SPINSO

Basic edition

ComplaintTracker

manage customer complaints

Getting Started(Trial Edition)

Quick start guide for ComplaintTracker Basic Edition
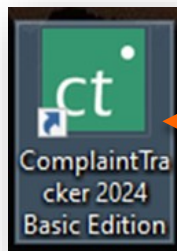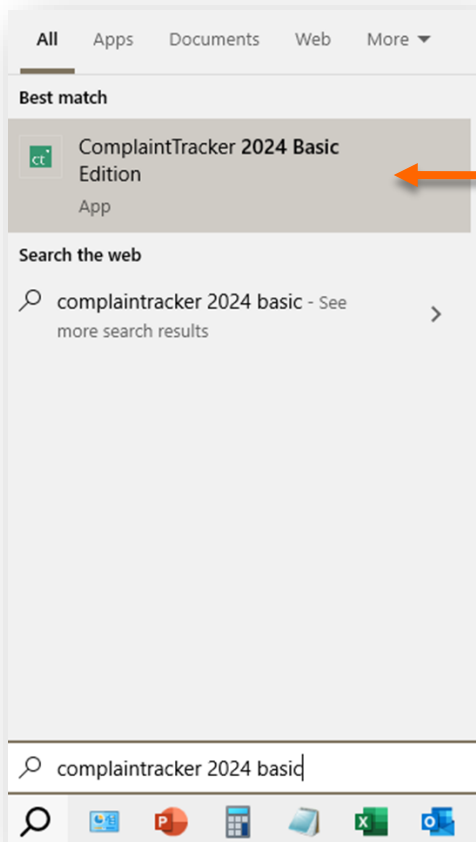
1 INDEX

Getting Started Guide

2 | LOGIN

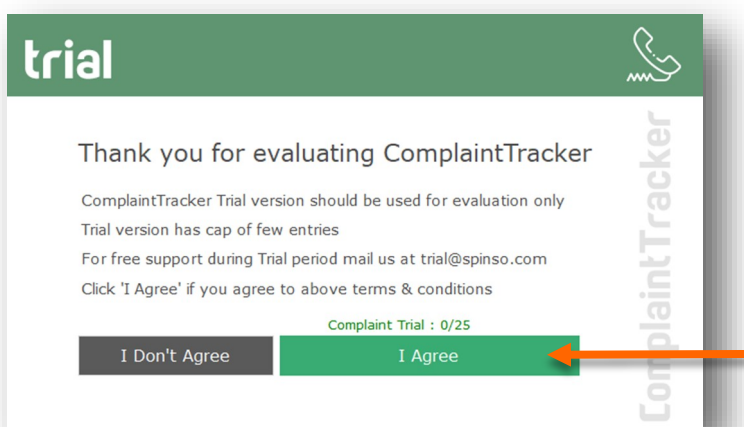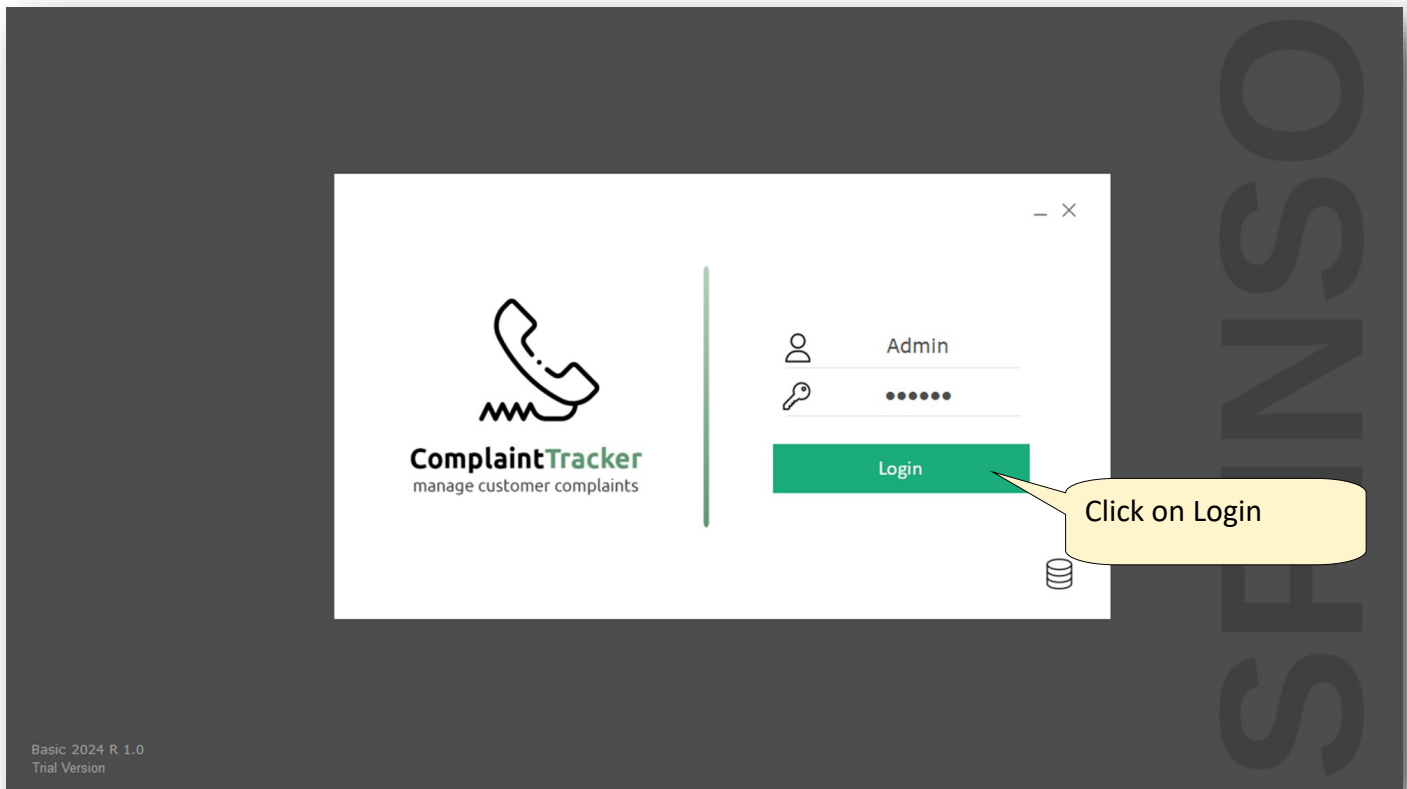Double Click on **ComplaintTracker** icon, on your desktop.

or

You can also launch the application from
Start - Program Files - Spinso - ComplaintTracker

Default login details:
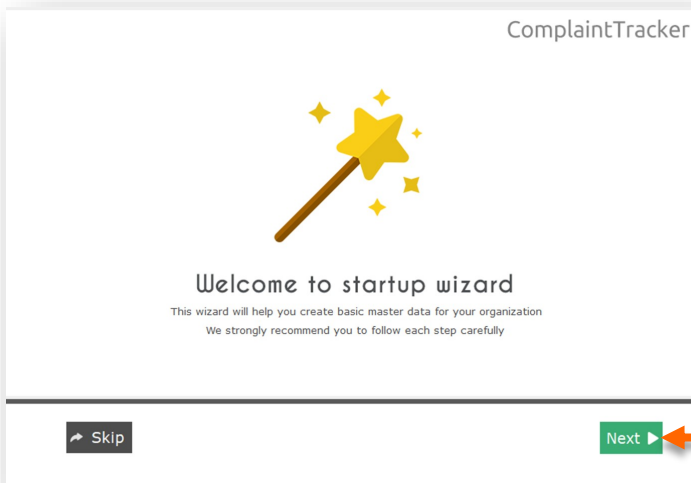•User Name : **admin**
•Password : **spinso**

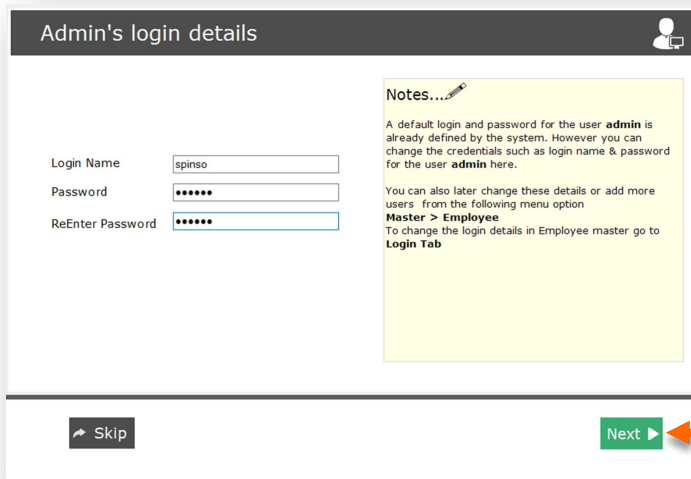Click on Login

Click on **I Agree**

3 **WIZARD**

- The wizard screen lets you quickly enter basic details required to create master's data like Employee and Product, etc. so that you can immediately start adding Complaints.

- This screen will appear only once when you login to the system for first time.

- Data entered through wizard can be seen in Master screen. You can also further add or modify these details later in the respective master's screens.

- Here we are using IT and Networking as an example for Business type. Kindly choose a Business type that is appropriate for your business.
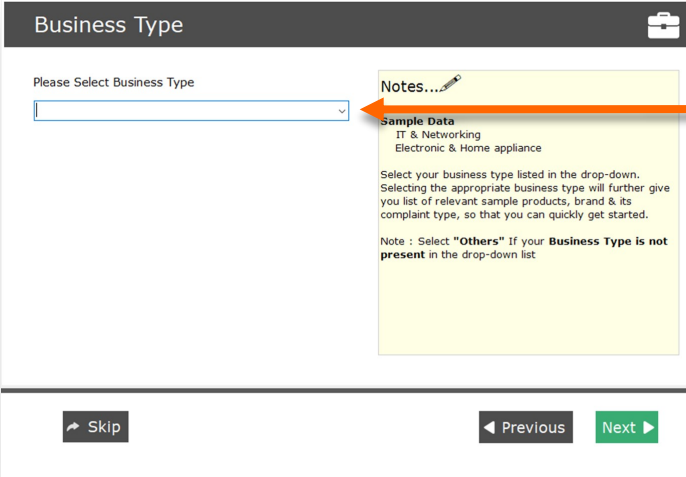

Click on **Next.**

Here, change Admin's Login Name & Password.
The new login name & Password will be used for your next login. Hence, kindly keep a note of these details.

Click on **Next.**

Business Type

Please Select Business Type

Notes...

Sample Data
IT & Networking
Electronic & Home appliance

Select your business type listed in the drop-down. Selecting the appropriate business type will further give you list of relevant sample products, brand & its complaint type, so that you can quickly get started.

Note : Select **"Others"** If your **Business Type is not present** in the drop-down list

Skip   ◀ Previous   Next ▶

3 Click on the list.

Business Type

Please Select Business Type

Airconditioning
Cable & Internet Services
CCTV & Security System
Electronics & home appliances
Elevators
IT & Networking
Machinery & Equipments
Medical Equipment
Mobiles
Office Automation
Pest Control
Rental & Refills
Software
Solar & Renewable Energy
Water Purifiers
Weighing machines
Others

Notes...

Sample Data
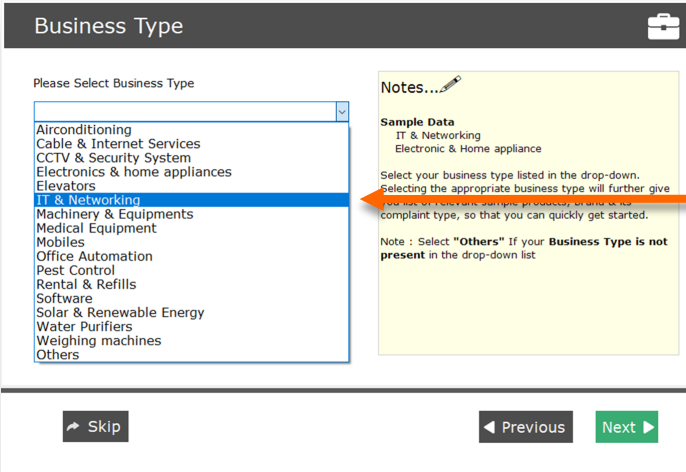IT & Networking
Electronic & Home appliance

Select your business type listed in the drop-down. Selecting the appropriate business type will further give you list of relevant sample products, brand & its complaint type, so that you can quickly get started.

Note : Select **"Others"** If your **Business Type is not present** in the drop-down list

Skip   ◀ Previous   Next ▶

4 Select your business type from the list.

Here, we are using IT and Networking as an example for Business type. Kindly choose a Business type that is appropriate for your business.

Business Type

Please Select Business Type

IT & Networking

Notes...

Sample Data
IT & Networking
Electronic & Home appliance

Select your business type listed in the drop-down. Selecting the appropriate business type will further give you list of relevant sample products, brand & its complaint type, so that you can quickly get started.
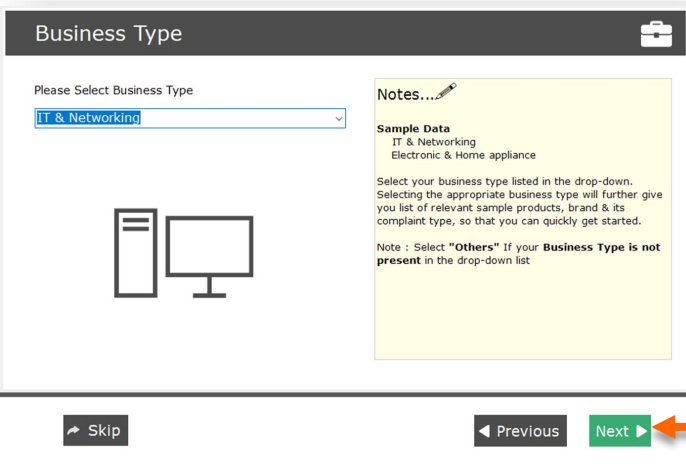
Note : Select **"Others"** If your **Business Type is not present** in the drop-down list

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5 Click on **Next**.

Employee

Please Enter Employee Name

Alex Fernanded
Neil DSouza
Mark Wilson

Notes...

Sample Data
 John Smith
 Rita Singh

Each employee should be entered in a new line.

In the above example by default **login name** and **password** assigned to both the employees, would be john & rita respectively.
However you have the option to change the login and password later from menu option
Master > Employee

Note : By default **first name** would be used for Login and Password

* Enter each employee in a new line

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6 Enter employee name here, each name in a new line.
Click on **Next**.

Product Category

Please Enter Product Name

All-in-one Printers
CCTV
Desktop
Inkjet Printers
Laptops
Laser Printers
Projector
Server
Software
Tablets

Notes...

You can define the product here followed by the rate.

Each product should be added in a new line.

Later the product can be defined by the user having admin access through the following menu option
Master > Product

* Enter each Product in a new line

Skip   ◀ Previous   Next ▶

7 Enter Product here, each name in a new line.
Click on **Next**.

Complaint Type

Please Enter Complaint Type

Beep Sound
Connectivity Issue
Display problem
Does not switch on
Noise
Paper jam
System Crash
Virus

Notes...

Define the Complaint Type for your complaint.

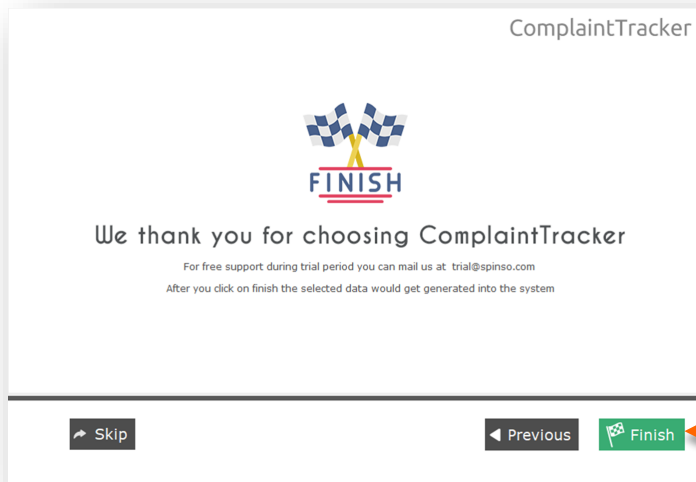You can add each Complaint Type in a new line.

However you can later add or manipulate the Complaint Type from the following menu option
Master > Parameters

Select the type "Complaint Type" and add the required Complaint Types.

* Enter each Complaint in a new line

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8 Enter Complaint type here, each type in a new line.
Click on **Next**.

ComplaintTracker

FINISH

We thank you for choosing ComplaintTracker

For free support during trial period you can mail us at trial@spinso.com

After you click on finish the selected data would get generated into the system
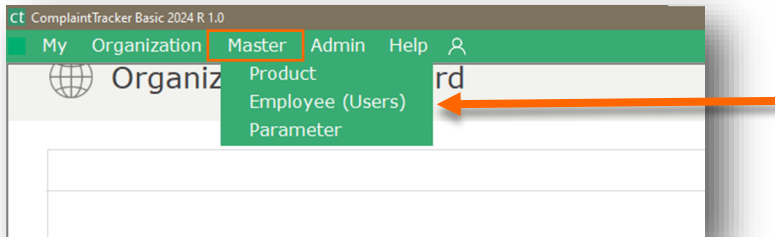
Skip
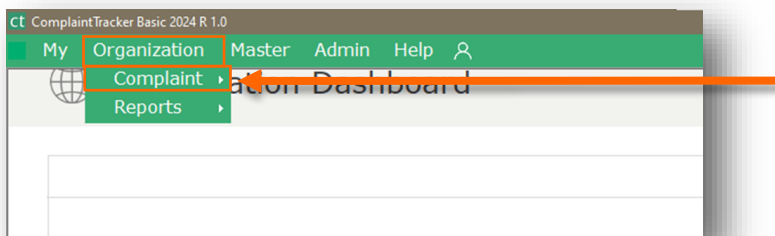
Previous   Finish

9   Click on **Finish.**

Wizard is completed

**Next Step**: To view the data entered in the wizard refer the following steps

Note: If you wish to change or update wizard.

- **Master** —> **Product**; here you can add/edit Product's name or price, etc.

- **Master** —> **Employee**; here you can add/edit employee's name or password.

- **Master** —> **Parameter**; here you can add/edit complaint type.

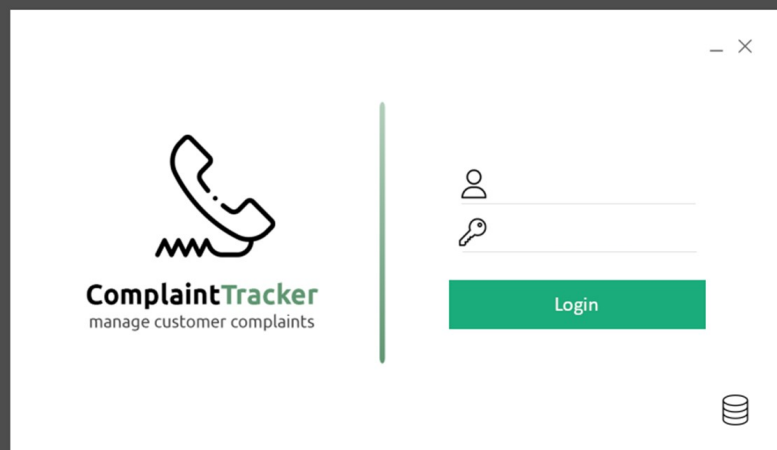You can immediately start adding Complaints from **Organization** —> **Complaint**
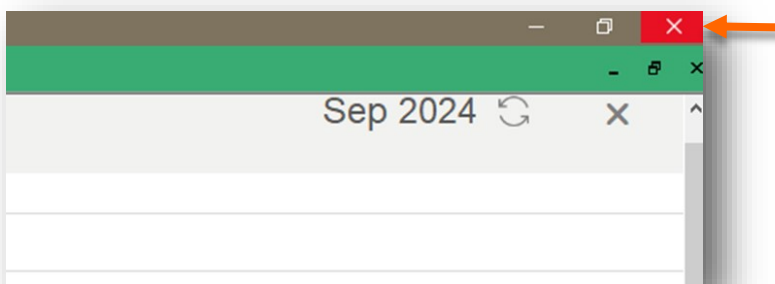
Click on this exit button to close the application.

4 Re-Login

The next time, you login to our system, enter your new login credentials.

Thank you

For more information

Kindly Call us or WhatsApp **+91.99 201 401 00** for any queries.

For more info visit: spinso.com

Next step

First Complaint
how to quickly enter your first Complaint in ComplaintTracker Basic

CT Basic Entering-First-Complaint.pdf

SPINSO

Other software products

SalesTracker

manage leads & follow-ups

ServiceDesk

manage warranties & AMC

TimeTracker

manage timesheet & approvals

QuotationTracker

create professional quotation

SPINSO

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