CFMP

Customer Feedback Management Platform

CFMP is an efficient, AI-powered solution that streamlines and accelerates multi-channel customer feedback management. It offers service agents an exceptionally optimized workflow. Using CFMP, companies can significantly improve their products and services and enhance their customer satisfaction metrics.

CFMP collects and categorizes customer feedback from various sources, including app stores, web stores, review sites, social media, and emails, and can automatically respond to it if desired. AutoPlay mode significantly improves manual processing, reducing the review time for a single item from several minutes to just a few seconds or clicks.

CFMP is a scalable, multi-container, AI/ML-powered web application that can be accessed via any modern web browser. CFMP stores end-user feedback on customer premises in accordance with company data protection policies.

It employs a select set of open-source technologies that meet the highest standards in terms of quality, maintenance cycles, and platform independence. It’s simple, clever, and secure. As a "smart digital buddy" for service agents, CFMP optimally eliminates inefficient manual tasks through automation. CFMP efficiently manages feedback without losing the human touch.

CFMP functionality includes:

- Automatic multi-channel feedback collection
- Multi-channel processing without tool switching
- Filters to efficiently organize the feedback
- AI/ML based classification and business categorization of feedback
- Editable Auto replies and AutoPlay mode

CFMP requires minimal onboarding time for new service center agents. New agents require only a brief introduction to the system because the graphical user interface is self-explanatory.

We offer CFMP to global enterprises with simple, transparent licensing that includes standard or advanced service and support plans.

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