

Smart-Office

1. Employee **Grievance** Mgmt
2. Employee **Suggestions** Mgmt
3. Support **Tickets** Mgmt



SAMAY SOFTWARE

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Contact Us

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First Look

Dashboard

COMPLAINTS

+ Enter Complaint

☰ My Complaints

SUGGESTIONS

+ Enter Suggestion

☰ My Suggestions

TICKETS

+ Enter Ticket

☰ My Tickets

MANAGEMENT

☰ Assigned To Me

☰ Assigned To Subordinates

☰ Escalated To Me

NOTICE

+ Notice Board

+ My Profile

OTHER

🔄 Logout

Welcome to Smart-Office!!


My Complaints
1


Assigned To Me
PENDING
0


Escalated To Me
PENDING
0


Assigned To Subordinates
PENDING
0


My Suggestions
1


Assigned To Me
IN-PROGRESS
0


Escalated To Me
IN-PROGRESS
0


Assigned To Subordinates
IN-PROGRESS
0


My Tickets
0

Highlights



Accessible on any device



Automatic workflow notifications



Automatic escalation as per configuration



Multi-level categories



Single point of contact for each category



Accountability of work items



Complaints, Suggestions, Tickets

Bolbindaas

Introducing Pocket Revolution

on **MOBILE & WEB**

- > Its Quick, Its Easy, Get Information Delivered in a Click
- > Enter & Track Your Red Book Complaints from anywhere
- > Access all In Real Time, even **On The Move**
- > Top Level escalation Guaranteed!!

WE LOOK FORWARD TO YOUR FEEDBACK

General Flow Of Complaint

User Creates Complaint
by Selecting: Department
> Category > Query Type
(Status = Pending)

Complaint is Assigned to
respective Single Point of
Contact (SPOC) according
to the selected Query
Type

SPOC can view complaint
in "Assigned to Me"
section

User is notified that
Complaint is Resolved

SPOC will Resolve
Complaint
(Status = Resolved)

SPOC will Start Progress
on the Complaint
(Status = InProgress)

User gives Feedback
1. Satisfied
2. Not Satisfied

SMS, Email & App
Notifications on every
Event

Any of the Participants
can Add Comment to the
Complaint at any point of
time

General User Features



Enter New Complaints



Keep Track of Your Past Complaints



See Your Complaints with Status, Assignments & Comments



Add Comments to your complaint



Give Feedback on Resolved Complaints – Satisfied/Not Satisfied



Get Email & App notification on every Activity within your complaint

SPOC User Features

Single Point Of Contact



View Complaint Dashboard



Keep Track of Assigned Open Complaints



View Your Assigned Complaints



Change Category / Query Type to assign the complaint to another Admin



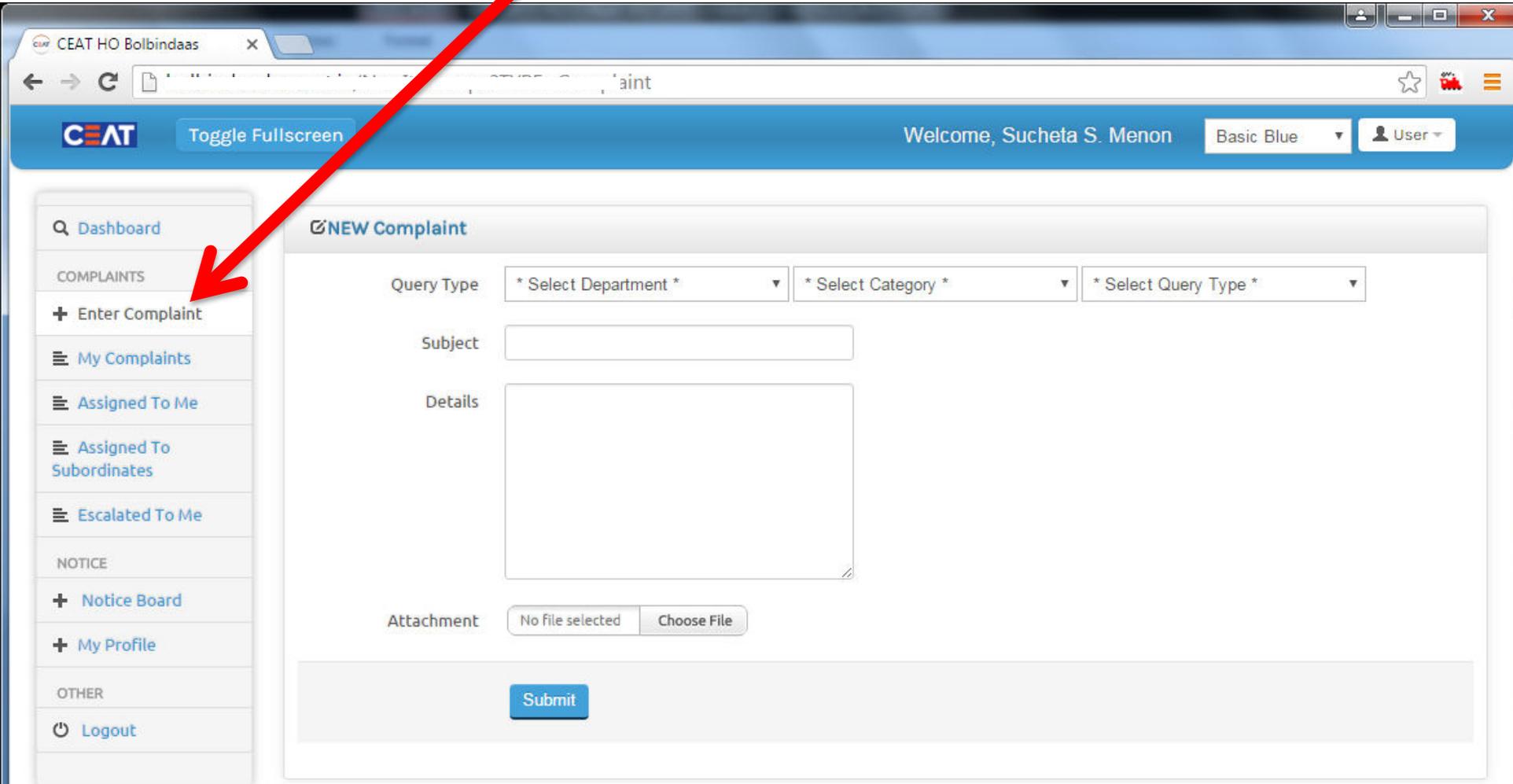
Start Progress, Add Comments & Resolve



Get Email & App notification on every Activity within your complaint

General Users Screens

Enter New Complaint



The screenshot displays the CEAT HO Bolbindaas web application interface. The browser title is "CEAT HO Bolbindaas". The page header includes the CEAT logo, a "Toggle Fullscreen" button, a welcome message "Welcome, Sucheta S. Menon", a theme selector set to "Basic Blue", and a user profile dropdown labeled "User".

The left sidebar contains a navigation menu with the following items:

- Dashboard
- COMPLAINTS
 - Enter Complaint** (highlighted with a red arrow)
 - My Complaints
 - Assigned To Me
 - Assigned To Subordinates
 - Escalated To Me
- NOTICE
 - Notice Board
 - My Profile
- OTHER
 - Logout

The main content area is titled "NEW Complaint" and contains the following form fields:

- Query Type: Three dropdown menus with placeholder text: "* Select Department *", "* Select Category *", and "* Select Query Type *".
- Subject: A text input field.
- Details: A large text area for providing complaint details.
- Attachment: A section with "No file selected" and a "Choose File" button.
- Submit: A blue button at the bottom of the form.

Submit Complaint Details

The screenshot shows a web browser window with the URL "CEAT HO Bolbindaas". The page header includes the CEAT logo, a "Toggle Fullscreen" button, and a welcome message "Welcome, Sucheta S. Menon" with a "Basic Blue" theme selector and a "User" profile dropdown. The left sidebar contains navigation options: Dashboard, COMPLAINTS (with sub-options: Enter Complaint, My Complaints, Assigned To Me, Assigned To Subordinates, Escalated To Me), NOTICE (with sub-option: Notice Board), My Profile, OTHER (with sub-option: Logout).

The main content area is titled "NEW Complaint" and contains the following form fields:

- Query Type:** Three dropdown menus with values "CORPORATE ADMINISTRATIC", "Conference Room", and "Conference booking".
- Subject:** A text input field containing "Rooms not available many times".
- Details:** A text area containing the text: "I wanted a conference room for a meeting with a vendor but none of the rooms was available throughout the day. We need to improve the conference room booking process..".
- Attachment:** A section with "No file selected" and a "Choose File" button.

A red rectangular box highlights the "Submit" button at the bottom of the form.

Track Your Complaints

The screenshot displays the CEAT HO Bolbindaas dashboard. The browser title is "CEAT HO Bolbindaas". The user is logged in as "Sucheta S. Menon" with the role "Basic Blue". The dashboard features a left-hand navigation menu and a main content area with eight complaint status cards.

Navigation Menu:

- Dashboard
- COMPLAINTS
 - Enter Complaint
 - My Complaints
 - Assigned To Me
 - Assigned To Subordinates
 - Escalated To Me
- NOTICE
 - Notice Board
 - My Profile
- OTHER
 - Logout

Complaint Status Cards:

Category	Status	Count
Created By Me	4	
Assigned To Me	PENDING	0
Assigned To Me	IN-PROGRESS	0
Escalated To Me	PENDING	0
Escalated To Me	IN-PROGRESS	0
Assigned To Subordinates	PENDING	0
Assigned To Subordinates	IN-PROGRESS	0

Annotations:

- A green callout box on the right contains the text: "View All Your Complaints by clicking here".
- Two red arrows originate from this callout box. One points to the "My Complaints" link in the navigation menu, and the other points to the "Created By Me" card.

Footer:

Welcome to CEAT HO Bolbindaas!!

Your Complaints List

View Complaint Details
by clicking here

- Dashboard
- COMPLAINTS
 - Enter Complaint
 - My Complaints
 - Assigned To Me
 - Assigned To Subordinates
 - Escalated To Me
- NOTICE
 - Notice Board
 - My Profile
- OTHER
 - Logout

MY COMPLAINTS ALL STATUS

ID	Title	Query Type	Created	Status	Assigned To	Created By	Action
1	Guest house food quality	GH Booking	22-02-2016	InProgress	Earily.pereira@ceat.in	Sucheta S. Menon	View
3	Guest house food quality	Entitlement Benefits	22-02-2016	Resolved	Prasad P. Nayak	Sucheta S. Menon	View
4	problem with tickets	Booking related	24-02-2016	Pending	cm@travelvoyages.co.in	Sucheta S. Menon	View
5	Rooms not available many times	Conference booking	25-02-2016	Pending	Rinku.kapoor@ceat.in	Sucheta S. Menon	View

Complaint Details

[Dashboard](#)

COMPLAINTS

[+ Enter Complaint](#)[≡ My Complaints](#)[≡ Assigned To Me](#)[≡ Assigned To Subordinates](#)[≡ Escalated To Me](#)

NOTICE

[+ Notice Board](#)[+ My Profile](#)

OTHER

[⏻ Logout](#)[Add Comment](#)

ITEM DETAILS

Item ID: 5

Category: CORPORATE ADMINISTRATION & FACILITIES
>> Conference Room >> Conference booking

Subject: Rooms not available many times

Details: I wanted a conference room for a meeting with a vendor but none of the rooms was available throughout the day. We need to improve the conference room booking process..

Creator File: [Download](#)

Created By: Sucheta S. Menon (10003455) QBM

Created Date: 25-02-2016 09:32

Status: Pending

Assigned To: Rinku.kapoor@ceat.in (Rinku.kapoor@ceat.in)

Estimated Date: 29-02-2016 09:32

ITEM ACTIVITY

NEW ITEM SUBMITTED

Sucheta S. Menon:

Date: 25-02-2016 09:32 Assigned: Rinku.kapoor@ceat.in Status: Pending

Complaint Progress Started



Toggle Fullscreen

Welcome, Sucheta S. Menon

Basic Blue

User

Dashboard

COMPLAINTS

+ Enter Complaint

My Complaints

Assigned To Me

Assigned To Subordinates

Escalated To Me

NOTICE

+ Notice Board

+ My Profile

OTHER

Logout

Add Comment

ITEM DETAILS

Item ID: 5
Category: CORPORATE ADMINISTRATION & FACILITIES
>> Conference Room >> Conference booking

Subject: Rooms not available many times

Details: I wanted a conference room for a meeting with a vendor but none of the rooms was available throughout the day. We need to improve the conference room booking process..

Creator File: [Download](#)

Created By: Sucheta S. Menon (10003455) QBM

Created Date: 25-02-2016 09:32

Status: InProgress

Assigned To: Rinku.kapoor@ceat.in (Rinku.kapoor@ceat.in)

Estimated Date: 29-02-2016 18:00

ITEM ACTIVITY

ITEM INPROGRESS

Rinku.kapoor@ceat.in: Identified issue is genuine and we will work towards resolving the same ASAP.

Date: 25-02-2016 09:52 Assigned: Rinku.kapoor@ceat.in Status: InProgress

NEW ITEM SUBMITTED

Sucheta S. Menon:

Date: 25-02-2016 09:32 Assigned: Rinku.kapoor@ceat.in Status: Pending

Add Comment to Complaint

The screenshot displays a web application interface for managing complaints. On the left is a navigation menu with options like Dashboard, Complaints, My Complaints, and Logout. The main content area shows details for a complaint with the subject 'Rooms not available many times'. An 'Add Comment' modal is open in the center, containing a text input field with the text 'FYI - Issue was faced on Feb 15, 2016' and buttons for 'Add Comment' and 'Cancel'. A red arrow points from a green callout box to the 'Add Comment' button on the page. The callout box contains the text: 'You can also add more comments to your complaint at anytime by clicking here'.

Add Comment

Comment

Add Comment Cancel

Subject Rooms not available many times

Details I wanted a conference room for a meeting with a vendor but none of the rooms was available throughout the day. We need to improve the conference room booking process..

Creator File [Download](#)

Created By Sucheta S. Menon (10003455) QBM

Created Date 25-02-2016 09:32

Status InProgress

Assigned To Rinku.kapoor@ceat.in (Rinku.kapoor@ceat.in)

Estimated Date 29-02-2016 18:00

NEW ITEM SUBMITTED
Sucheta S. Menon:
Date: 25-02-2016 09:32 Assigned: Rinku.kapoor@ceat.in Status: Pending

Complaint Resolved

[Dashboard](#)

COMPLAINTS

[+ Enter Complaint](#)[≡ My Complaints](#)[≡ Assigned To Me](#)[≡ Assigned To Subordinates](#)[≡ Escalated To Me](#)

NOTICE

[+ Notice Board](#)[+ My Profile](#)

OTHER

[Logout](#)[Add Comment](#)[Submit Feedback](#)

ITEM DETAILS

Item ID: 5

Category: CORPORATE ADMINISTRATION & FACILITIES
>> Conference Room >> Conference booking

Subject: Rooms not available many times

Details: I wanted a conference room for a meeting with a vendor but none of the rooms was available throughout the day. We need to improve the conference room booking process..

Creator File: [Download](#)

Created By: Sucheta S. Menon (10003455) QBM

Created Date: 25-02-2016 09:32

Status: Resolved

Assigned To: Rinku.kapoor@ceat.in (Rinku.kapoor@ceat.in)

Estimated Date: 29-02-2016 18:00

ITEM ACTIVITY

ITEM RESOLVED

Rinku.kapoor@ceat.in: Issue is rectified. This congestion will not occur again.

Date: 25-02-2016 10:04 Assigned: Rinku.kapoor@ceat.in Status: Resolved

COMMENT

Sucheta S. Menon: FYI - Issue was faced on Feb 15, 2016

Date: 25-02-2016 09:58 Assigned: Rinku.kapoor@ceat.in Status: InProgress

ITEM INPROGRESS

Rinku.kapoor@ceat.in: Identified issue is genuine and we will work towards resolving the same ASAP.

Date: 25-02-2016 09:52 Assigned: Rinku.kapoor@ceat.in Status: InProgress

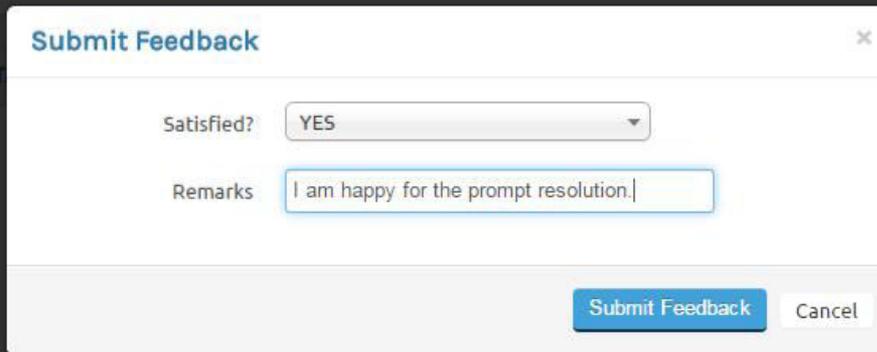
NEW ITEM SUBMITTED

Sucheta S. Menon:

Date: 25-02-2016 09:32 Assigned: Rinku.kapoor@ceat.in Status: Pending

Submit Complaint Feedback

Once your complaint is Resolved, you can give your valuable feedback by clicking on this button.



Submit Feedback

Satisfied?

Remarks

Details I wanted a conference room for a meeting with a vendor but none of the rooms was available throughout the day. We need to improve the conference room booking process..

Creator File [Download](#)

Created By Sucheta S. Menon (10003455) QBM

Created Date 25-02-2016 09:32

Status Resolved

Assigned To Rinku.kapoor@ceat.in (Rinku.kapoor@ceat.in)

Estimated Date 29-02-2016 18:00

Date: 25-02-2016 09:58 Assigned: Rinku.kapoor@ceat.in Status: InProgress

ITEM INPROGRESS

Rinku.kapoor@ceat.in: Identified issue is genuine and we will work towards resolving the same ASAP.

Date: 25-02-2016 09:52 Assigned: Rinku.kapoor@ceat.in Status: InProgress

NEW ITEM SUBMITTED

Sucheta S. Menon:

Date: 25-02-2016 09:32 Assigned: Rinku.kapoor@ceat.in Status: Pending

Complaint Feedback Submitted!!

[Dashboard](#)

COMPLAINTS

[+ Enter Complaint](#)[My Complaints](#)[Assigned To Me](#)[Assigned To Subordinates](#)[Escalated To Me](#)

NOTICE

[+ Notice Board](#)[+ My Profile](#)

OTHER

[Logout](#)[Add Comment](#)

ITEM DETAILS

Item ID: 5

Category: CORPORATE ADMINISTRATION & FACILITIES
>> Conference Room >> Conference booking

Subject: Rooms not available many times

Details: I wanted a conference room for a meeting with a vendor but none of the rooms was available throughout the day. We need to improve the conference room booking process..

Creator File: [Download](#)

Created By: Sucheta S. Menon (10003455) QBM

Created Date: 25-02-2016 09:32

Status: Resolved

Assigned To: Rinku.kapoor@ceat.in (Rinku.kapoor@ceat.in)

Estimated Date: 29-02-2016 18:00

ITEM ACTIVITY

FEEDBACK

Sucheta S. Menon: Satisfied: YES - I am happy for the prompt resolution.

Date: 25-02-2016 10:29 Assigned: Rinku.kapoor@ceat.in Status: Resolved

ITEM RESOLVED

Rinku.kapoor@ceat.in: Issue is rectified. This congestion will not occur again.

Date: 25-02-2016 10:04 Assigned: Rinku.kapoor@ceat.in Status: Resolved

COMMENT

Sucheta S. Menon: FYI - Issue was faced on Feb 15, 2016

Date: 25-02-2016 09:58 Assigned: Rinku.kapoor@ceat.in Status: InProgress

ITEM INPROGRESS

Rinku.kapoor@ceat.in: Identified issue is genuine and we will work towards resolving the same ASAP.

Date: 25-02-2016 09:52 Assigned: Rinku.kapoor@ceat.in Status: InProgress

NEW ITEM SUBMITTED

Sucheta S. Menon:

Date: 25-02-2016 09:32 Assigned: Rinku.kapoor@ceat.in Status: Pending

SPOC Users Screens

Home Screen - Dashboard

View All Assigned Complaints by clicking here

CEAT Toggle Fullscreen Welcome, Rinku.kapoor@ceat.in Basic Blue User

Dashboard

COMPLAINTS

- Enter Complaint
- My Complaints
- Assigned To Me
- Assigned To Subordinates
- Escalated To Me

NOTICE

- Notice Board
- My Profile

OTHER

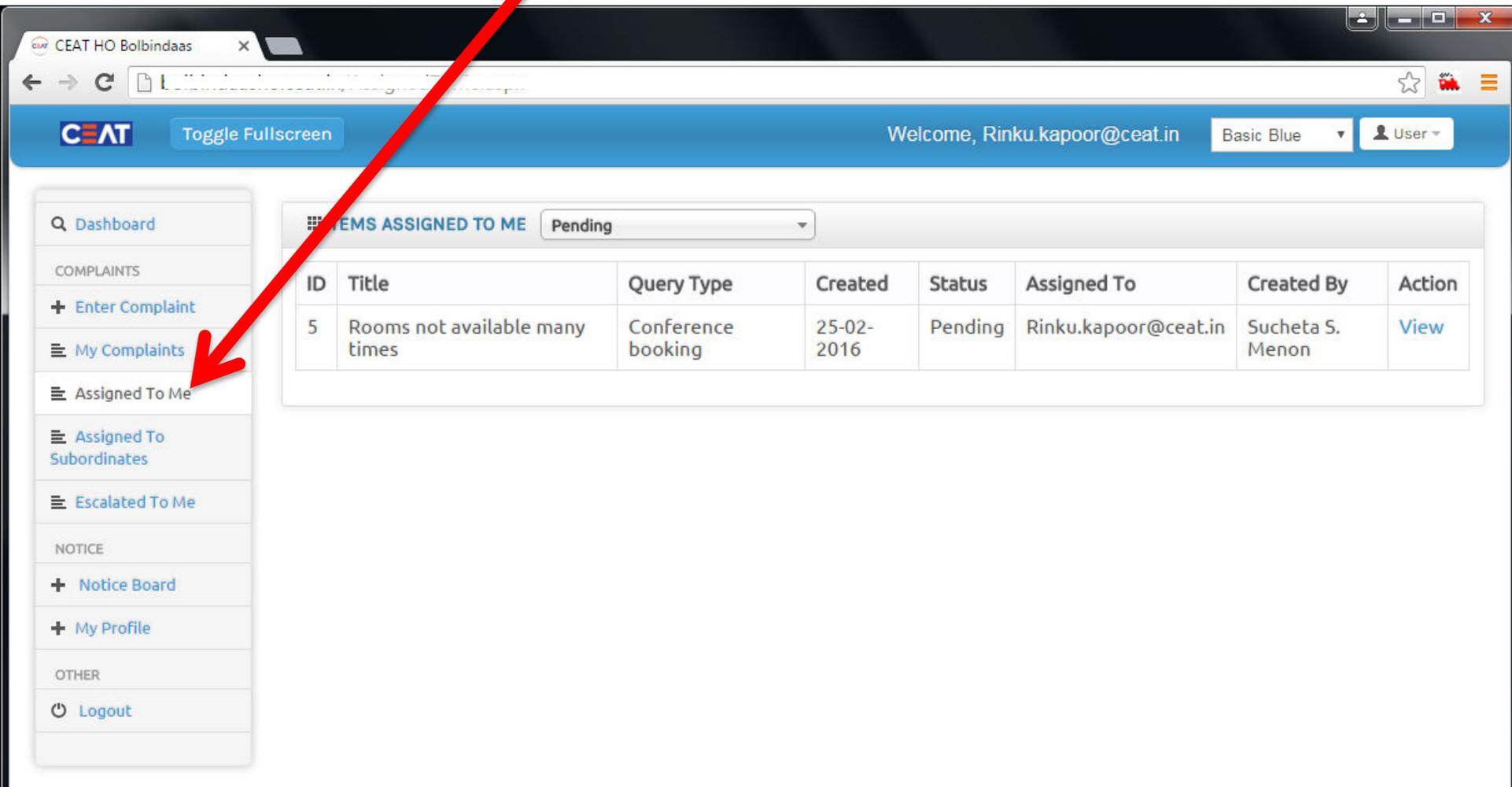
- Logout

Category	Status	Count
Created By Me	Home	0
Assigned To Me	PENDING	1
Assigned To Me	IN-PROGRESS	0
Escalated To Me	PENDING	0
Escalated To Me	IN-PROGRESS	0
Assigned To Subordinates	PENDING	0
Assigned To Subordinates	IN-PROGRESS	0

Welcome to CEAT HO Bolbindaas!!

When a new Complaint is Assigned to you.. This number will increase.

Complaints Assigned To You



The screenshot shows a web application interface for CEAT. The browser tab is labeled "CEAT HO Bolbindaas". The page header includes the CEAT logo, a "Toggle Fullscreen" button, and a welcome message "Welcome, Rinku.kapoor@ceat.in". The user's profile is shown as "Basic Blue" and "User".

The main content area displays a section titled "ITEMS ASSIGNED TO ME" with a "Pending" filter. Below this is a table with the following data:

ID	Title	Query Type	Created	Status	Assigned To	Created By	Action
5	Rooms not available many times	Conference booking	25-02-2016	Pending	Rinku.kapoor@ceat.in	Sucheta S. Menon	View

The left sidebar contains a navigation menu with the following items:

- Dashboard
- COMPLAINTS
 - Enter Complaint
 - My Complaints
 - Assigned To Me
 - Assigned To Subordinates
 - Escalated To Me
- NOTICE
 - Notice Board
 - My Profile
- OTHER
 - Logout

A red arrow points from the title "Complaints Assigned To You" to the "Assigned To Me" menu item in the sidebar.

View Complaint Details

[Dashboard](#)

COMPLAINTS

[+ Enter Complaint](#)[My Complaints](#)[Assigned To Me](#)[Assigned To Subordinates](#)[Escalated To Me](#)

NOTICE

[+ Notice Board](#)[+ My Profile](#)

OTHER

[Logout](#)[Add Comment](#)[Start Progress](#)[Change Category](#)

ITEM DETAILS

Item ID: 5

Category: CORPORATE ADMINISTRATION & FACILITIES
>> Conference Room >> Conference booking

Subject: Rooms not available many times

Details: I wanted a conference room for a meeting with a vendor but none of the rooms was available throughout the day. We need to improve the conference room booking process..

Creator File: [Download](#)

Created By: Sucheta S. Menon (10003455) QBM

Created Date: 25-02-2016 09:32

Status: Pending

Assigned To: Rinku.kapoor@ceat.in (Rinku.kapoor@ceat.in)

Estimated Date: 29-02-2016 09:32

ITEM ACTIVITY

NEW ITEM SUBMITTED

Sucheta S. Menon:

Date: 25-02-2016 09:32 Assigned: Rinku.kapoor@ceat.in Status: Pending

Change Category of Complaint

If you think the complaint is assigned to you by mistake, Change Category to assign to correct applicable Category

Change Category

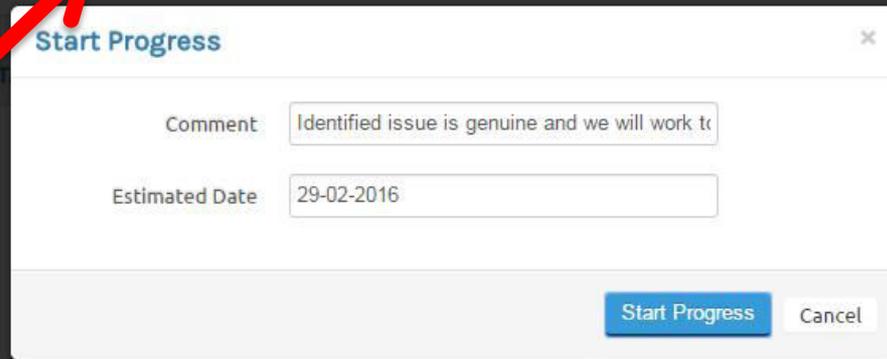
Comment:

Query Type:
HR OPERATIONS
HR Operations
ID card Related

available throughout the day. We need to improve the conference room booking process..

Creator File	Download
Created By	Sucheta S. Menon (10003455) QBM
Created Date	25-02-2016 09:32
Status	Pending
Assigned To	Rinku.kapoor@ceat.in (Rinku.kapoor@ceat.in)
Estimated Date	29-02-2016 09:32

OR Start Progress of Complaint



Start Progress

Comment:

Estimated Date:

When you start addressing the complaint, apply the Start Progress in system by specifying the Estimate Date of Resolution

Created Date 25-02-2016 09:32

Status Pending

Assigned To Rinku.kapoor@ceat.in (Rinku.kapoor@ceat.in)

Estimated Date 29-02-2016 09:32

Assigned Complaints In-Progress

The screenshot displays a web dashboard for CEAT HO Bolbindaas. The interface includes a navigation sidebar on the left with categories like COMPLAINTS, NOTICE, and OTHER. The main content area features a grid of cards representing different complaint statuses. A red arrow points to the 'Assigned To Me IN-PROGRESS' card, which shows a count of 1. A green callout box provides an explanation for this number.

Category	Status	Count
COMPLAINTS	Created By Me	0
	Assigned To Me PENDING	0
	Assigned To Me IN-PROGRESS	1
	Escalated To Me PENDING	0
NOTICE	Escalated To Me IN-PROGRESS	0
	Assigned To Subordinates IN-PROGRESS	0

This number indicates the number of complaints In Progress that are assigned to you

Complaint Progress Started

- COMPLAINTS
 - + Enter Complaint
 - ≡ My Complaints
 - ≡ Assigned To Me
 - ≡ Assigned To Subordinates
 - ≡ Escalated To Me
- NOTICE
 - + Notice Board
 - + My Profile
- OTHER
 - ⏻ Logout

ITEM DETAILS

Item ID: 5

Category: CORPORATE ADMINISTRATION & FACILITIES
>> Conference Room >> Conference booking

Subject: Rooms not available many times

Details: I wanted a conference room for a meeting with a vendor but none of the rooms was available throughout the day. We need to improve the conference room booking process..

Creator File: [Download](#)

Created By: Sucheta S. Menon (10003455) QBM

Created Date: 25-02-2016 09:32

Status: InProgress

Assigned To: Rinku.kapoor@ceat.in (Rinku.kapoor@ceat.in)

Estimated Date: 29-02-2016 18:00

ITEM ACTIVITY

ITEM INPROGRESS

Rinku.kapoor@ceat.in: Identified issue is genuine and we will work towards resolving the same ASAP.

Date: 25-02-2016 09:52 Assigned: Rinku.kapoor@ceat.in Status: InProgress

NEW ITEM SUBMITTED

Sucheta S. Menon:

Date: 25-02-2016 09:32 Assigned: Rinku.kapoor@ceat.in Status: Pending

Complaint Resolution

You can Resolve the complaint by clicking here

Resolve [X]

Remarks

Attach File

Details I wanted a conference room for a meeting with a vendor but none of the rooms was available throughout the day. We need to improve the conference room booking process..

Creator File [Download](#)

Created By Sucheta S. Menon (10003455) QBM

Created Date 25-02-2016 09:32

Status InProgress

Assigned To Rinku.kapoor@ceat.in (Rinku.kapoor@ceat.in)

Estimated Date 29-02-2016 18:00

Date: 25-02-2016 09:52 Assigned: Rinku.kapoor@ceat.in Status: InProgress

NEW ITEM SUBMITTED
Sucheta S. Menon:

Date: 25-02-2016 09:32 Assigned: Rinku.kapoor@ceat.in Status: Pending

Complaint Resolved

[Dashboard](#)

COMPLAINTS

[+ Enter Complaint](#)[≡ My Complaints](#)[≡ Assigned To Me](#)[≡ Assigned To Subordinates](#)[≡ Escalated To Me](#)

NOTICE

[+ Notice Board](#)[+ My Profile](#)

OTHER

[⏻ Logout](#)[Add Comment](#)

ITEM DETAILS

Item ID: 5

Category: CORPORATE ADMINISTRATION & FACILITIES
>> Conference Room >> Conference booking

Subject: Rooms not available many times

Details: I wanted a conference room for a meeting with a vendor but none of the rooms was available throughout the day. We need to improve the conference room booking process..

Creator File: [Download](#)

Created By: Sucheta S. Menon (10003455) QBM

Created Date: 25-02-2016 09:32

Status: Resolved

Assigned To: Rinku.kapoor@ceat.in (Rinku.kapoor@ceat.in)

Estimated Date: 29-02-2016 18:00

ITEM ACTIVITY

ITEM RESOLVED

Rinku.kapoor@ceat.in: Issue is rectified. This congestion will not occur again.

Date: 25-02-2016 10:04 Assigned: Rinku.kapoor@ceat.in Status: Resolved

COMMENT

Sucheta S. Menon: FYI - Issue was faced on Feb 15, 2016

Date: 25-02-2016 09:58 Assigned: Rinku.kapoor@ceat.in Status: InProgress

ITEM INPROGRESS

Rinku.kapoor@ceat.in: Identified issue is genuine and we will work towards resolving the same ASAP.

Date: 25-02-2016 09:52 Assigned: Rinku.kapoor@ceat.in Status: InProgress

NEW ITEM SUBMITTED

Sucheta S. Menon:

Date: 25-02-2016 09:32 Assigned: Rinku.kapoor@ceat.in Status: Pending

Complaint Feedback Received

- Dashboard
- COMPLAINTS
 - Enter Complaint
 - My Complaints
 - Assigned To Me
 - Assigned To Subordinates
 - Escalated To Me
- NOTICE
 - Notice Board
 - My Profile
- OTHER
 - Logout

Add Comment

ITEM DETAILS

Item ID	5
Category	CORPORATE ADMINISTRATION & FACILITIES >> Conference Room >> Conference booking
Subject	Rooms not available many times
Details	I wanted a conference room for a meeting with a vendor but none of the rooms was available throughout the day. We need to improve the conference room booking process..
Creator File	Download
Created By	Sucheta S. Menon (10003455) QBM
Created Date	25-02-2016 09:32
Status	Resolved
Assigned To	Rinku.kapoor@ceat.in (Rinku.kapoor@ceat.in)
Estimated Date	29-02-2016 18:00

ITEM ACTIVITY

FEEDBACK
Sucheta S. Menon: Satisfied: YES - I am happy for the prompt resolution.
Date: 25-02-2016 10:29 Assigned: Rinku.kapoor@ceat.in Status: Resolved

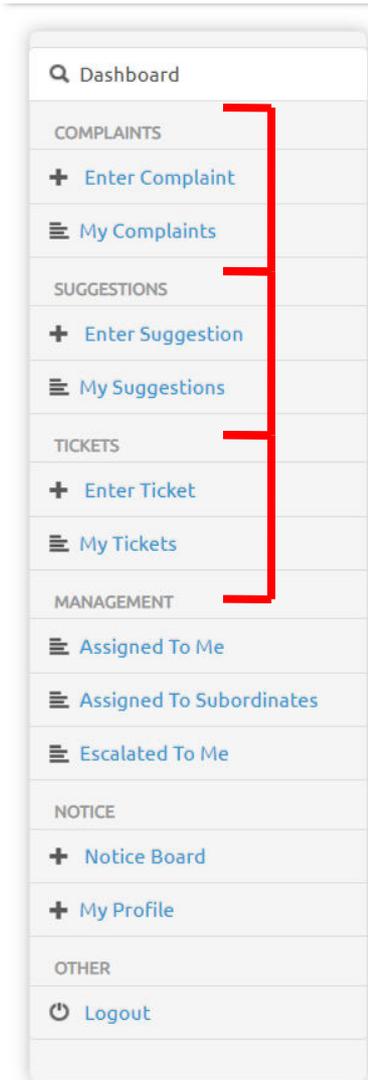
ITEM RESOLVED
Rinku.kapoor@ceat.in: Issue is rectified. This congestion will not occur again.
Date: 25-02-2016 10:04 Assigned: Rinku.kapoor@ceat.in Status: Resolved

COMMENT
Sucheta S. Menon: FYI - Issue was faced on Feb 15, 2016
Date: 25-02-2016 09:58 Assigned: Rinku.kapoor@ceat.in Status: InProgress

ITEM INPROGRESS
Rinku.kapoor@ceat.in: Identified issue is genuine and we will work towards resolving the same ASAP.
Date: 25-02-2016 09:52 Assigned: Rinku.kapoor@ceat.in Status: InProgress

NEW ITEM SUBMITTED
Sucheta S. Menon:
Date: 25-02-2016 09:32 Assigned: Rinku.kapoor@ceat.in Status: Pending

Similarly there is a workflow process for all the 3 modules



1. Grievances/Complaints module

2. Suggestions module

3. Support Tickets module

Thank You



SAMAY SOFTWARE

www.samaysoftware.net

Contact Us

+91 9033405375

samaysoftware@gmail.com

Smart-Office

1. Employee **Grievance** Mgmt
2. Employee **Suggestions** Mgmt
3. Support **Tickets** Mgmt



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