

auDA chooses Resolve® as its complaints handling software

auDA, the Australian Domain Name Administrator, has chosen the Resolve software from Beethoven Computer Services to support the growing demand on its enquiries, feedback and complaints handling activities.

auDA is the policy authority and industry self-regulatory body for the .au domain space. Since taking over the administration of .au in 2001, auDA has overseen a trebling of the number of .au domain names and significant increases in the number of registrars and resellers. This has resulted in a steady growth in the level of queries and complaints auDA receives.

This increasing demand on auDA's resources – also affected by changes in policy – prompted the organisation to consider ways to streamline its processes.

Jo Lim, Chief Policy Officer, auDA, says the Resolve software will enable the organisation to consolidate its knowledge base and provide better service without increasing pressure on its staff.

“I believe Resolve will streamline our complaints handling process and will help us bring new staff up to speed far more easily,” Ms Lim explains.

For example, auDA will be able to use Resolve to access historical data to answer similar or related queries, making it quicker and easier for staff to consistently provide accurate information.

“If we get a complaint along the same lines as one we've already actioned, or one relating to an entity we've already dealt with, we will be able to refer back to a central database to check how it was resolved,” Ms Lim says. “A lot of the information we provide outside of complaints handling requires standard responses which can be dealt with far more efficiently if there is a central repository in which files and templates are stored.”

auDA chose the Resolve software because it fits with the organisation's non-commercial needs. Beethoven's long held experience in implementing customer complaint and feedback handling systems to government organisations was also a big selling point for auDA.

Ross Allardyce, Managing Director, Beethoven Computer Services, says organisations like auDA are increasingly coming under scrutiny from the public to be made accountable for their actions.

“Consumers and businesses expect support from bodies such as auDA,” he says. “By ensuring internal processes are supported by a robust feedback and complaints handling mechanism, service providers put themselves in a far better position towards both the public and the regulators.”

The software is due to go live at auDA at the beginning of August.

About Beethoven

Australian software development company Beethoven Computer Services has been helping clients improve their customer service since 1994.

Through its Resolve software, Beethoven enables Australian government organisations and corporate businesses to better manage complaints, queries and requests for information from first contact through to resolution.

Resolve is a registered trademark of Beethoven Computer Services.

For more information, visit www.beethoven.com.au