



# CUSTOMER ISSUE MANAGER



This helpful tool forms part of our Quality Management module and allows you to record all rejections, claims and customer issues at a click of a button, either in the sales office or at product intake with our mobile app. Quickly run reports and analyse your customers over time, providing them with feedback on our smart automated dashboard interface.

## FEATURES INCLUDE:

- ✓ Handle all issues in one central
- ✓ Setup templates for your customers to use to raise an issue.
- ✓ Setup response templates for our customers
- ✓ Ability to add customisable pre-set fields to simplify process
- ✓ Customise templates to suit your needs
- ✓ Easy form builder process
- ✓ Ability to analyse issues & track
- ✓ Report through a widget
- ✓ Filter issues
- ✓ View issues by site or group level
- ✓ Export to PDF
- ✓ View history & activity of issues

Our Quality management module with each of it's tools interconnects and integrates seamlessly with our supplier approval and trading management modules and are available on the Foods Connected single pane of glass platform.