



Basic edition

ComplaintTracker

manage customer complaints



View Report (Trial edition)

Step by step guide on how to view reports and dashboard in ComplaintTracker Basic.

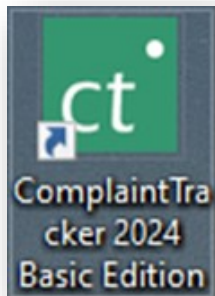
1

INDEX

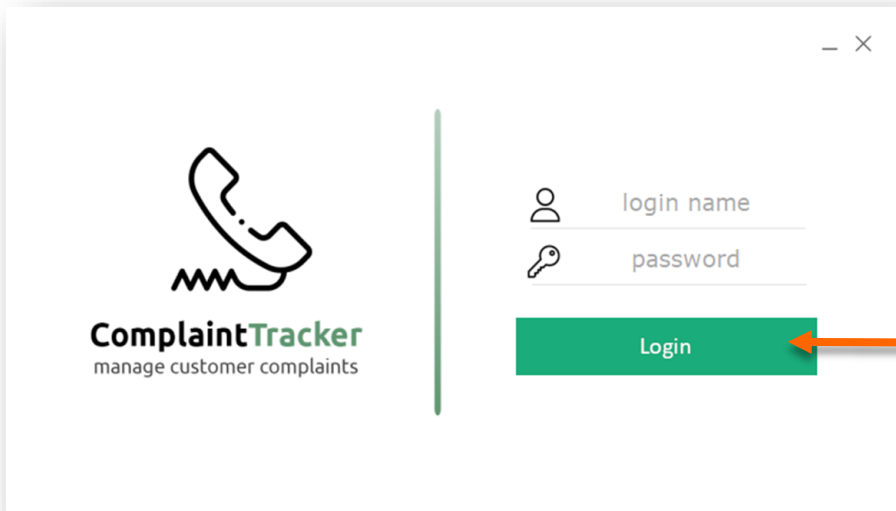
Steps

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2 LOGIN



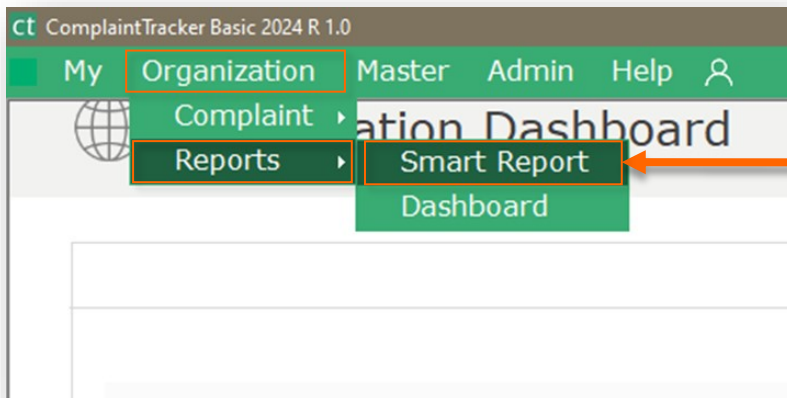
Start **ComplaintTracker**.

A screenshot of the ComplaintTracker login window. On the left, there is a logo consisting of a telephone handset icon and the text 'ComplaintTracker manage customer complaints'. On the right, there are two input fields: 'login name' with a person icon and 'password' with a key icon. Below these fields is a green 'Login' button. The window has a standard title bar with a close button (X) in the top right corner.

Enter Login name and password

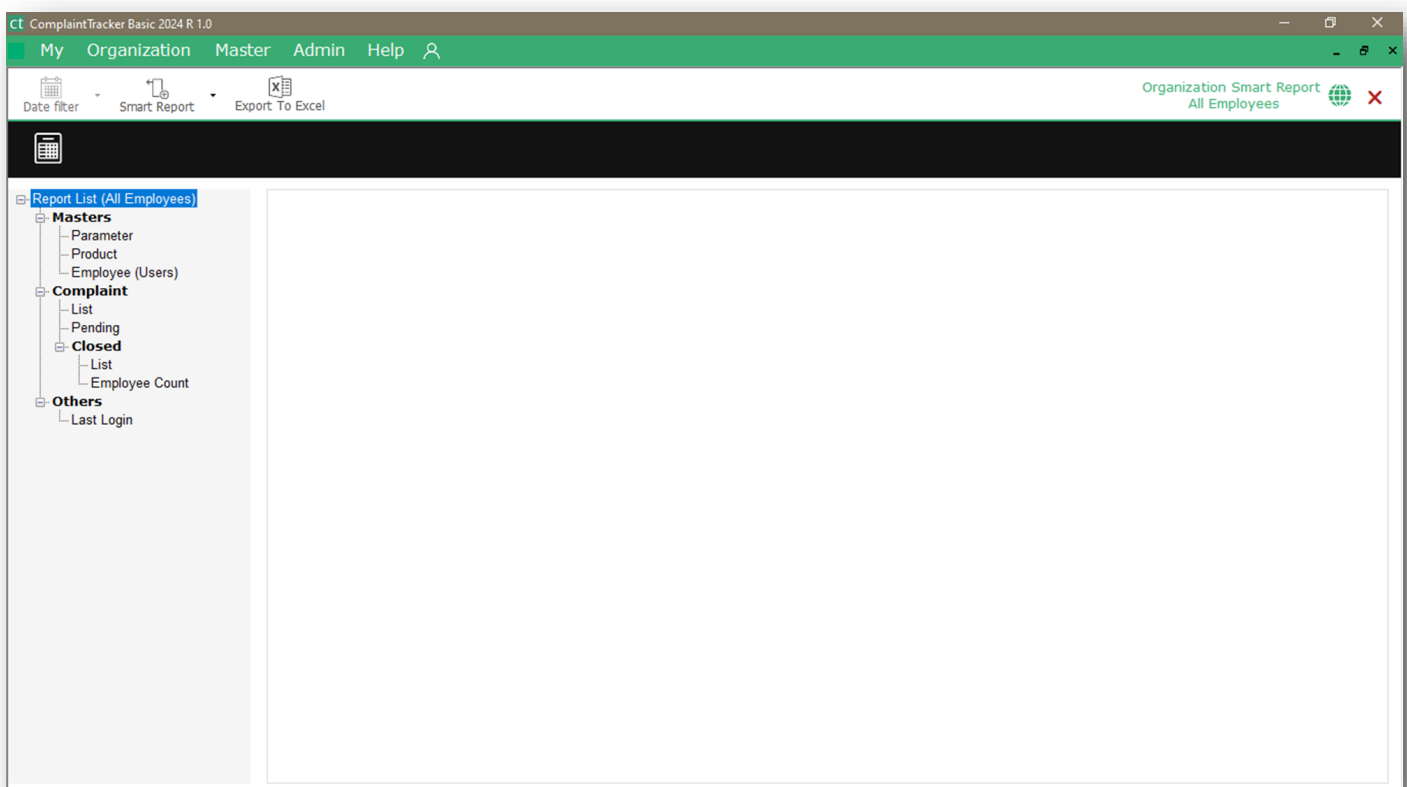
Click on **Login**

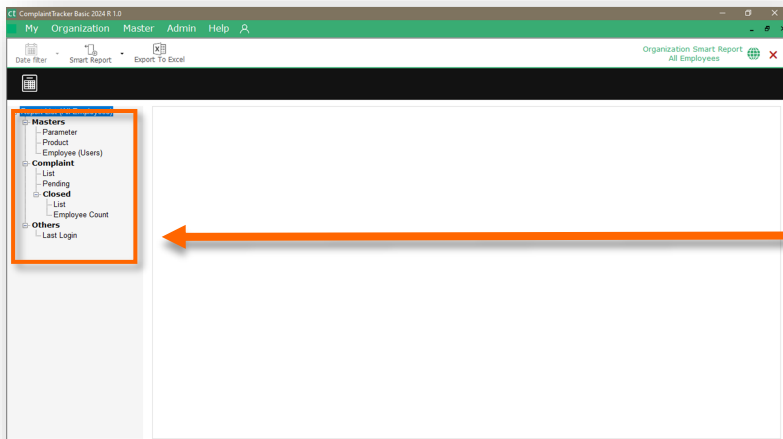
3 Smart Report



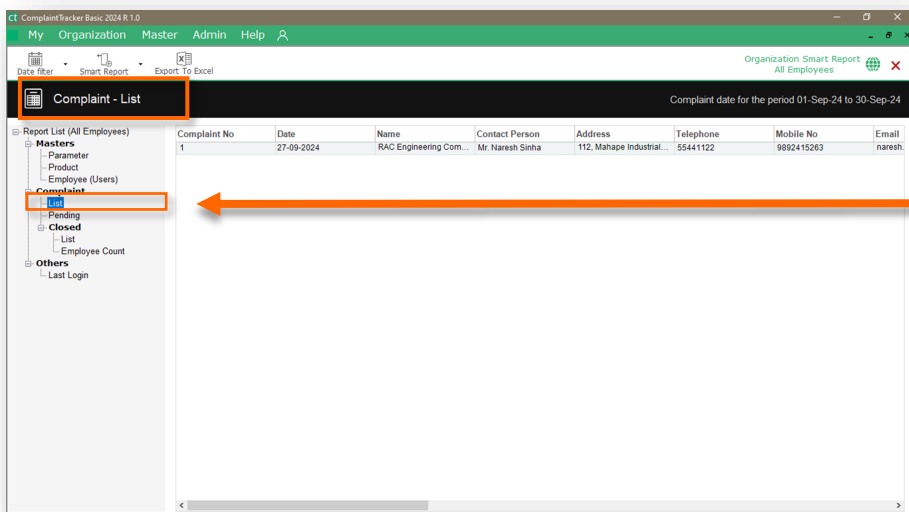
Go to

Organization > Reports > Smart Report





We can see a list on the left side of the screen. Select an item on the list to view the reports.

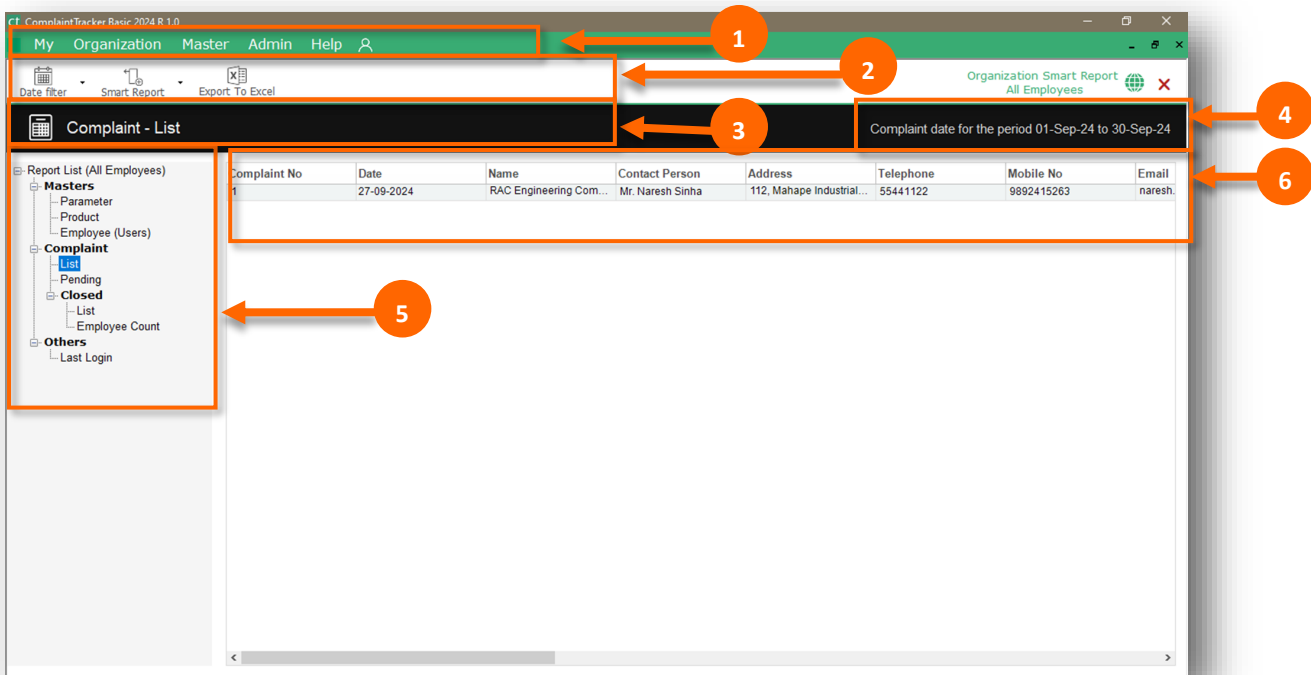


Example:

To see Complaint List

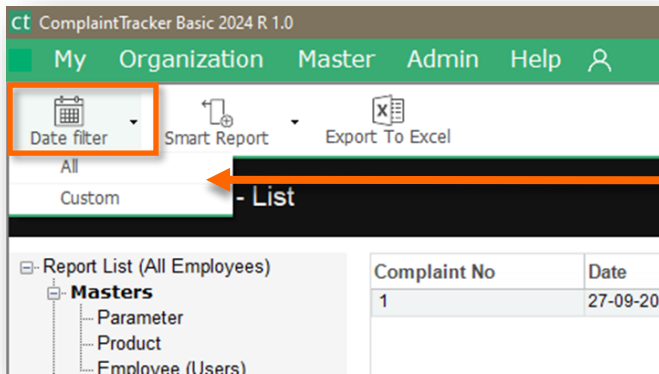
Select **Complaint > List**

Smart Report Interface



- 1 Menu Bar: Navigate to different screens through these menus.
- 2 Tool Bar: Smart tools to help manage complaint easier and faster.
- 3 Title: Title name of the list that is open is shown here.
- 4 Time Period: Time period for which the list is fetched. The time period can be changed from Date filter.
- 5 Report List : Select from this to view the respective list.
- 6 List: Selected list is shown here.

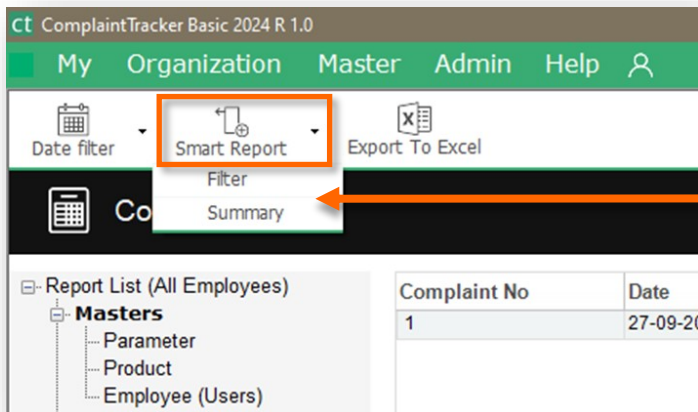
Smart Report Tools



Date Filter All :

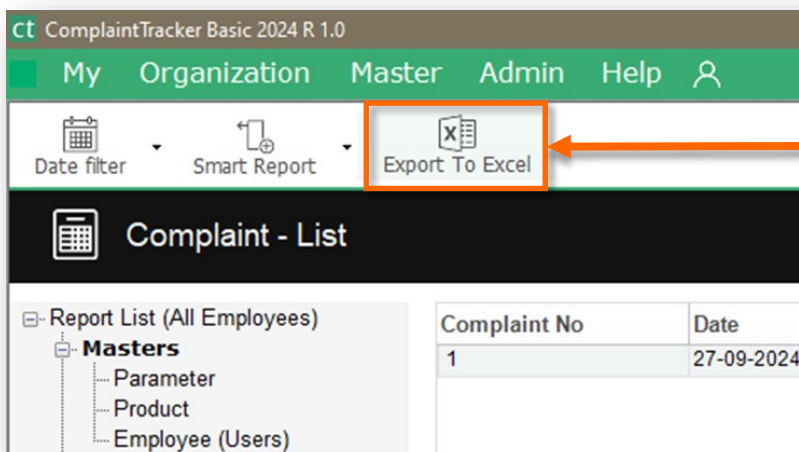
This will show the entire list of data.

Custom date filter lets you to view data of a particular period of time.



Filter: This button helps you to filter data and show only the specific records.

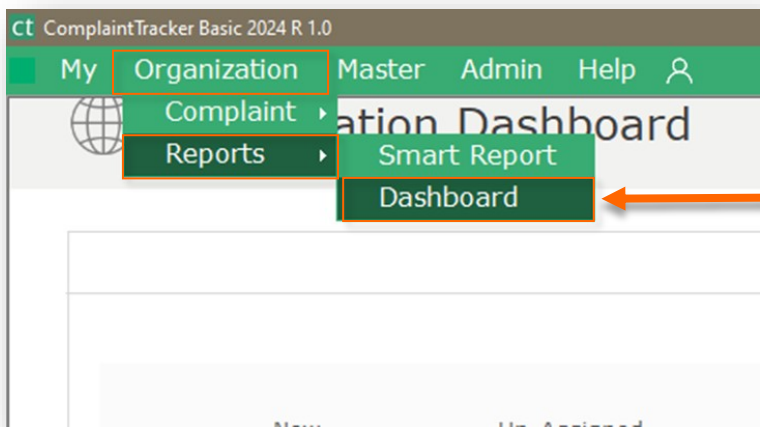
Summary: Perform math aggregate functions such as sum, average, count, etc.



Click here to export data to excel. The exported file can be saved for reference.

4

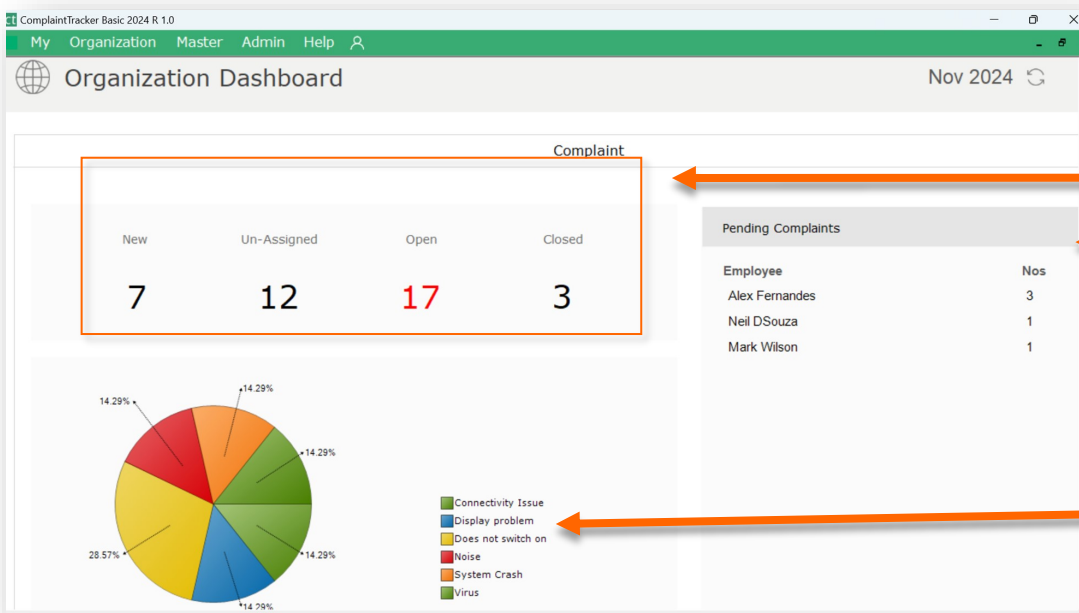
Dashboard



Go to

Organization > Reports > Dashboard

Dashboard Screen



1

- **New** shows the count of the new complaints for the current month.
- **Unassigned** shows the count of the complaint that are not assigned to an employee .
- **Open** shows the count of the complaints that are assigned to an employee and not closed.
- **Close** shows the count of complaints that are closed.

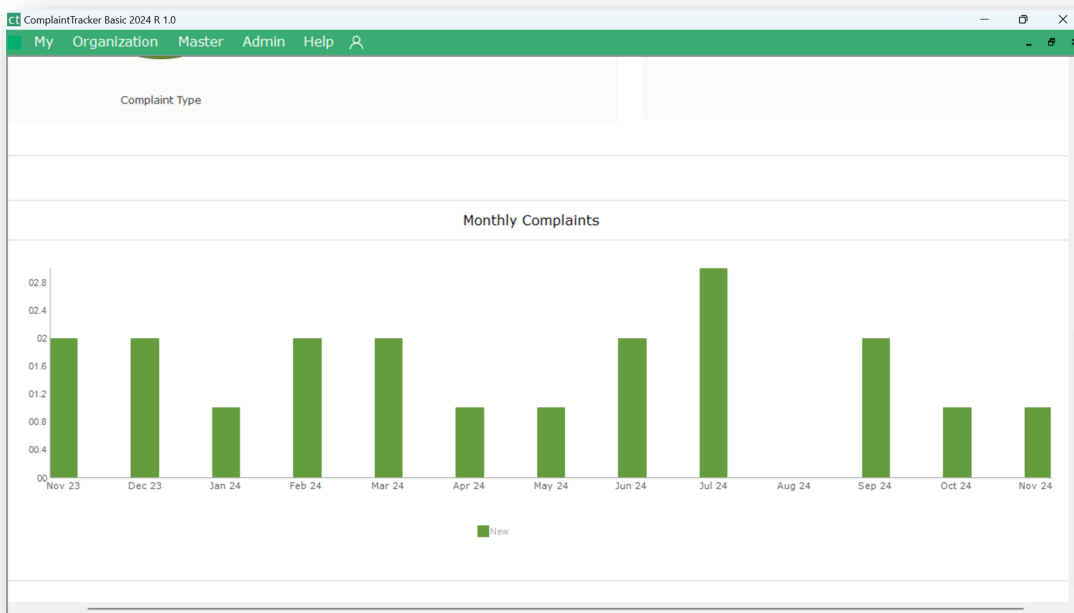
2

Pie-Chart : The Complaint Type pie chart is a pictorial representation of the Complaints with its types of the current month.

3

Pending Complaints shows the list of complaints that are pending to close.

Bar graph of Monthly Complaints.



Pictorial representation of monthly complaints of 13 months in a graph. Example, if current month is November, then the graph shows the data from Previous year's November to Current this year's November.

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



Complaint Screen Interface

simple guide on Complaint Screen Interface in ComplaintTracker Basic

[CT Basic Complaint-Screen-Interface.pdf](#)

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