



FSCConnect

Complaints

The Complaints accelerator is Salesforce Financial Service Cloud-enabled, built to scale asset that provides new capabilities and drives business benefits with regulatory compliance. It is built in a modular way to enable swapping specific capabilities with existing bank capabilities to provide optionality

FEATURES

Omnichannel complaint intake and management

Complaint submissions can be submitted and managed across various platforms including digital, phone, email, and text while opening new avenues for data analysis and insights

Root cause analysis

Developed with root cause analysis capabilities to visualize customer issues through the complaints dashboards; allows teams to collaborate and resolve issues through root cause case flow

Self service portal

Customer Portal to enable self-serve capabilities to reduce overall intake volume and promote complaint deflections

Pre-configured customer views

Pre-configured, tailored customer views and complaint management workflows reduce implementation complexity and materially decrease time to value

Robust knowledge management

Supported by Coveo's intelligent intranet and knowledge management to search content across external knowledge libraries and web sources to provide recommended resolutions

Deep customer analytics

Customer sentiment analysis and discovery features to provide next best action recommendations; built to integrate with Medallia to show customer satisfaction and promotor ratings

BENEFITS



Streamlined end to end process for opening and resolving complaints, reducing resolution time and increasing satisfaction



Supporting artifacts including foundational story map, data model, product backlog, and sprint plan, bring best practices to implementation and shorten delivery timeline



Built to be compliant with the consumer protection act from both an employee and complainant perspective



Deep insights that can be leveraged to improve processes and performance to better serve customers



Minimize time-to-market for modernized complaints capabilities aligned to the bank's infrastructure and technology imperatives

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