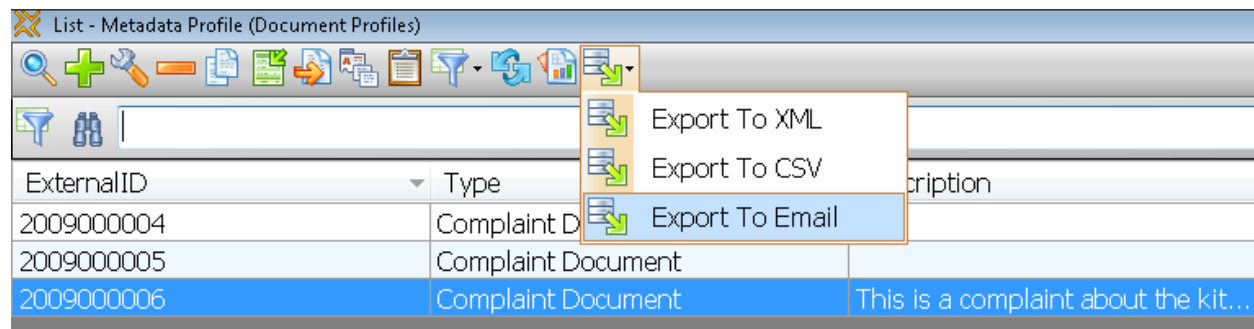
This is simply a matter of each person responsible for Tasks doing the work required. When the final response has been approved (e.g., a letter written in Word) and sent, it too can be attached to the Complaint as an EDOC so you have a complete record.

Report

You can either choose to produce a report using the embedded report writer of RecFind 6 (Click the Print button) or you can export the complaint(s) in either XML or CSV format or you can email directly to someone by clicking on the Export button.



ExternalID	Type
2009000004	Complaint Document
2009000005	Complaint Document
2009000006	Complaint Document



ExternalID	Type	Description
2009000004	Complaint Document	
2009000005	Complaint Document	
2009000006	Complaint Document	This is a complaint about the kit...

Step by Step

The RecFind 6 DRM

Configure Security Codes

Add a new security code called 'Complaints'

Configure Security Groups

Add a new security group called 'Complaints Management'

Set Security Code: = Complaints

Set Nominated Security = Complaints

Select the Tables, Fields and Methods tab

Select the required tables, fields and methods for this application

Select the Application Methods tab

Select the required application methods (from the main RecFind 6 toolbar) that will be available to users of this application

Select the Security Codes tab

Select the security codes applicable to users of this application (e.g., Basic and Complaints)

**When you have finished with the Complaints Management Security Group remember to go back and update the Administrator Security Group to have access to this new security code.*

Configure Tables and Fields

Select the MetadataProfile table

Click the Types button

Add a new type called 'Complaint Document'

Configure MetadataProfile Type Associations

Select 'Complaint Document' as a File Folder

Configure Auto Numbers

Add a new auto number called 'Complaint' to the field ExternalID in the MetadataProfile table. Input an appropriate format, e.g., YYYY5.

Configure Tables and Fields

Select the MetadataProfile table

Select the 'Configure Fields' button

Select the 'Complaint Document' Type

Select 'ExternalID', click on the Modify button, select 'Auto Number Format as the Auto-Fill, select 'Complaint' as the auto number format to use (it should already be set like this if the previous steps were carried out correctly).

**All complaints will have a number automatically assigned as soon as the complaint is registered, e.g., 2009000007*

Select the fields, captions and field values you require for the complaints management 'view' of the MetadataProfile table. Most of this will involve making redundant fields 'invisible' and changing captions. Change the order of the fields to suit your user's needs.

The RecFind 6 Client

Adding the complaints management users

Click on the People button on the RecFind 6 toolbar

Add/modify the people you want to be involved in complaints management

Click on the UserProfiles icon in the Person record and select the 'Complaints Management' Security Group in the User Profile record for each user

**Note if you want people in other Security Groups to be able to work on complaints then you need to add the 'complaints' Security Code to their Security Group.*

Adding workflow

Click on the Workflow Button on the RecFind 6 toolbar, select 'Workflow'

Click the Add button

**Workflow includes the ability to create 'templates' that can be used again and again to both standardize and speed up the creation of Workflows. We recommend that you first add the required complaints management Workflow as a template.*

Select Template from the dialog box, click OK.

**A Workflow may have from 1 to n tasks linked to it. The Workflow describes the whole 'project'; the Tasks are all the component parts that make up that project. You first add a Workflow and then you add all of the Tasks for that Workflow. Note that a template Workflow has fewer fields than an actual Workflow (i.e., one created using the template). This is because the template does not show the automatically populated fields, e.g., ActualCompleteHours and ActualCompleteCost. RecFind 6 will automatically total these fields on the Workflow record as Tasks are added and modified.*

Complete your Workflow and then click on the Tasks button to add your Tasks

My template Workflow is called 'Complaint Handling – General Public template'

My Tasks are:

Name/ExternalID	Precedent	Go to on Stop
Task01 - read and review complaint		Task07
Task02 – Investigate complaint	Task01	
Task03 – Review Findings	Task02	Task07
Task04 – Prepare Response	Task03	
Task05 – Approve Recommendations and draft response	Task04	Task04
Task06 – Respond to complainant, valid response	Task05	
Task07 – Respond to Complainant, not valid complaint	Task01	

**You can have as many Workflow templates as you require. Every time you register a new complaint and need to add Workflow simply select the most appropriate template to 'clone' your Workflow and Tasks from. The template will save you an enormous amount of time.*

The 'Delegator' and 'Delegate' (the person assigning the work and the person responsible for doing the work in a Task) can be selected in the template as 'standards' or these fields can be left blank in the template and the appropriate people selected after the Workflow and Tasks are created.

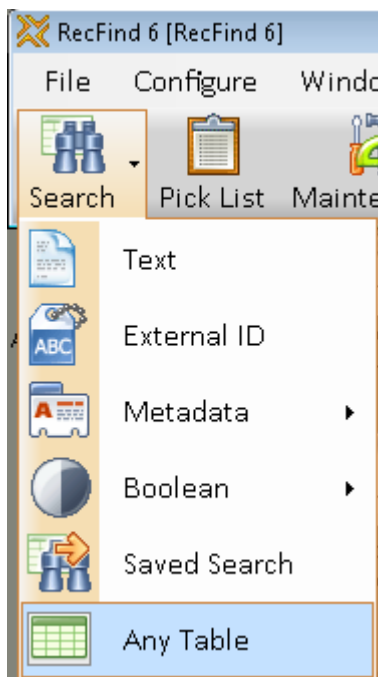
You have now configured a complaints management system in RecFind 6.

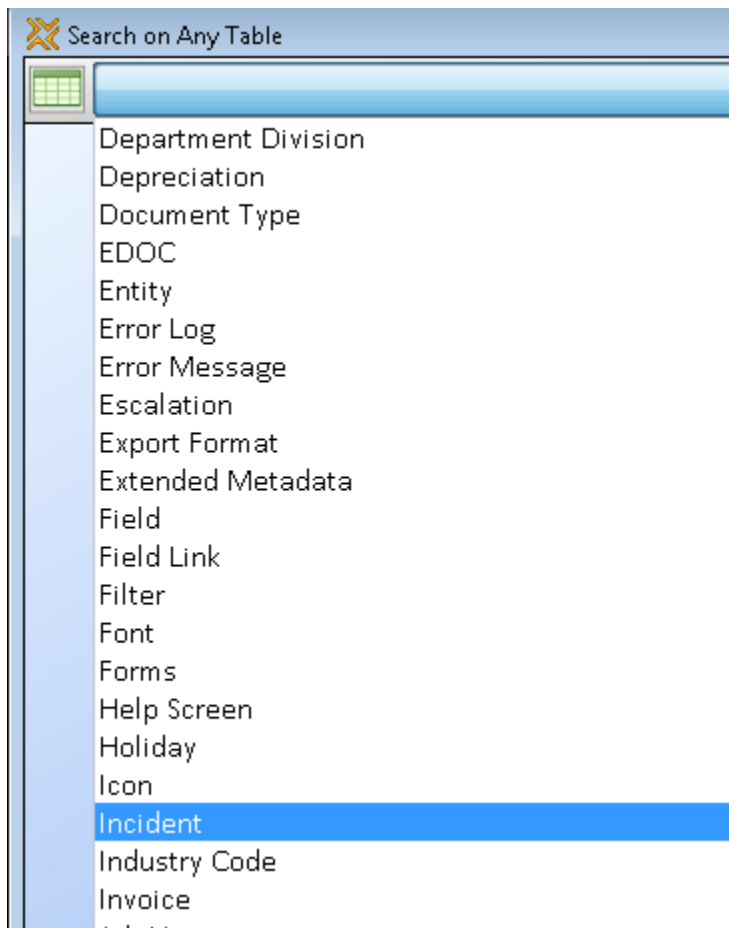
Alternative solution using the Incidents functionality

There is an inbuilt 'Incidents' or 'Help Desk' system in RecFind 6.

Instead of using the MetadataProfile table to record all details of your complaints you can use the Incident table.

You can select the Incidents table by using the Search Any table option in the Search module, see below:





Search on Any Table

Incident

Incident Number #DaysOpen DateRegistered

20090001	0	06 May 2009 14:16:50
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The Incidents table was specifically conjured to handle 'Help Desk' type incidents (complaints by another name, "I am complaining because my software appears to have a bug").

Following is an example of an Incident:

*Incident Number	2009(Sequence)
Type	
*Description	Complaint about software not working properly with Vista Home
Priority	High
#DaysOpen	
CorrectiveAction	Retest and then assign to R&D if a problem exists
ProductorService	RecFind 6
ReleaseVersion#	2.1
Function	Save Search
InitialSupportPerson	RecFind Administrator
CurrentSupportPerson	RecFind Administrator
CustomerName	AGOV
Location	San Diego
ContactPerson	Bill Bloggs
DateRegistered	<input checked="" type="checkbox"/> 06 May 2009 02:16:50 PM
DateClosed	
CloseType	
CurrentStatus	OPEN
Escalations	*
Referrals	*

The Incident application is simpler way to handle complaints and may suit some customers.

Summary

RecFind 6 provides all of the functionality any organization will ever need to handle complaints processing.

The extreme configurability of RecFind 6 means that each organization can configure RecFind 6 to meet its exact requirements.

There is no longer any excuse for not handling complaints in the most efficient and most expeditious manner possible.



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sales@knowledgeonecorp.com
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