

CM's DASHBOARD | INTEGRATED GRIEVANCE MANAGEMENT SYSTEM

Presented By



Mission: Transform R&D | Best Practices | Pioneer in R&D Solutions |
Industrial growths

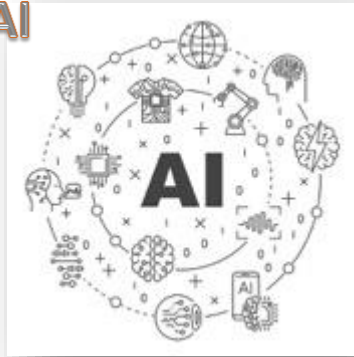
ASCENTYA plays an active role in capturing and spreading best practices of its members by using specific methodologies i.e. knowledge management, benchmarking, etc.

Building Initiatives to Address Cross-Industrial Big Challenges

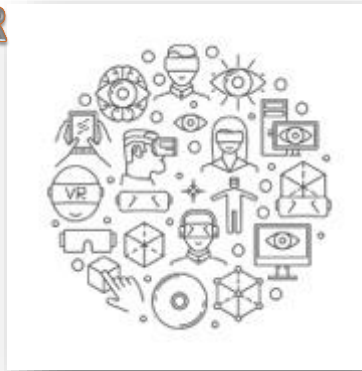


We don't just change industries. We help invent new ones.

AI



VR



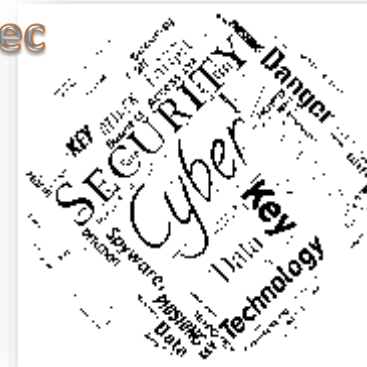
Robotics



BI



Info Sec





an energetic contemporary approach post the economic downturn





Scalable Business Model

- ASCENTYA business model is based in part on its strategy of acquiring, integrating, and growing niche IT companies with valuable customers, complementary and proprietary products, and dedicated promoters.

Experienced Promoters and Management Team

- The company's founders each have over 20+ years of experience, and are supported by executives with strong experience across all aspects of the business.

India Advantage

- India-centric back offices with experts to support the onshore teams whilst leveraging a lower cost base
- Addressing the rapidly growing IT requirements in India's domestic industry

Proven in-house Product Development Capacity

- In addition to offering services related to licensed 3rd party products, ASCENTYA offers Innovative proprietary solutions.



On-device AI can help everyone leap forward.

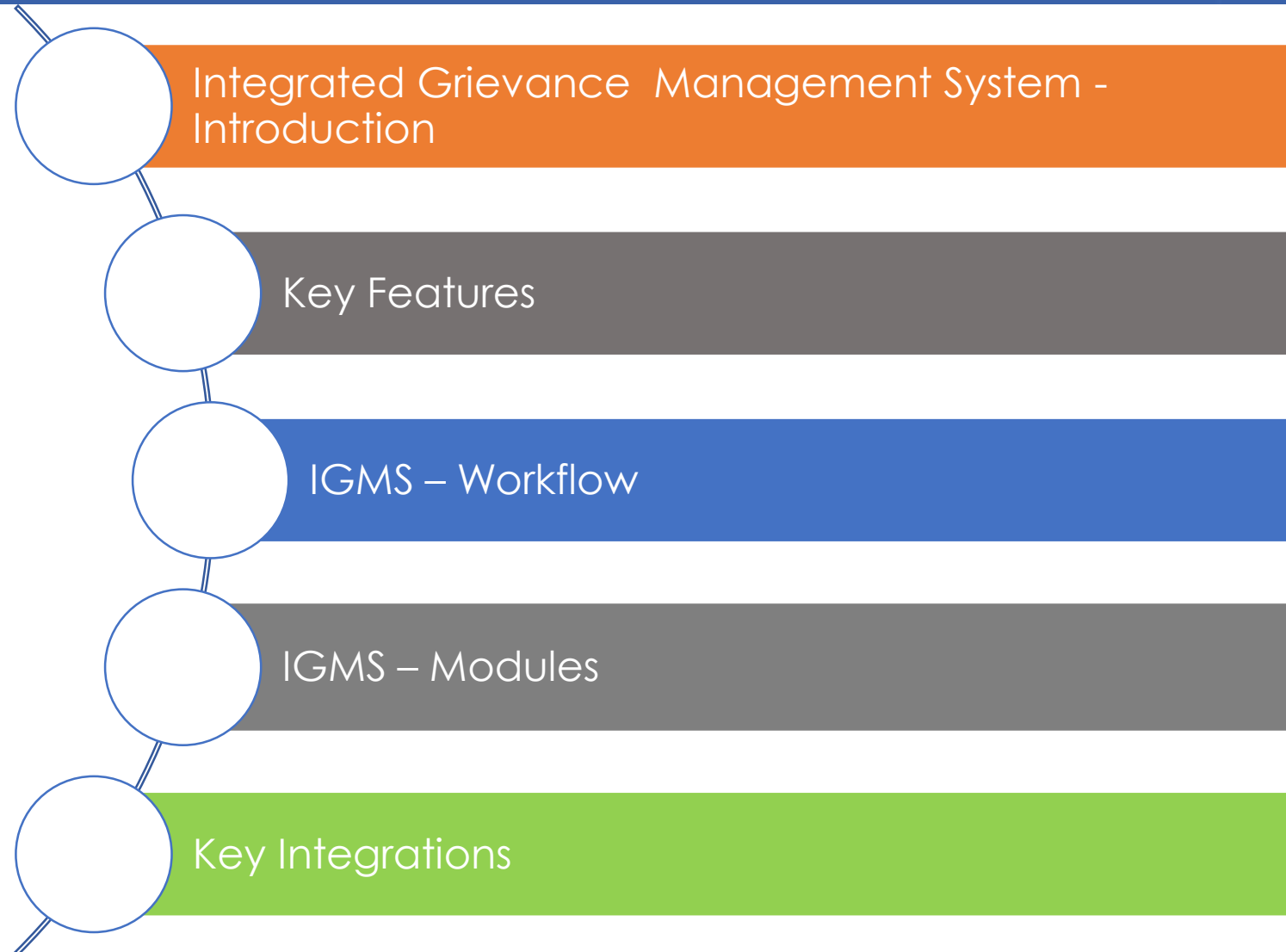
ASCENTYA is on a mission to make devices, machines and, well, pretty much everything, more intelligent. We created Artificial Intelligence (AI) Platform designed to learn and adapt to your behavior and environment. So get ready for smartphones, cars and even everyday household items, to deliver intuitive, highly personalized user experiences.

Introducing devices that simply get you.

The next generation of devices will boast enhanced privacy, improved reliability, low latency, efficient use of bandwidth and dynamic computing capabilities. These improvements will accommodate all sorts of AI features and applications. So as handy as smartphones are right now, the integration of AI into these devices will have the potential to transform them from passive tools to engaging partners, helping us make decisions—or even making decisions for us.



INTEGRATED GRIEVANCE MANAGEMENT SYSTEM



INTEGRATED GRIEVANCE MANAGEMENT SYSTEM

Integrated Grievance Management System is a centrally hosted web based call centre solution which provides a central platform for a citizen to login his grievance through

- Phone call/ SMS/ email/ web portal
- Grievance related to all government functions
- Grievance redressal is an automated process of Allotment, Escalation, Disposal, Feedback, Verification and Monitoring



INTEGRATED GRIEVANCE MANAGEMENT SYSTEM

End to End Application

- Lodge Grievance anywhere, anytime (24X7)
- Web (Self / Dept. Users)
- Phone(IVRS)
- Call Centre (181)
- E-Mitra
- Mobile App

System Characteristics

- A Multichannel, Multilingual
- speedy resolution,
- timely update and showcases Customized MIS reports.
- Centralized Real Time Based Dashboard for Monitoring.

High Load Handling Capacity

Application is tested for handling

- 300 thousand Grievances per day
- 10 thousand Applications per Hour.
- 15 to 20 thousand simultaneous hits

One Stop Shop

- User can check Status,
- Send Reminder,
- Provide Suggestion and
- Request to Reopen the disposed grievance if he is not satisfied with the resolution.

Integrated Workflow

- An Integrated workflow based GMS
- Auto Allocation
- Auto Escalation'
- SMS / E-Mail Updates
- Reminder



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KEY INTEGRATIONS

Some key applications which can be integrated with the IGMS:

- ✓ SSO Integration
- ✓ eVault (DMS) Integration
- ✓ Kiosk Integration
- ✓ Email & SMS Gateway Integration
- ✓ CTI (Computer Telephony Integration)
- ✓ Chatbot Integration
- ✓ Mobile App Integration
- ✓ GIS Integration
- ✓ IVRS Integration





Intelligence Augmentation

For further assistance please connect @

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