



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.

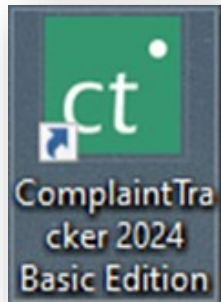
1

INDEX

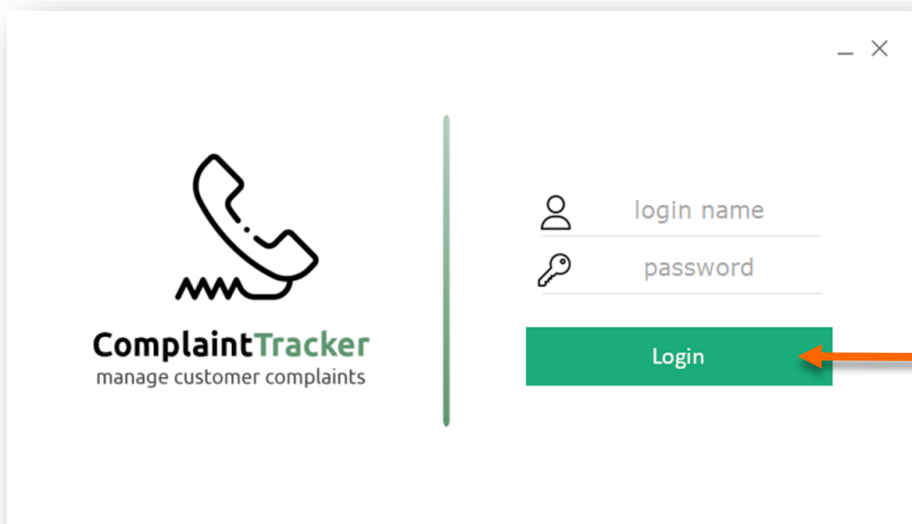
Steps

1. Index _____ Pg 2
2. Login _____ Pg 3
3. Assign Complaint _____ Pg 4

2 LOGIN



Start ComplaintTracker

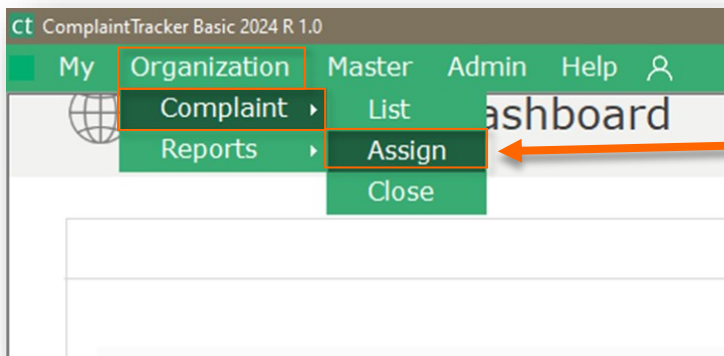


Enter Login name and password

Click on **Login**

3

Assigning a Complaint



Go to
Organization > Complaint > Assign

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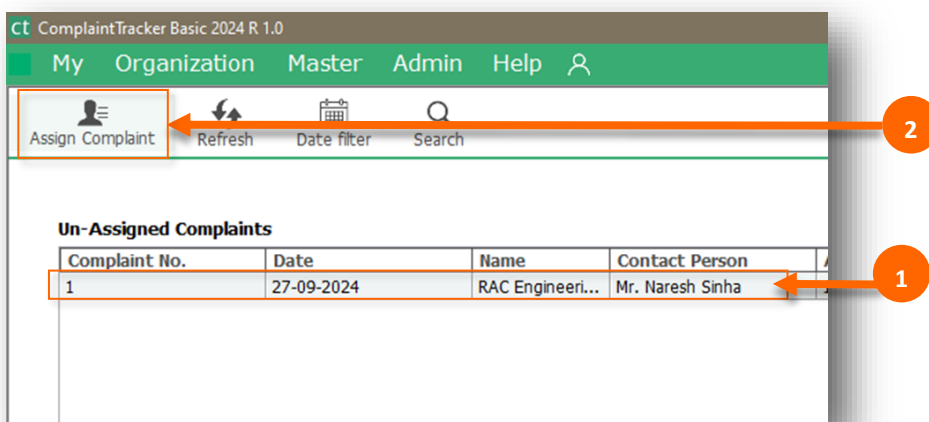
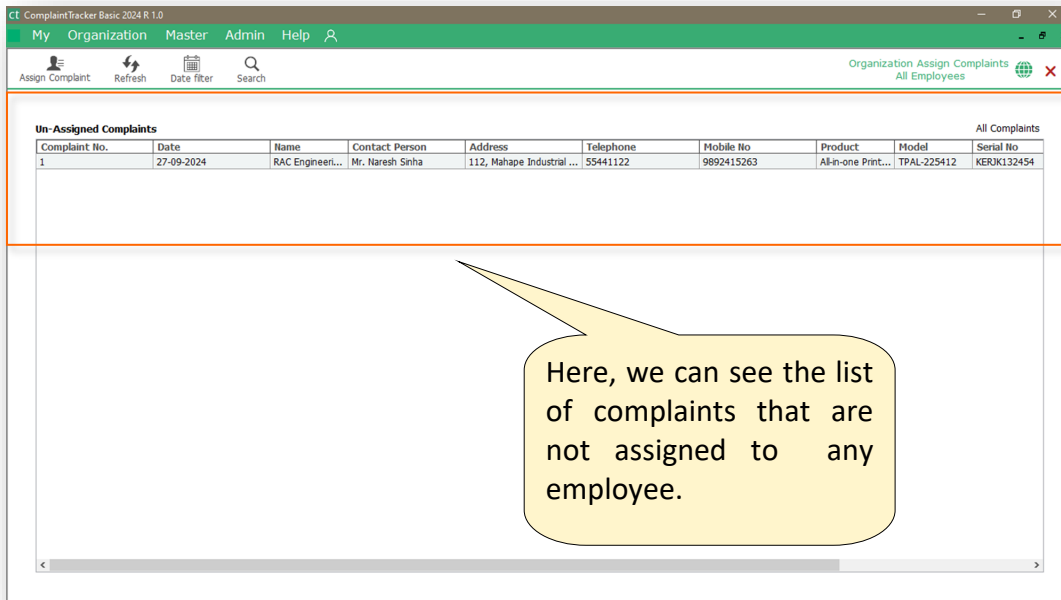
My Organization Master Admin Help

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




To Assign a complaint to an employee.

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

Assign Details Window will open.

Assign Details

 Save

Complaint No. 1 Date 27-09-2024
Name RAC Engineering Company

Details More

Assign Details


Assign To *

Alex Fernanded
Mark Wilson
Neil DSouza

Date

Select an employee to assign the complaint.

Assign Details

 Save

Complaint No. 1 Date 27-09-2024
Name RAC Engineering Company

Details More

Assign Details

Assign To * Neil DSouza

+

Date 27-09-2024

Click on **Save**.

Assign Details

Save

×

Complaint No. Date

Name

Details

More

Assign Details

Assign To *

Date

ComplaintTracker

×

i

Complaint Assigned

OK

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

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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

Once the complaint is assigned that record will be removed from this list. Hence, only unassigned complaints will be shown in this screen.



Congratulations

You have successfully assigned a Complaint to an employee 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



Close a Complaint

how to quickly close a Complaint in ComplaintTracker Basic

[CT Basic How-To-Close-Complaint.pdf](#)

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