

OPX Complaints Module

Transform your digital operations with OPX

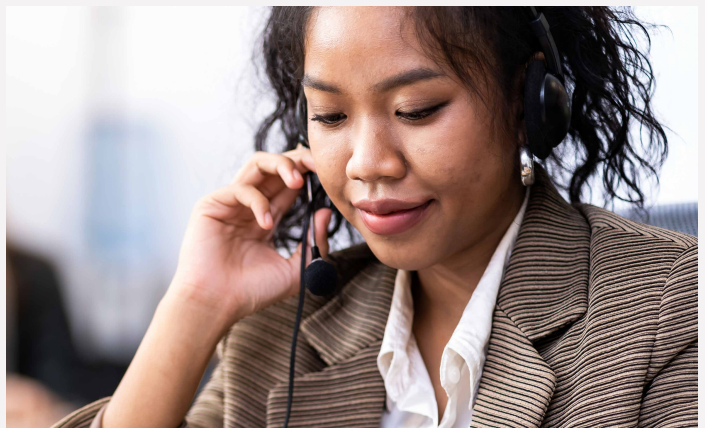
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Overview

The OPX complaints module enhances your OPX core system with a customisable, scalable and robust solution for handling cases from recording through to resolution and closure.

The complaints module offers configurable workflow, dashboards, reports and escalations from the OPX core system together with the ability to manage and track progress.



Case Handling

OPX captures accurate handling times for the different complaint types and each activity step required to complete a complaint including any idle/waiting times. The M.I. will also identify any need to step out of the activity to refer to other areas for specialist assistance, calculations or decisions.

OPX digital gateways allow automated emails, SMS notifications and document production (either to paper, email or your web portal) to ensure a modern and efficient case handling solution. Optionally, you can use OPX Business Rules for automated resolution and OPX Robotics for automating data gathering from back-end systems or third party sources.

Features

MI & Reporting*

Quick reports allow quick and easy reporting on the state of complaints by BPO. More extensive quick reports can be used to extract all complaint details for reporting to clients.

Reporting of payments made and any split between company and BPO owner. A wealth of further MI and case tracking ability is available throughout the end-to-end complaints processing.

Triage

Log the initial complaint. Decide upon the complaint type - OPX can capture, initiate and process complaints at all levels:

- Complaints about products or services outside our scope e.g. PPI
- VODs
- Informal and formal administrative complaints
- Mis-sales
- FOS
- Reopened complaints

Progress/Breach*

Automatically creates timebar dates and allows the recording of outcomes. Pipeline & age analysis MI. Allocated and unallocated workloads MI. Average resolution times MI.

Features (continued)

Registration

Add complainant(s) details. Add policy details.

Closure

Upheld complaint ratios MI. Financial redress costs MI.

Quality Control*

Productivity and quality MI. Root cause & trends MI.

Automation* **

Can work with CMS Rules engine for automated decision making.

Data Gathering* **

Can work with CMS robotics platform for data gathering.

Email Gateway**

Can work for OPX email gateway for automated responses.

SMS Gateway**

Can work with OPX SMS gateway for automated tracking for customers.

Agent Workflow

OPX fully manages all of the workflow aspects of the complaint's lifecycles.

Call Logging

Allows recording of all attempted and successful client interactions.

Quality Assurance

Record QA decisions and outcomes. Ensure decisions and outcomes match those of the complaint handlers.

Re-Opening

Closed complaints may be re-opened. Multiple re-opening of complaints is permitted.

Regulatory Reporting

Automated regulatory reporting (FCA returns). Document production into suitable associated templates.

Document Production**

Can work with OPX document production system for automated and ad-hoc letter production.

Bulk Loading**

Can work with OPX Ingestor for loading batches of complaints from various file formats.

Work Force Management

OPX can manage who does what when based on Skills and Competency.

Financial Ombudsman Service

Referrals to Ombudsman are recorded. FOS referral and overturn rates MI.

* customisable

** optional OPX module