

SPINSO[®]



Basic edition

ComplaintTracker

Manage customer complaints



Assign a Complaint (Trial edition)

Step by step guide to assign a complaint to an employee in ComplaintTracker Basic.

1

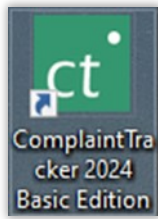
INDEX

Steps

1. Index _____ Pg 2
2. Login _____ Pg 3
3. Go to Assign Complaint Screen _____ Pg 4
4. Assign Complaint _____ Pg 6

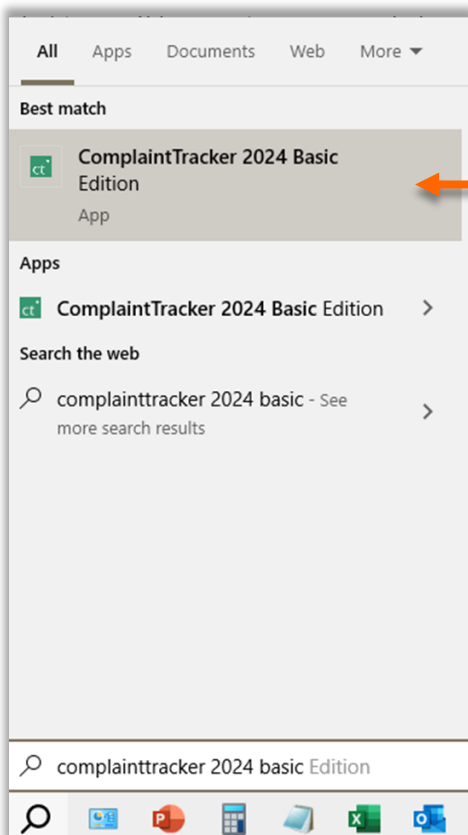
2

LOGIN

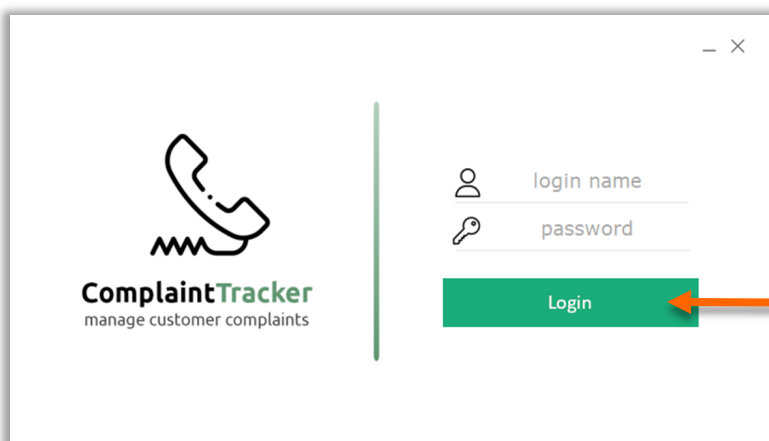


Double Click on **ComplaintTracker** icon, on your desktop.

or



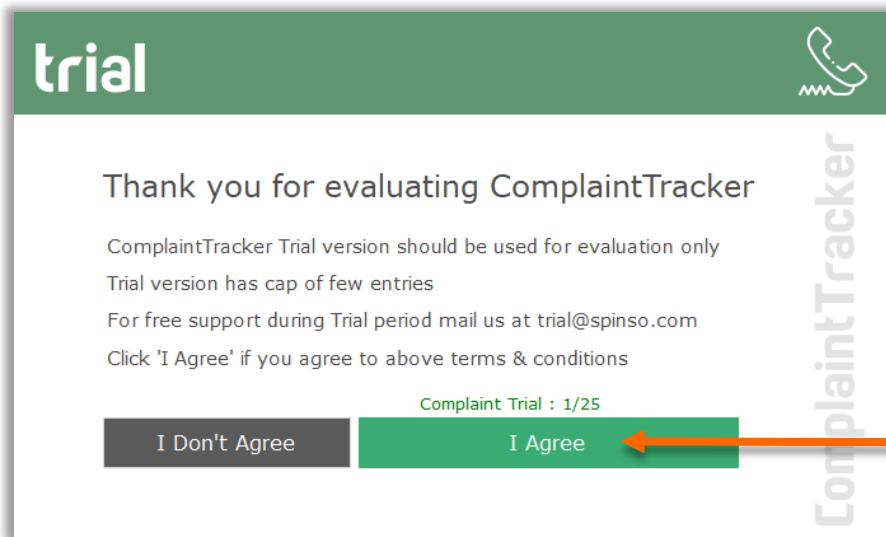
You can also launch the application from **Start - Program Files - Spinso - ComplaintTracker**



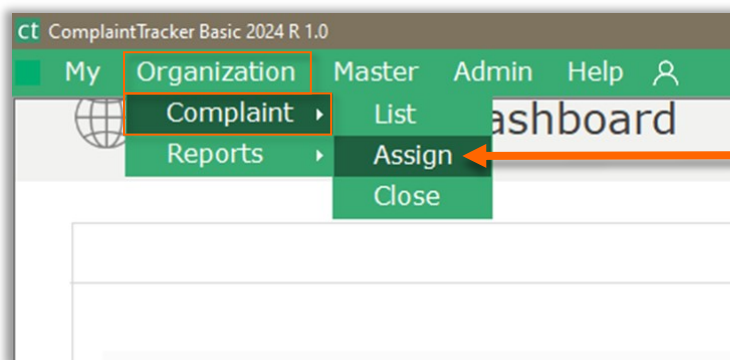
Enter Login name and password
Click on **Login**

3

Go to Complaint Screen



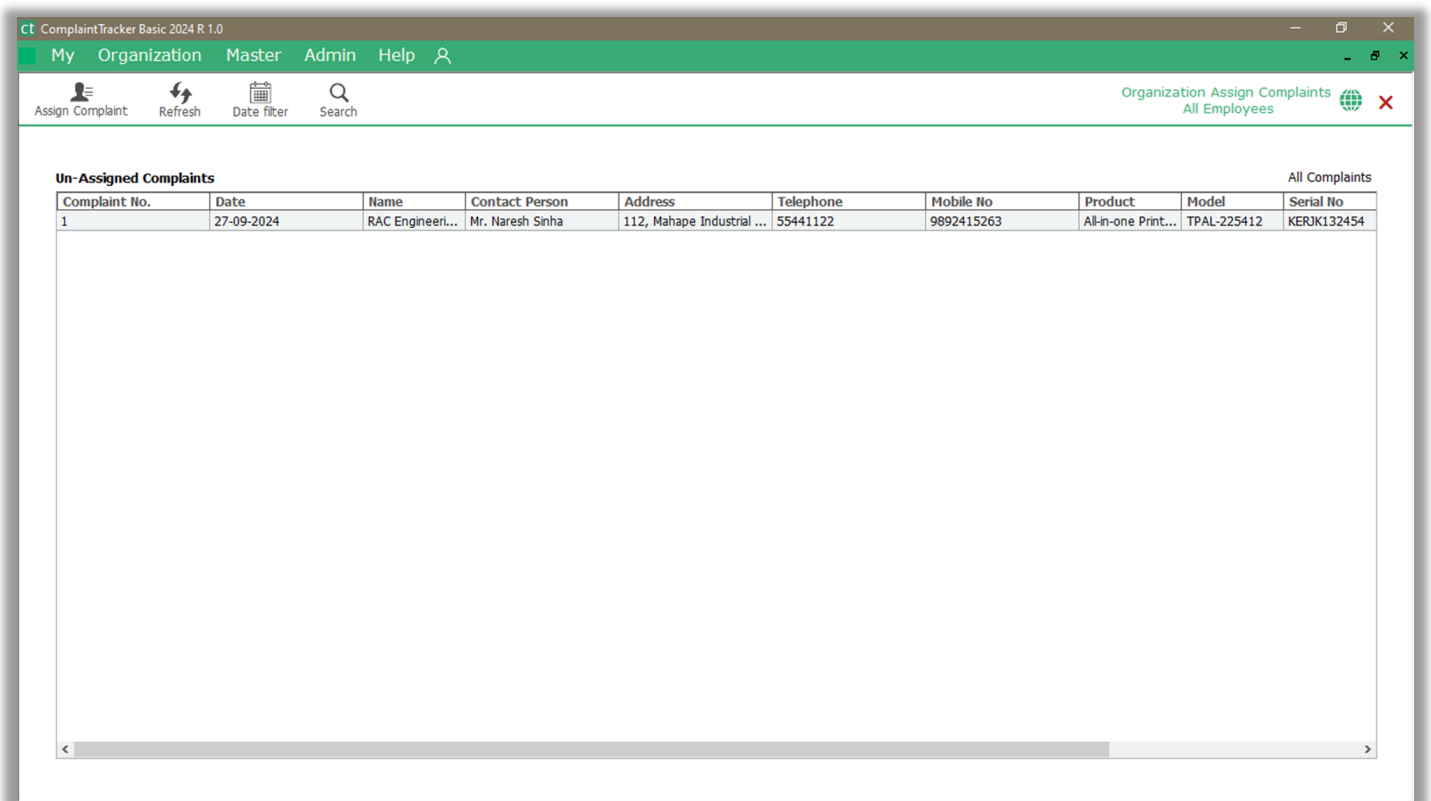
Click on **I Agree**



Go to

Organization > Complaint > Assign

Assign Complaints Screen



CT ComplaintTracker Basic 2024 R 1.0

My Organization Master Admin Help

Assign Complaint Refresh Date filter Search

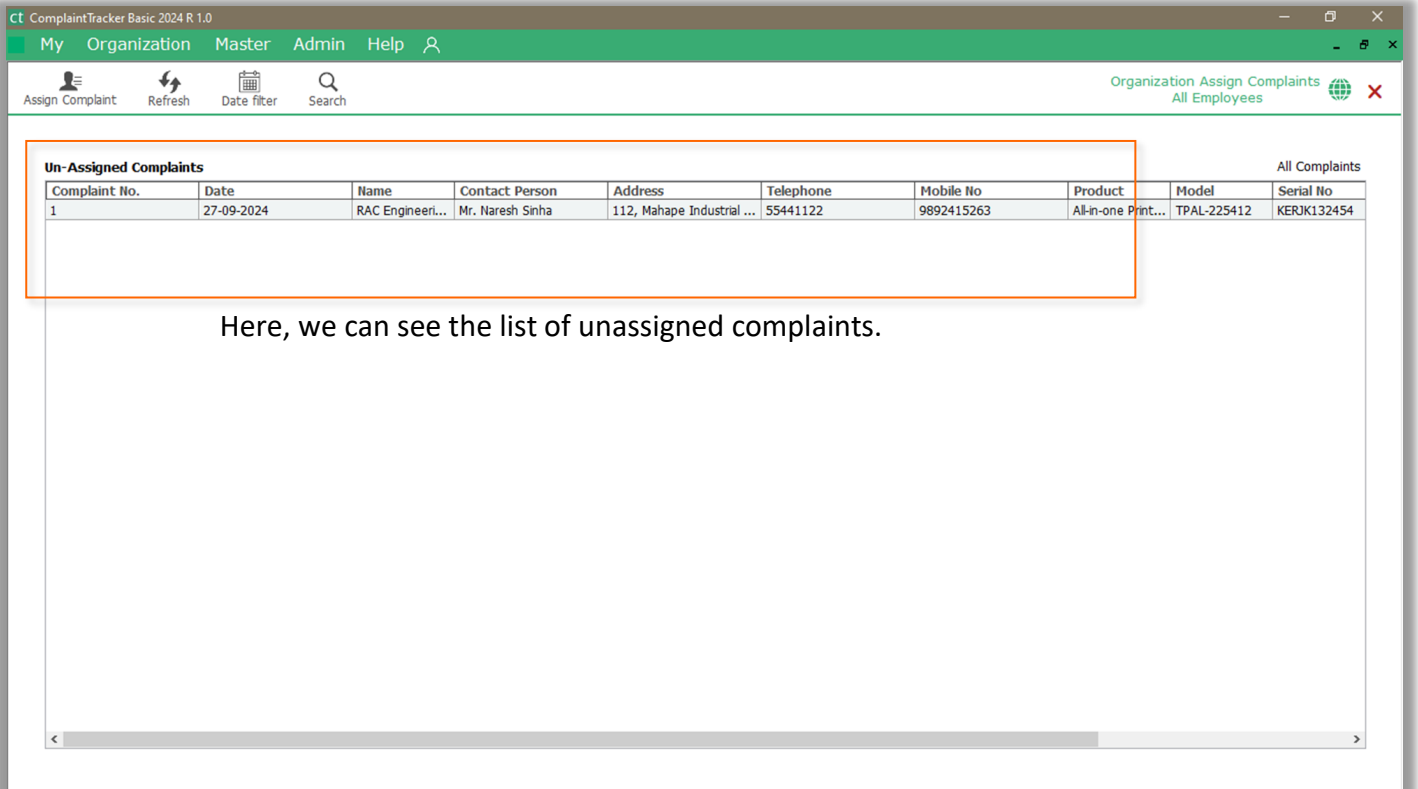
Organization Assign Complaints All Employees

Un-Assigned Complaints All Complaints

Complaint No.	Date	Name	Contact Person	Address	Telephone	Mobile No	Product	Model	Serial No
1	27-09-2024	RAC Engineeri...	Mr. Naresh Sinha	112, Mahape Industrial ...	55441122	9892415263	All-in-one Print...	TPAL-225412	KERJK132454

4

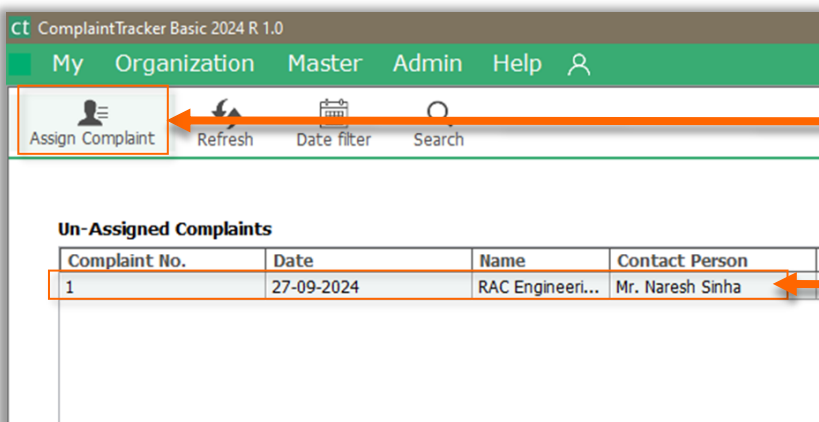
Assigning a Complaint



Organization Assign Complaints
All Employees

Complaint No.	Date	Name	Contact Person	Address	Telephone	Mobile No	Product	Model	Serial No
1	27-09-2024	RAC Engineeri...	Mr. Naresh Sinha	112, Mahape Industrial ...	55441122	9892415263	All-in-one Print...	TPAL-225412	KERJK132454

Here, we can see the list of unassigned complaints.



Organization Assign Complaints
All Employees


Complaint No.	Date	Name	Contact Person
1	27-09-2024	RAC Engineeri...	Mr. Naresh Sinha

To Assign a complaint to an employee.

- Select an un-assigned complaint from the list
- Click on **Assign Complaint**

Assign Details Window will open.

Assign Details ✕


 Save ✕

Complaint No. Date

Name

Details More

Assign Details


Assign To * + 

Date

- Alex Fernanded
- Mark Wilson
- Neil DSouza

Select an employee to assign the complaint.

Assign Details ✕



 Save ✕


Complaint No. Date

Name

Details More

Assign Details

Assign To *  + 

Date 

Click on Save.

Assign Details
✕

Save
✕

Complaint No. Date

Name

Details
More

Assign Details

Assign To *

Date

i Complaint Assigned

Complaint Assigned Successfully.
Click on **OK**.

CT ComplaintTracker Basic 2024 R 1.0
My Organization Master Admin Help

Assign Complaint
Refresh
Date filter
Search

Organization Assign Complaints
All Employees
✕

Un-Assigned Complaints
All Complaints

Complaint No.	Date	Name	Contact Person	Address	Telephone	Mobile No	Product	Model	Serial No
<p>Once the complaint is assigned that record will be removed from this list. Hence, only unassigned complaints will be shown in this screen.</p>									

Congratulations

You have successfully assigned a Complaint in
ComplaintTracker

Thank you

We hope this was helpful. Kindly Call us or WhatsApp +91.99 201 401 00 for any queries.

We recommend you to see our **How to Close a Complaint** Help file Next.

For more info visit: <https://www.spinso.com>