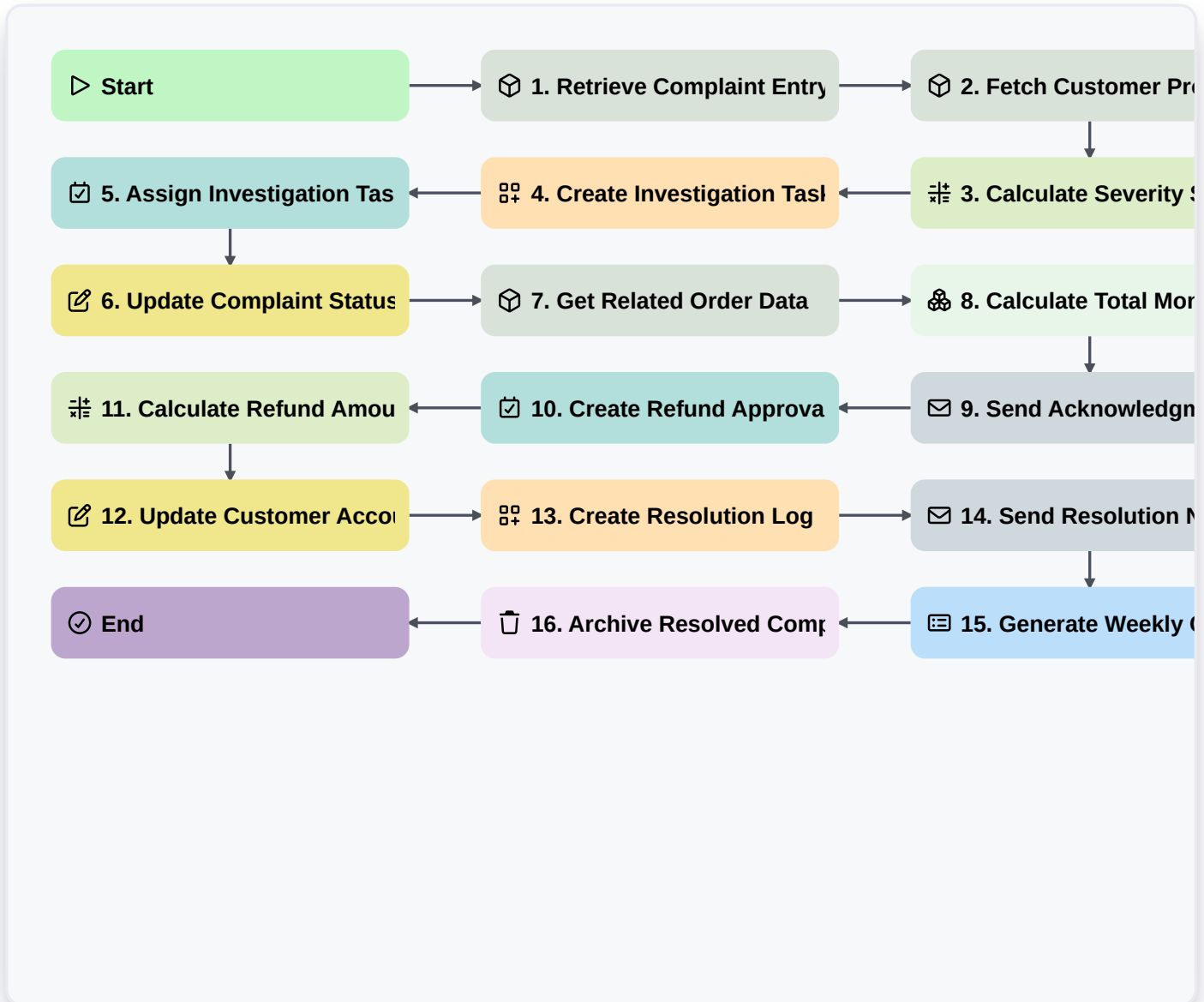


Customer Complaint Management Process



▷ Start

Start of the Workflow/Process.

📦 1. Retrieve Complaint Entry

Fetch the specific complaint details and customer information from the Complaint Data Model.

📦 2. Fetch Customer Profile

Retrieve the customer's historical data and loyalty status from the Customer Data Model.

🔢 3. Calculate Severity Score

Apply a formula based on complaint category, customer lifetime value, and urgency to determine priority.

🔢 4. Create Investigation Task

Generate a new task assigned to the Support Agent to begin the internal investigation.

✅ 5. Assign Investigation Task

Create a structured task for the Support Tier 2 team with a mandatory investigation checklist.

✍️ 6. Update Complaint Status

Change the status of the complaint entry from 'New' to 'Under Investigation'.



7. Get Related Order Data

Retrieve the transaction details associated with the complaint to verify product/service validity.

8. Calculate Total Monthly Complaints

Sum the number of all complaint entries created in the current month for management reporting.

9. Send Acknowledgment Email

Send an automated email to the customer confirming receipt of the complaint and providing a reference number.

10. Create Refund Approval Task

If the investigation suggests a refund is due, create a task for the Finance Manager.

11. Calculate Refund Amount

Calculate the total refund value including taxes and potential credit notes.

12. Update Customer Account Balance

Update the Customer Data Model to reflect a credit or refund applied to their account.

13. Create Resolution Log

Create a new entry in the Resolution History Data Model to document how the issue was resolved.

14. Send Resolution Notification

Send an email to the customer notifying them that their complaint has been resolved.

15. Generate Weekly Complaint Summary

Generate a report aggregating all resolved complaints, average resolution time, and customer satisfaction scores.

16. Archive Resolved Complaint

Move the complaint entry from the active queue to the archive (or delete from active view) once closed.

End

End of the Workflow/Process.