

Smarteeva Customer Portal

A direct line between medical device users and manufacturers. Real-time complaint logging, product information, recall notifications, and two-way communication in one self-service portal.

Real

TIME COMPLAINT
LOGGING

Two

WAY
NOTIFICATIONS

Self

SERVICE
PORTAL

API

INTEGRATED
SYSTEMS

KEY FEATURES

Give Your Customers a Direct Line to Quality

Smarteeva's Customer Portal lets device users and stakeholders interact with your quality team in real time. They can log complaints, report product issues, access product information, and receive recall notifications. All data flows directly into Smarteeva's complaint management workflow.

01

Smart Decision Trees

Guided workflows lead customers through complaint submission. The right data is collected every time, reducing follow-up calls.

02

Real-Time Collaboration

Customers and quality teams communicate without delays. Status updates, follow-up questions, and resolutions happen inside the portal.

03

Install Base Management

Track which products are deployed where. When a complaint or recall arrives, you know exactly which customers are affected.

04

Two-Way Notifications

Push critical product safety updates and recall notices to customers. Receive complaint confirmations and follow-ups automatically.

Self-Service That Improves Complaint Quality

Every complaint submitted through the portal arrives with structured data, pre-validated fields, and the context your team needs to act. No more email parsing. No more incomplete reports.



Direct Engagement

Customers report product issues instantly without phone calls or email chains.



Structured Data In

Decision trees collect the right information upfront. Fewer incomplete complaint records.



Faster Triage

Pre-structured data means quality teams can triage immediately instead of chasing missing fields.



Recall Communication

Push recall notices to affected customers and track acknowledgment in real time.



Easy Adoption

Clean, intuitive interface. Customers and employees adopt quickly with minimal training.



API Integration

Connect the portal to your existing CRM, ERP, or service management tools.

SMART DATA COLLECTION

Smart Data Collection at the Source

The portal uses configurable decision trees that adapt to the product type and complaint category. Customers are guided to provide exactly the data your team needs for triage, investigation, and regulatory assessment.

Web & Mobile

Accessible from any device, any browser

Configurable Workflows

Decision trees tailored to your product lines

Embedded in Devices

API enables complaint submission from connected devices

35%

of FDA MDRs filed through Smarteeva

70%

Faster complaint resolution

96%

First-pass extraction accuracy

50K+

Users across 80+ countries

How Teams Use This

Patient Complaint Submission

Device users log complaints through a guided workflow that captures device ID, issue description, and usage context.

Recall Notification & Response

Push recall notices to affected customers. Track who acknowledged and who needs follow-up.

Field Service Integration

Service teams log field observations directly into the quality system from mobile devices.

Distributor Reporting

Third-party distributors submit complaint data through the portal using standardized templates.

Why Companies Choose Smarteeva



Built on Salesforce

100% native. Enterprise security.
Integrates with your CRM.



AI That's Auditable

Every AI decision has a traceable
audit trail.



Connected by Design

All modules share one data model.



Any Size, Any Market

10-person startup to global top 100.

See Smarteeva In Your Workflow

30 minutes. Your use cases, your data, your regulatory markets. A live walkthrough configured for your team.

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