Draft Documentation:

Proposed System:

* Addition of new option “Feedback” in the Connect Us -> Internal Communication -> Add data -> type.
* Adding “bulk upload format” and “bulk upload” button in the Connect Us -> Internal Communication

Fields in the add ticket feedback type:

|  |
| --- |
| Ticket Id |
| Entry Date |
| Assign To Dept |
| Assign To Person |
| Ticket Status |
| Priority |
| Department |
| Branch |
| Customer Name |
| Visit Date |
| Visit Time |
| Employee Id |
| Employee Name |
| Counter |
| Metal |
| Ornament |
| Calling Date |
| Reason |
| Next Visit |
| Scheme Informed |
| EMI Informed |
| Service |
| Customer Feedback |
| BM Remark |
| CM Remark |
| HOD Remark |
| BOD Remark |

Note:

“Assign to department”, “assign to person” and “Priority” are mandatory fields and remaining are optional.

Fields in bulk upload format:

|  |
| --- |
| Assign To Dept |
| Assign To Person |
| Priority |
| Calling Date |
| Customer visit Date |
| Customer visit Time |
| Employee Id |
| Employee Name |
| Branch |
| First call |
| Status  |
| Metal |
| Ornament |
| Counter name |
| Calling Date |
| Reason |
| Customer name |
| Next visit |
| Scheme Informed |
| EMI Informed |
| Service |
| Customer Feedback |
| Department |

Note:

“Assign to department”, “assign to person” and “Priority” are mandatory fields and remaining are optional.

* A new menu “Feedback Reports” in Connect Us -> Internal Communication

Fields in report:

|  |
| --- |
| Ticket Id |
| Entry Date |
| Assign To Dept |
| Assign To Person |
| Ticket Status |
| Priority |
| Department |
| Branch |
| Customer Name |
| Visit Date |
| Visit Time |
| Employee Id |
| Employee Name |
| Counter |
| Metal |
| Ornament |
| Calling Date |
| Reason |
| Next Visit |
| Scheme Informed |
| EMI Informed |
| Service |
| Customer Feedback |
| BM Remark |
| CM Remark |
| HOD Remark |
| BOD Remark |

The filters are based on “from date”, “to date” and “branch”. The from date and to date is based on the entry dates.

Note:

The remarks of the following is mandatory based on the priority of the ticket for passing the ticket to the assigned person.

|  |  |
| --- | --- |
| Low | Branch manager |
| Medium | Cluster manager |
| High | Department head |
| Very high  | BOD Team |