



icomplaints: the leading choice for successful & cost-effective EEO Case Management



A Complete Enterprise-Level Web-Based COTS Application

EEOC MD 110 Compliant

EEO Form 462

NO FEAR Capabilities

Section 508 Compliant

Platform Independent

Developed Following SEI CMM Level III Certified Software Development Approach

icomplaints is an enterprise level web-based application providing all of the capabilities needed to manage, track and report on EEO cases.

icomplaints features include:

- complete set of data elements and on-screen formatting required for EEO Form 462
- platform independent architecture (Windows or UNIX)
- broad database compatibility, including Oracle, MS SQL, or any ODBC database system
- browser-based user interface – no additional software required on individual PCs
- low system maintenance requirements
- comprehensive system administration module





icomplaints Case Processing Functionality:

Updating complaint information

Adding or updating a complaint processing event

Designating legal statutes applicable to a case

Adding or updating evidence

Attaching documents to a case (icomplaints accommodates virtually every available format, including common word processor documents, spreadsheets, PDF documents, .txt files, .jpg, .bmp and .gif files)

Adding or editing information on any claims relating to the case

Distributing partial or entire case information via email

Inputting and tracking fees related to cases

Duplicating a case

Closing a case

Archiving a case

Re-activating an archived case

With industry-leading technical and functional superiority, icomplaints is a proven enterprise-level web-based application that delivers a comprehensive range of capabilities for inputting, processing, tracking, managing, and reporting on complaint cases. That's why a commanding majority of today's agencies depend on icomplaints for successful and cost-effective EEO case management.

icomplaints provides the ability to:

- Collect and capture information on EEO complaints and cases
- Create a formal or an informal complaint case
- Create a class-action complaint case by creating the case from scratch or combine existing individual cases
- Split a class-action case into separate complaints
- Generate dedicated case numbers for newly created cases
- Assign a case to a counselor and case manager
- Create and maintain a schedule or calendar of processing events related to specific cases (e.g. notification letters that must be sent to complainants within a specified timeframe following decisions on cases)
- Generate automatic event related messages, including both pro-active messages regarding upcoming events, and alerts regarding missed or late events
- Process a case (see the side bar for details on case processing functionality available in icomplaints)
- "Delete" a case – "Deleted" cases are flagged as being "canceled" and archived, but are not purged from the system. System administrators may reactivate a "deleted" case or may make data from a "deleted" case accessible to users if required
- Automatically track all data entry, updates or modifications
- Track action and date/time of action, and user ID information, through audit logs

To schedule an icomplaints product demonstration today or to request additional information, contact MicroPact at 703-709-6110 or email sales@micropact.com.

