

# CFMP

## Customer Feedback Management Platform

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

CFMP collects, categorizes, and, if desired, automatically responds to customer feedback from a variety of sources, including app stores, web stores, review sites, social media, and emails. The AutoPlay mode significantly enhances the manual processing, thereby reducing the review process for a single item from several minutes to just a few seconds or clicks.

Backed by powerful backend, CFMP is an AI/ML-powered, scalable multi-container 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. CFMP 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 is an optimal solution for eliminating inefficient manual tasks through automation. CFMP makes feedback management efficient without losing the human touch.

Some CFMP functions are:

- Automatic multi-channel feedback collection
- Multi-channel processing without tool-switch
- Multiple filters to efficiently organize the feedback
- AI/ML based classification and business categorization of feedbacks
- Editable Autoreplies
- Feedbacks history
- AutoPlay mode

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

{privatescope} offers CFMP to global enterprises through simple and transparent licensing that includes a standard or advanced service and support plan.

