BIOTECH

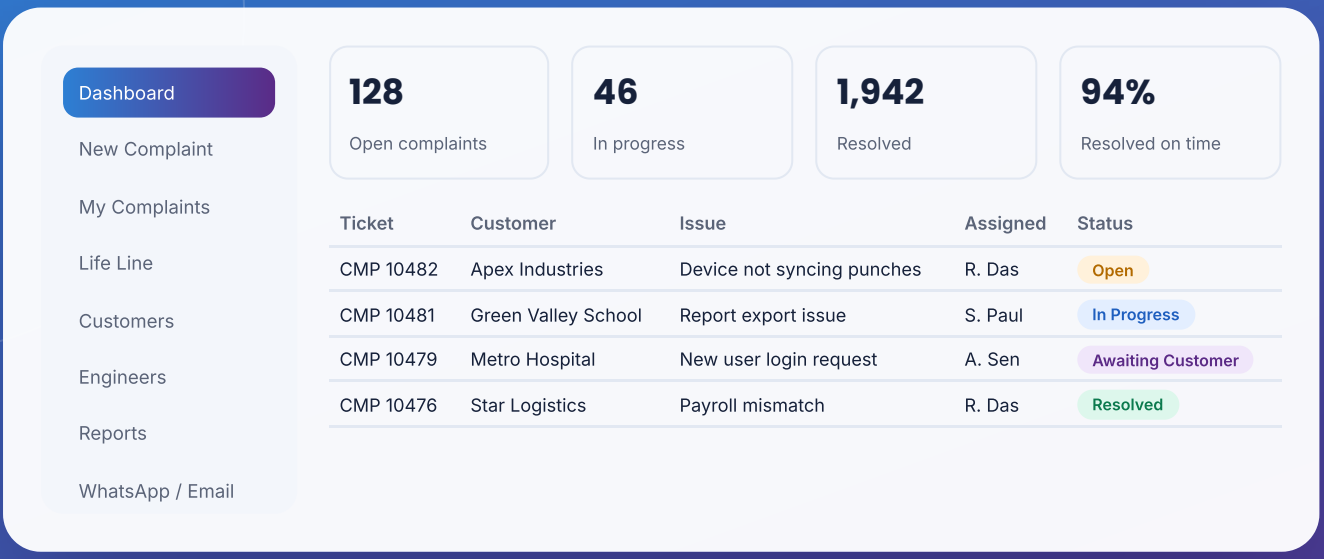
Software that runs your business smarter

CORPORATE BROCHURE

COMPLAINT MANAGEMENT SYSTEM

BioCare Desk

Register, assign, track and resolve every customer complaint from one secure desk, with a complete life line of each ticket and instant WhatsApp and email updates.



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Kolkata, India

WHY BIOCARE DESK

Every complaint, fully under control

Scattered phone calls, emails and chat messages make complaints easy to lose and hard to measure. BioCare Desk brings them into one system where every ticket has an owner, a status and a clear history, so your team resolves faster and your customers always know where they stand.

Quick Complaint Registration

Customers or your staff log a complaint in seconds with category, priority, product details and attachments. Every complaint receives a unique ticket number automatically.

Complaint Life Line

A complete timeline of each ticket: who raised it, who it was assigned to, every comment, every status change and the final resolution, all recorded with date and time.

Smart Assignment

Assign complaints to the right engineer or team, set priorities and follow up on pending work. Managers see the workload of every team member at a glance.

WhatsApp & Email Alerts

Built in integration with BioWA, our WhatsApp API, plus email notifications. Customers and engineers get instant updates when a complaint is created, assigned or resolved.

Mobile Number Login & OTP

Simple login using mobile number. New clients can register themselves on the login page and verify their account with an OTP, so only genuine customers get access.

Dashboards & Reports

Live counts of open, in progress and resolved complaints. Filter reports by customer, engineer, category, status or date range and export them for review meetings.

Secure Role Based Access

Separate portals and permissions for your developers, support staff, customer administrators and customer users. Everyone sees only what they should.

On Premise & Offline Ready

Runs fully on your own server or local network without depending on the internet. Your data stays with you. Existing customer and complaint data can be migrated in.

4	100%	Instant	Offline
Dedicated portals	Ticket history tracked	WhatsApp & email updates	Runs on your own server

BUILT FOR EVERY USER

Four portals, one connected desk

Each user group gets a focused workspace designed around the job they do, while all of them work on the same live complaint data.

Developer

- ✓ System setup
- ✓ WhatsApp integration
- ✓ Email configuration
- ✓ Masters & settings
- ✓ User control

Support Team

- ✓ Register complaints
- ✓ Assign engineers
- ✓ Update status
- ✓ Add remarks
- ✓ Close tickets

Customer Admin

- ✓ All company tickets
- ✓ Manage own users
- ✓ Track progress
- ✓ Review history
- ✓ Company reports

Customer User

- ✓ Raise a complaint
- ✓ Attach files
- ✓ Live status
- ✓ Get alerts
- ✓ Confirm resolution

COMPLAINT LIFE CYCLE

From first call to happy customer

1 **Register**
Complaint raised by customer or support desk

2 **Notify**
Ticket number sent on WhatsApp and email

3 **Assign**
Routed to the right engineer with priority

4 **Resolve**
Work, remarks and updates logged in life line

5 **Close**
Customer informed and ticket closed with full record

BENEFITS FOR YOUR ORGANISATION

- **Faster resolution**
  Clear ownership and priorities stop complaints from waiting in a queue.
- **Measurable service**
  Know response times, pending load and engineer performance.
- **Your data, your server**
  On premise deployment keeps information private and secure.
- **Complete transparency**
  Customers see live status, so follow up calls drop sharply.
- **No lost complaints**
  Every request is logged, numbered and traceable forever.
- **Local support**
  Implementation, training and support from our Kolkata team.

ABOUT BIOTECH

Technology partner for smarter workplaces

BIOTECH is a Kolkata based technology company delivering end to end biometric solutions and custom business software. From fingerprint and face attendance devices to HRMS, payroll, canteen and visitor systems, we build software that improves operations, sales and service for organisations of every size. Our sister brand BioSoft Technology is an authorised channel partner of Spine Technologies HRMS.

- Biometric Attendance (FP, Face, RFID)
- Mobile App Attendance
- BioNex HR
- SmartOffice Payroll
- Spine HRMS Partner
- RealBooks Integration
- Bio Canteen
- QR Canteen
- Bio Gym
- BioCampus
- Visitor Management
- File Server
- BioWA WhatsApp API
- IOCL TOAMS Integration
- BioCare Desk

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Website	www.biotech.net.in

Book a free demo

See BioCare Desk working with your own complaint process. Our team will set up a live demonstration and suggest the best deployment for your organisation.

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