

Infosys cobalt

INFOSYS COMPLAINTS MANAGEMENT: A UNIFIED APPROACH TO COMPLAINT AND SERVICE REQUEST MANAGEMENT

Infosys Complaints Management is a pre-configured, end-to-end framework designed specifically for councils and local governments to manage statutory and corporate complaints, service requests, and citizen interactions seamlessly. Built on the **Microsoft Business Applications stack**, this solution empowers councils to **enhance resident engagement**, streamline operations, and deliver superior public services.

Key Features



Role-Based Dashboards

Customised role-based dashboards aligned with the responsibilities of different council user roles for improved visibility and decision-making.

- Improves **decision-making** with real-time visibility into cases and performance metrics.
- Reduces **information overload** by showing only role-relevant data.
- Enhances **accountability** and productivity through personalised views.



Omni-Channel Case Management

Omni-Channel Case Management with automated case assignment, SLA tracking, and resolution across multiple channels.

- Ensures **consistent citizen** experience across all touchpoints.
- Improves **response times** with automated routing and SLA monitoring.
- Enables **centralised tracking** for transparency and compliance.



Seamless Request Assignment

Seamless request assignment to external vendors with progress monitoring, confidentiality controls, and secure access management, including Ombudsman escalation.

- Streamlines **collaboration** between council and third-party service providers.
- Maintains **data security** and compliance during external handoffs.
- Improves **resolution speed** and accountability through real-time tracking.



End-to-End Case Handling

End-to-end management of FOI, SAR, and EIR requests alongside complaints, and service requests, supported by distinct business process flows.

- Ensures **process standardisation** and compliance with regulations.
- Reduces **manual effort** through automation of repetitive tasks.
- Improves **first-time fix rates** and citizen satisfaction.

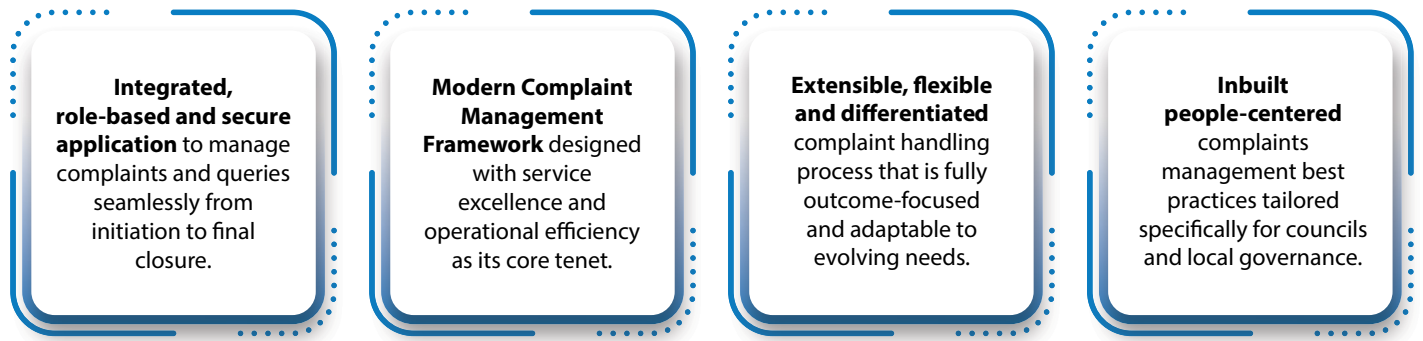


Centralised Platform

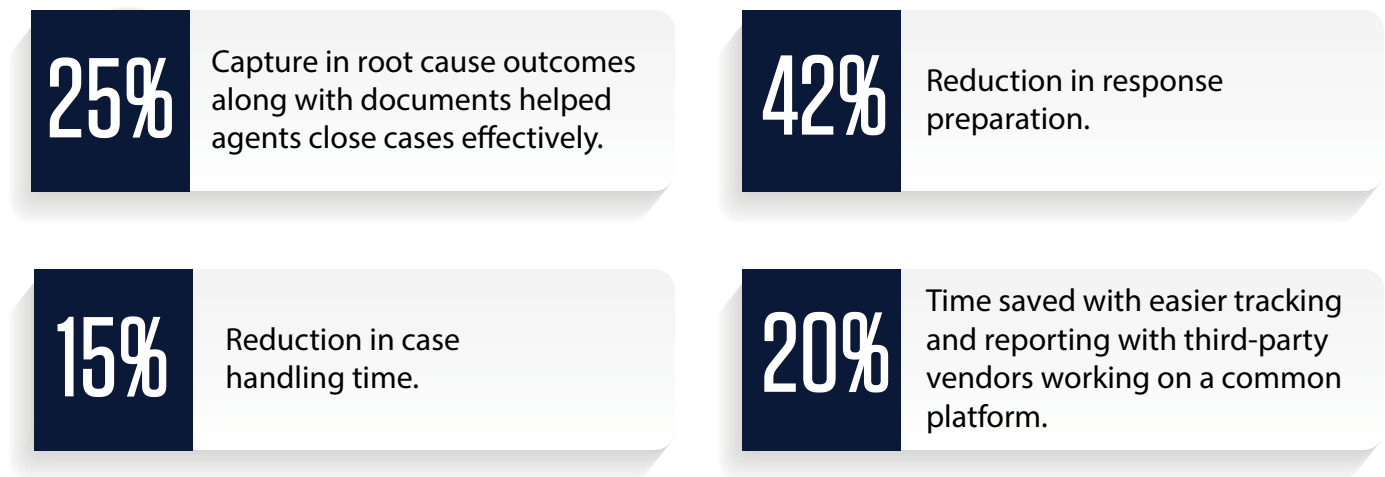
Centralised platform offering a 360° citizen profile, data accessibility, and a self-service portal for raising and tracking requests or complaints efficiently.

- Enhances **citizen engagement** with easy self-service options.
- Improves **operational efficiency** by eliminating silos and enabling data-driven decisions.
- Supports **interoperability** across council services for holistic service delivery.

Our Value Proposition



Business Benefits Delivered



Why Infosys

With **20+ years** of Microsoft expertise and a **1000+ consultant** practice across **45+ countries**, Infosys brings proven scale and capability to public-sector transformation. Our Complaints Management Solution built on the Microsoft AI Business Solutions stack enables fast, compliant, and transparent case handling tailored for local governments. It streamlines process end-to-end, driving quicker resolutions, higher efficiency, and stronger citizen trust.

Infosys Cobalt is a set of services, solutions and platforms for enterprises to accelerate their cloud journey. It offers over 14,000 cloud assets, over 200 industry cloud solution blueprints and a thriving community of cloud business and technology practitioners to drive increased business value. With **Infosys Cobalt**, regulatory and security compliance, along with technical and financial governance comes baked into every solution delivered.

For more information, contact askus@infosys.com

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