MANAGING COMPLAINTS/ COMMENDATIONS (COM)

TripSpark's Complaints/Commendations module allows organizations to capture, track and respond to customer compliments, complaints, and other inquiries. Being fed through the feedback feature of Passenger Portal or logged at the call center level, workflows categorize each comment and create mandatory follow-up actions based on your standardization.

Edit Comple	aints							
C Late for Ap	pt 👻	Add Commen	3					
Case Type:	: General 👻		Description:		Comment:			
Current State:	Reported	*	Mr. Zamora called to com he was dropped off late f					
Title:			appointment because the was late picking him up.					
Assignee:			was race picking min up.					
Priority:	Medium	*						
Case Id:	441364							
Created By:	Admin			_				
Created Date:	2019/11/22,	11:35:02						
Modified By:	Admin							
Modified Date:	2019/11/22,	11:35:02						
Booking Id:	774214]						
Client Id:	lient Id: MR. Claude Zamora 👻							
Provider:	Provider 1	*						
						Save	Cancel	
All Comm	nents Tran	sitions						
User Name	New Value	Old Value	Change Time	Change Type	History Type	Duration	Field Name	
8								
Admin			2019/11/22, 09:35:08		Insert	_		
Admin	Reported		2019/11/22, 09:35:08		Transition		of 2 records	

Complaints Screen

KEY BENEFITS

- Improve customer service with timely responses with a thorough and welldocumented investigation process
- Increase efficiency using an integrated database that links to relevant trips, providers, drivers, vehicles, and employees
- Ensure your services and personnel comply with organizational and industry standards and policies
- Reduce paper processes and manual errors, enhancing your reporting capabilities

TripSpark

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Ϙ FEATURES

Complaint/Commendation Logging

- Automatically create a new case if using the customer feedback feature through Passenger Portal or create a new case and auto-populate call details (date and time logged, call taker, etc.) to create a case
- Attach electronic documents to a case
- Custom workflows follow an organization's current standard operating procedures
- Search and filter by many criteria including driver, client, trip, review status, etc. to easily create a case anywhere on a trip booking

System Tools and Configuration

 Customize screen layouts (location of fields, captions, colors, font styles, etc.) to suit your team and organization's specific workflows

- Protect confidentiality and PHI through screen and field-level security
- Determine system priorities and escalation levels, assigning users and due dates for resolution completion

Investigation Tracking

- Assign employees to be responsible for investigating cases
- Document the details of a member's or passenger's complaint or commendation
- Prioritize cases based on severity level and resolution times
- Track timing of each step in the investigation
- Record provider and driver feedback
- Record investigator's recommendations and resolutions

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MOVING >> << TOGETHER

TripSpark Technologies is a transportation technology company focused on helping NEMT and healthcare transportation providers increase service and access to transportation, drive revenue, and overcome operational challenges. We are not just a vendor—we are your long-term strategic partner, offering the latest technologies and providing exceptional support.

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