



Basic edition

ComplaintTracker

manage customer complaints



Entering a Complaint (Trial edition)

Step by step guide to enter a Complaint in ComplaintTracker Basic.

1

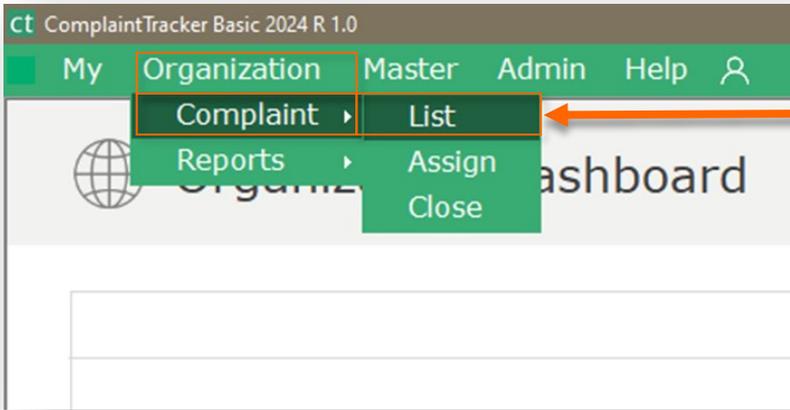
INDEX

Steps

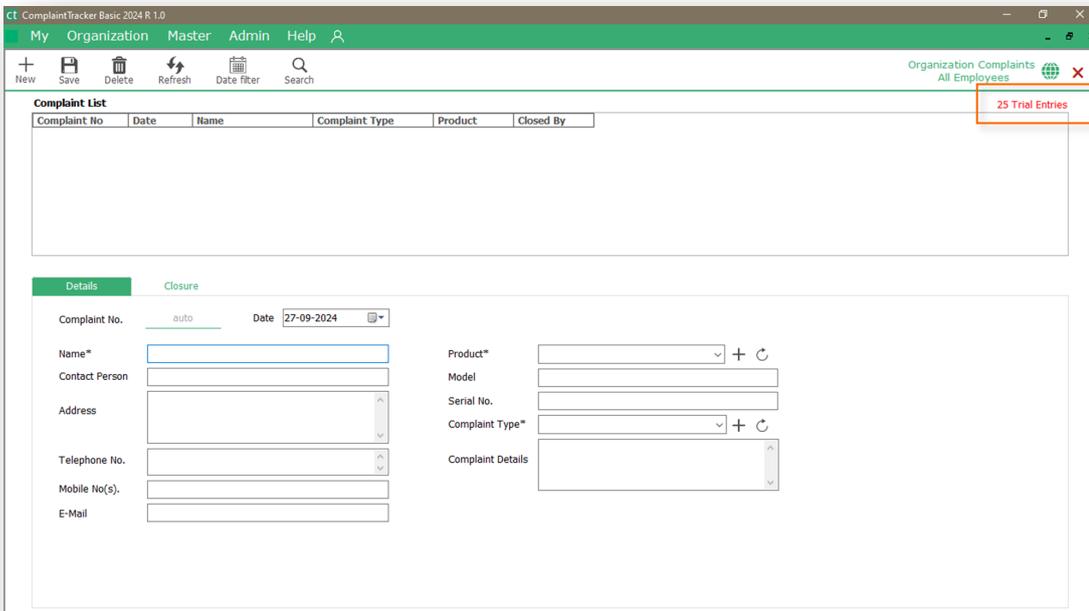
- 1. Index _____ Pg 2
- 2. First Complaint _____ Pg 3

2

First Complaint



Go to
Organization > Complaint > List



Please note: this is a trial edition, has a cap of 25 trial entries.

CT ComplaintTracker Basic 2024 R 1.0

My Organization Master Admin Help

New Save Delete Refresh Date filter Search

Complaint List

Complaint No	Date	Name	Complaint Type	Product	Closed By

Details Closure

Complaint No. auto Date 27-09-2024

Name*

Contact Person

Address

Telephone No.

Mobile No(s).

E-Mail

Product*

Model

Serial No.

Complaint Type*

Complaint Details

Here, we can see two tabs:

- **Details:** Complaint Details such as Customer contact and product details, etc.
- **Closure:** Complaint Closed details.

CT ComplaintTracker Basic 2024 R 1.0

My Organization Master Admin Help

New Save Delete Refresh Date filter Search

Complaint List

Complaint No	Date	Name	Complaint Type	Product	Closed By

Details

Complaint No. auto Date 27-09-2024

Name* RAC Engineering Company

Contact Person Mr. Naresh Sinha

Address 112, Mahape Industrial Estate, Rabale, Navi Mumbai

Telephone No. 55441122

Mobile No(s). 9892415263

E-Mail naresh.sinha@racengg.com

Product* All-in-one Printers

Model TPAL-225412

Serial No. KERJK132454

Complaint Type* Paper jam

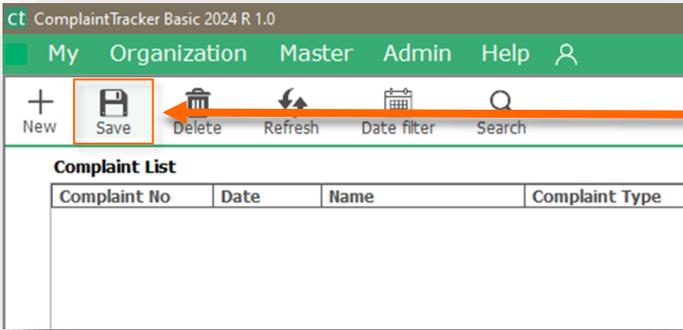
Complaint Details also change the cartridge

Details Tab:

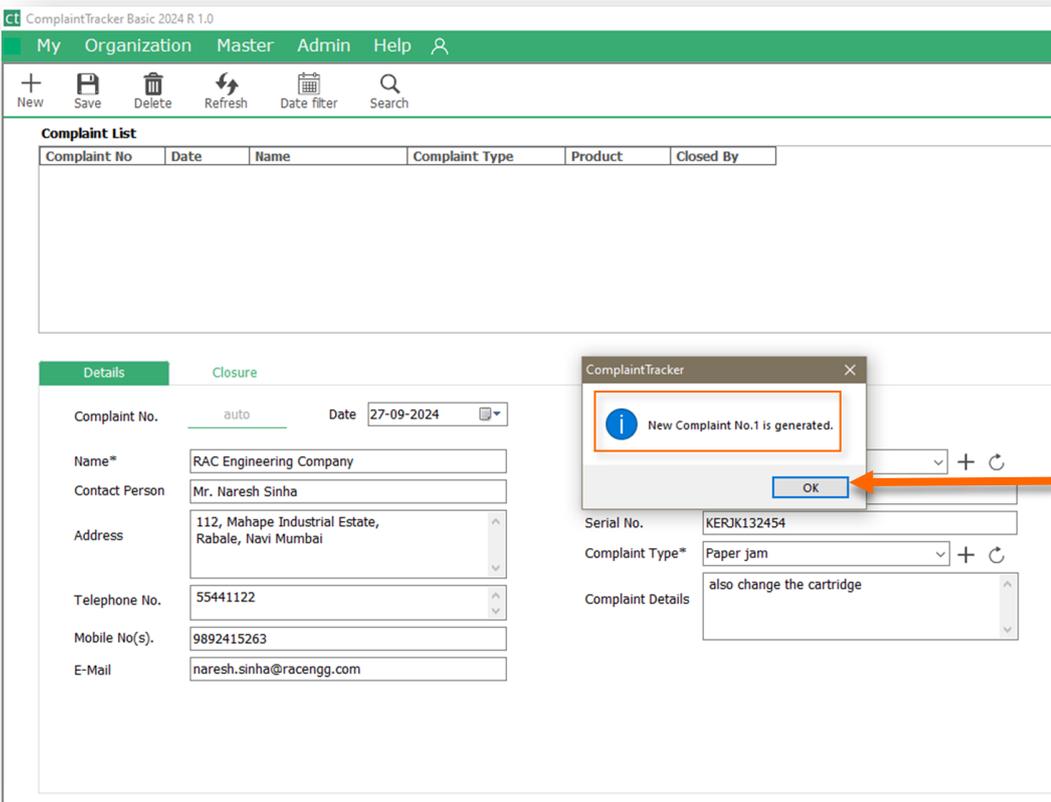
Fill details such as

- Name
- Contact Person
- Address
- Telephone No.
- Mobile
- E-mail
- Select Product
- Model
- Serial No.
- Select Complaint Type
- Enter Complaint Details
- Set Date

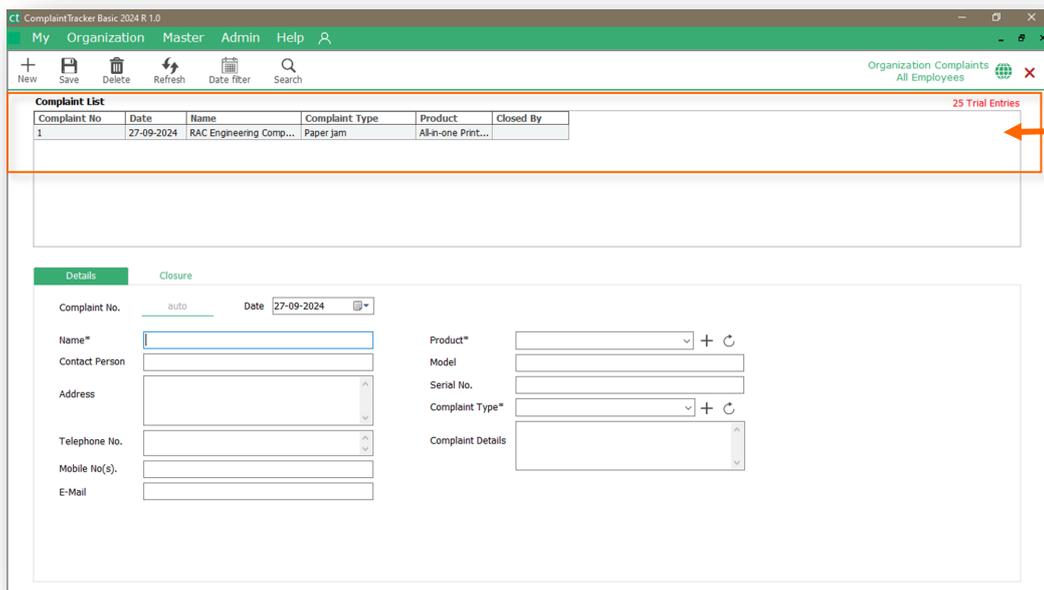
Complaint No. will be auto generated by the system.



Click on **Save**



Complaint No.1 will be generated. Click on **OK**.



The screenshot displays the ComplaintTracker Basic 2024 R 1.0 application window. The top menu bar includes 'My', 'Organization', 'Master', 'Admin', and 'Help'. Below the menu is a toolbar with icons for 'New', 'Save', 'Delete', 'Refresh', 'Date filter', and 'Search'. The main content area is divided into two sections: 'Complaint List' and 'Details'.

The 'Complaint List' section features a table with the following data:

Complaint No	Date	Name	Complaint Type	Product	Closed By
1	27-09-2024	RAC Engineering Comp...	Paper jam	Al-in-one Print...	

An orange arrow points to the '25 Total Entries' text in the top right corner of the table. Below the table is a 'Details' section with a 'Closure' tab. The 'Details' form contains various input fields for 'Complaint No.', 'Date', 'Name*', 'Contact Person', 'Address', 'Telephone No.', 'Mobile No(s)', 'E-Mail', 'Product*', 'Model', 'Serial No.', 'Complaint Type*', and 'Complaint Details'.

We can see the Complaint in this list.



Congratulations

You have successfully entered your first Complaint
in ComplaintTracker Basic.

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



Assigning a Complaint

how to quickly assign a complaint to an employee in ComplaintTracker Basic
[CT Basic Assign-Complaint.pdf](#)

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