Complaint Management System (CMS) - Functionality Document

1. Introduction

This document provides a detailed overview of the functional, technical, and process aspects of the Complaint Management System (CMS) mobile app. The CMS will feature three main user roles: Admin, Staff, and Customers, each with role-based access and specific feature sets.

Scope

- Core domain: Real Estate (Pakistan)
- Scalable for: Utilities, Retail, Banking, Telecom, Government Services, etc.

2. Objectives

- Efficient complaint logging, assignment, and resolution
- Role-based access for secure operations
- Real-time tracking and updates
- Analytics and reporting for decision-making
- Communication tools for customer-staff interaction

3. Key Features

3.1 Customer Features

User Registration & Login

- Email, Phone, Social Login options.
- OTP verification.

Profile Management

- Personal details, contact info, complaint history.

Complaint Submission

- Category selection (e.g., Construction, Payment, Service, etc.).
- Sub-category selection (e.g., Maintenance → Plumbing/Electrical).
- Attachments: Images, Videos, Documents.
- Geo-tagging (optional for field complaints).

Complaint Tracking

- Unique complaint ID.
- Status timeline: Submitted → In Progress → Resolved → Closed.
- Estimated resolution time.

Notifications & Alerts

- Push notifications, SMS, or email updates.

Chat/Communication

- In-app chat or comment thread with staff.

Feedback & Ratings

- Rate resolution quality and response time.

Knowledge Base

- FAQs, guides, and resolution tips for common complaints.

3.2 Staff Features

Complaint Dashboard

- Assigned complaints list.
- Status-based filters: Open, Pending, Escalated, Resolved.

Complaint Assignment

- Manual or auto-assignment based on category/location.

Internal Notes

- Staff can add private notes not visible to customers.

Complaint Resolution

- Mark as Resolved/Closed with resolution details.

Communication

- Chat with customers.
- Forward/escalate complaints to higher levels.

SLA (Service Level Agreement) Management

- Track deadlines for response/resolution.

3.3 Admin Features

User & Role Management

- Create/Edit/Delete Admins, Staff, Customer accounts.
- Role-based permission controls.

Complaint Management

- View all complaints with filters.
- Re-assign or escalate complaints.

Analytics & Reports

- Complaint trends (daily, weekly, monthly).
- SLA compliance reports.
- Staff performance metrics.

Settings

- Complaint categories/subcategories.
- Priority levels & SLA definitions.

Integration Settings

- CRM, ERP, or payment gateways (if needed).

Audit Logs

- Track all system activities.

4. Reports & Analytics
- Complaint status overview
- SLA compliance reports
- Staff performance metrics
- Complaint category trends

5. Security & Compliance

• Role-Based Access Control (RBAC)
• Audit Logs for actions
• Data privacy compliance

6. Future Enhancements

• Chatbot integration
• Voice-based complaint logging
• ERP/CRM system integrations