

SPINSO[®]



Basic edition

ComplaintTracker

manage customer complaints



View Report (Trial edition)

Step by step guide on how to view report in ComplaintTracker Basic.

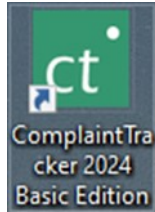
1 INDEX

Steps

1. Index _____ Pg 2
2. Login _____ Pg 3
3. Smart Report _____ Pg 4
4. Dashboard _____ Pg 7

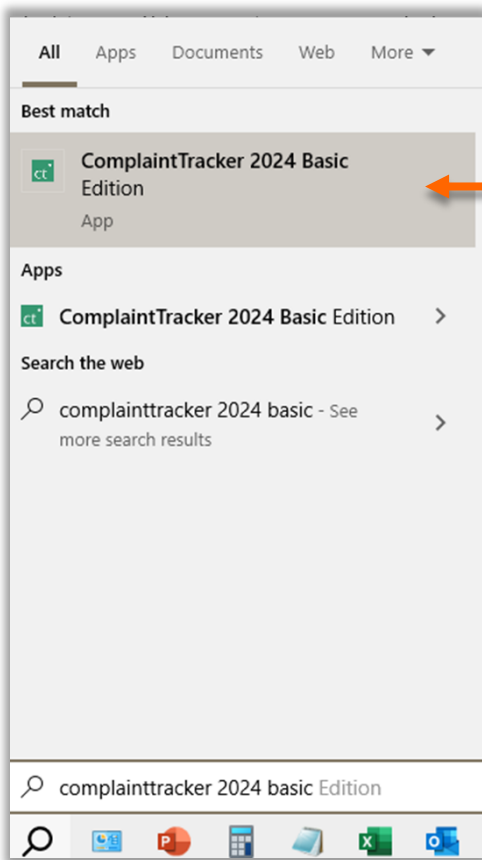
2

LOGIN

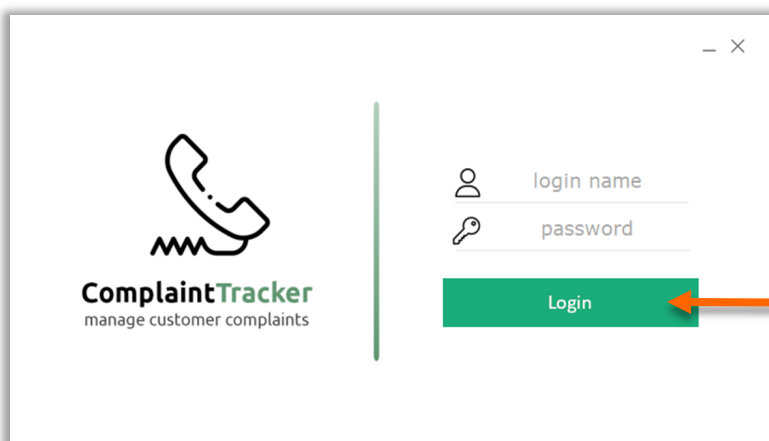


Double Click on **ComplaintTracker** icon, on your desktop.

or



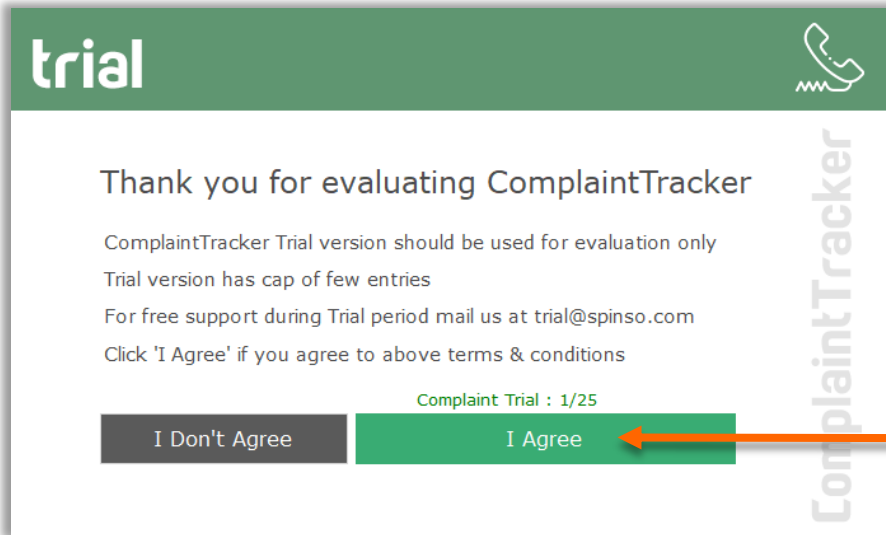
You can also launch the application from **Start - Program Files - Spinso - ComplaintTracker**



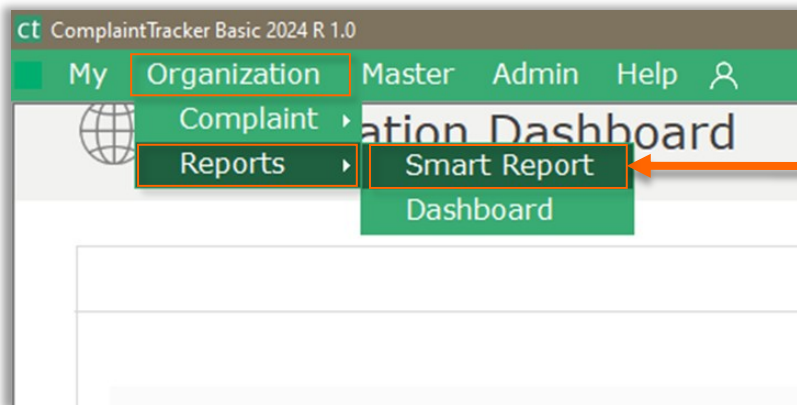
Enter Login name and password
Click on **Login**

3

Smart Report



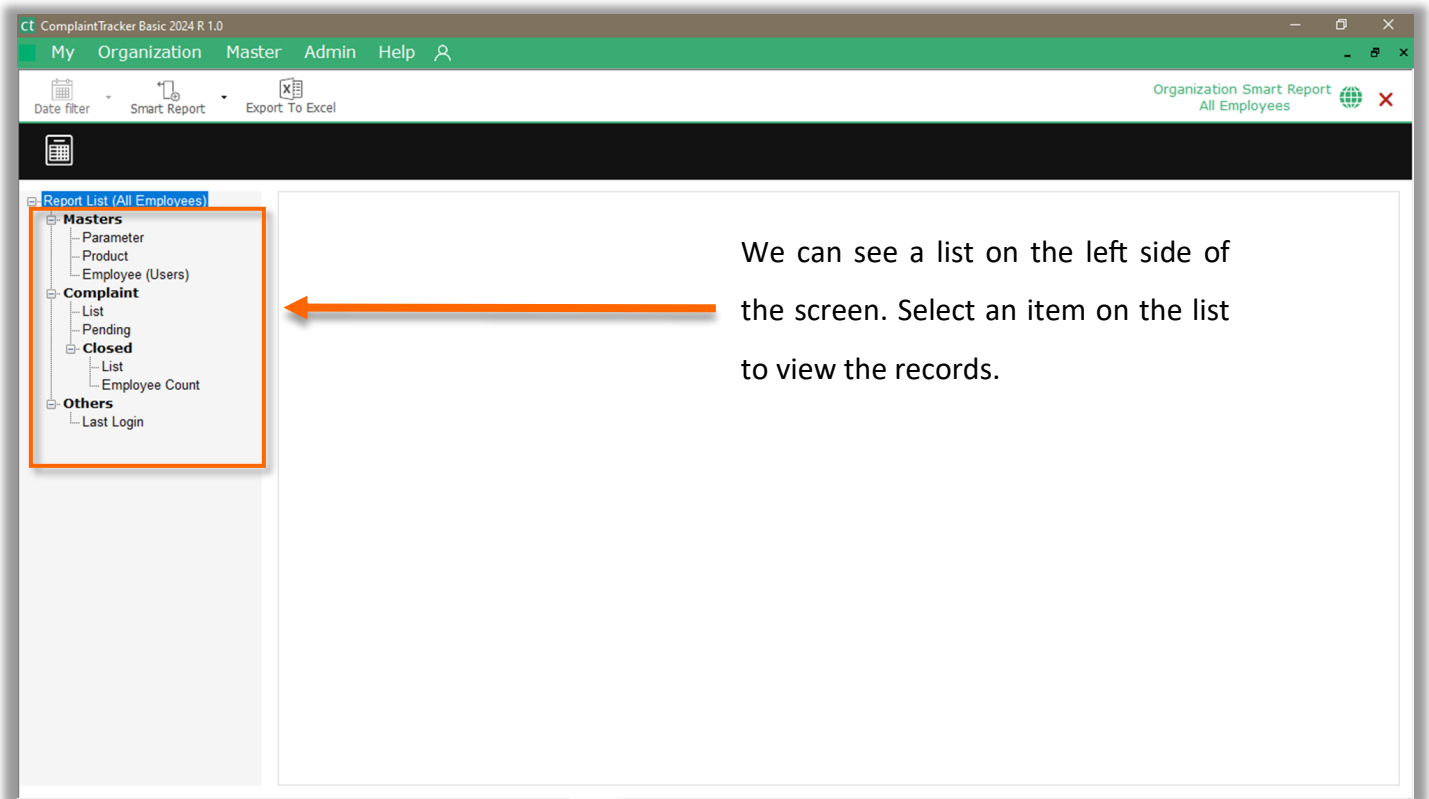
Click on I Agree



Go to

Organization > Reports > Smart Report

Smart Report Screen



CT ComplaintTracker Basic 2024 R 1.0

My Organization Master Admin Help

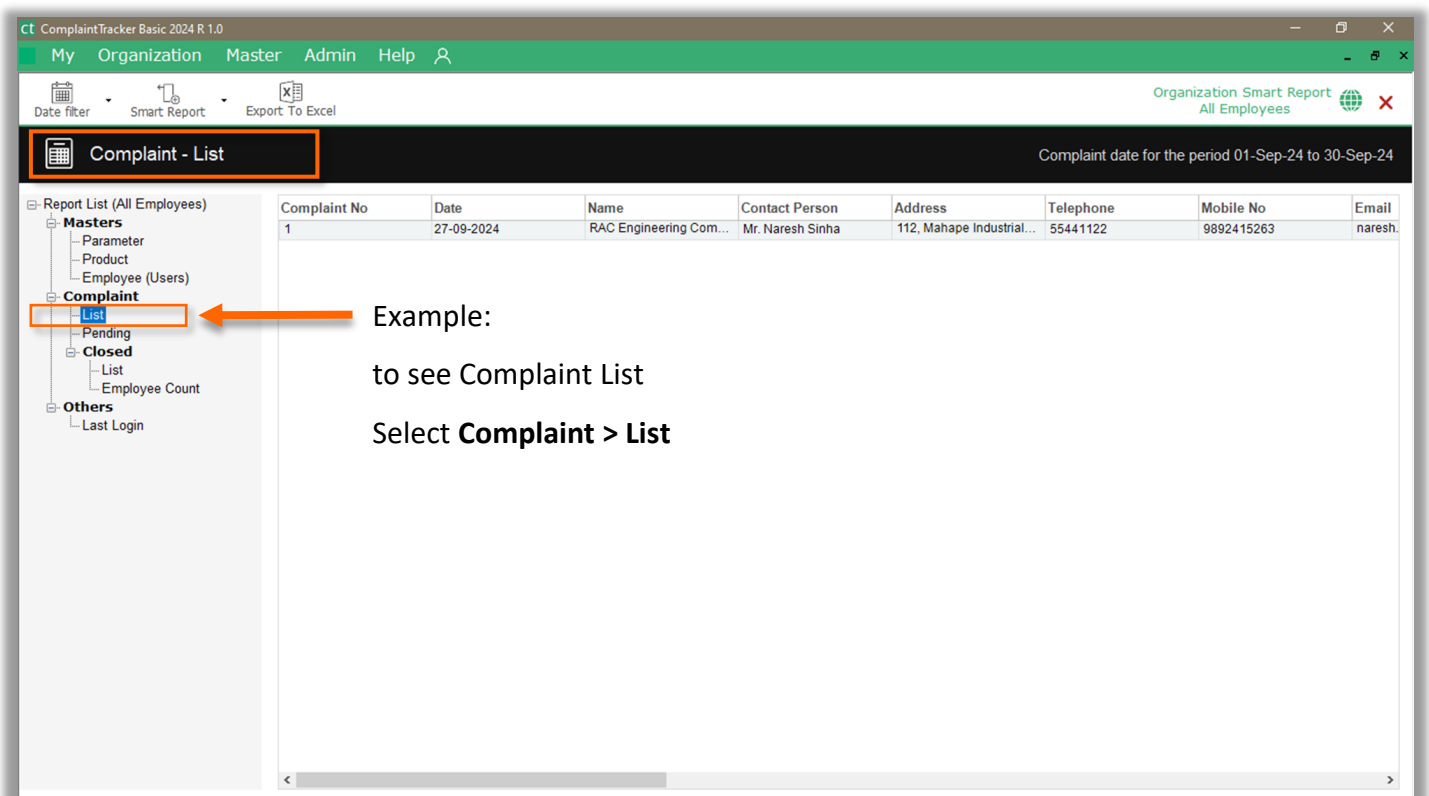
Date filter Smart Report Export To Excel

Organization Smart Report All Employees

Report List (All Employees)

- Masters
 - Parameter
 - Product
 - Employee (Users)
- Complaint
 - List
 - Pending
 - Closed
 - List
 - Employee Count
- Others
 - Last Login

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



CT ComplaintTracker Basic 2024 R 1.0

My Organization Master Admin Help

Date filter Smart Report Export To Excel

Organization Smart Report All Employees

Complaint date for the period 01-Sep-24 to 30-Sep-24

Complaint - List

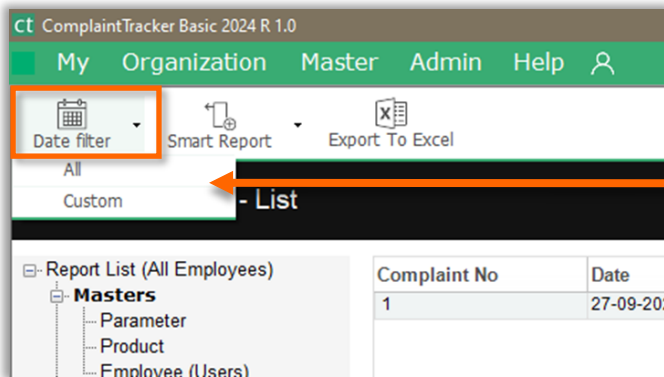
Complaint No	Date	Name	Contact Person	Address	Telephone	Mobile No	Email
1	27-09-2024	RAC Engineering Com...	Mr. Naresh Sinha	112, Mahape Industrial...	55441122	9892415263	naresh.

Report List (All Employees)

- Masters
 - Parameter
 - Product
 - Employee (Users)
- Complaint
 - List
 - Pending
 - Closed
 - List
 - Employee Count
- Others
 - Last Login

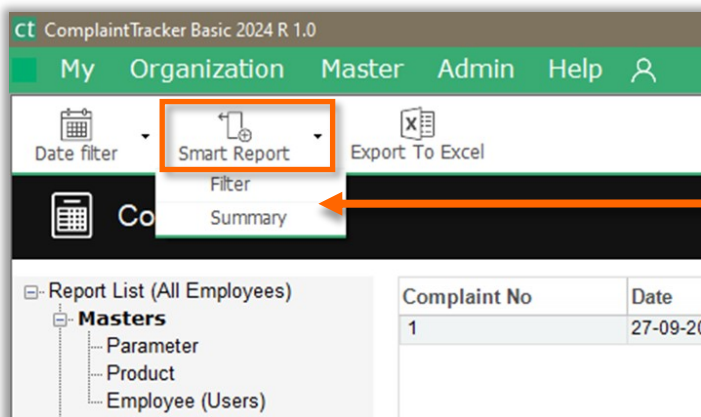
Example:
to see Complaint List
Select **Complaint > List**

Smart Report Tools



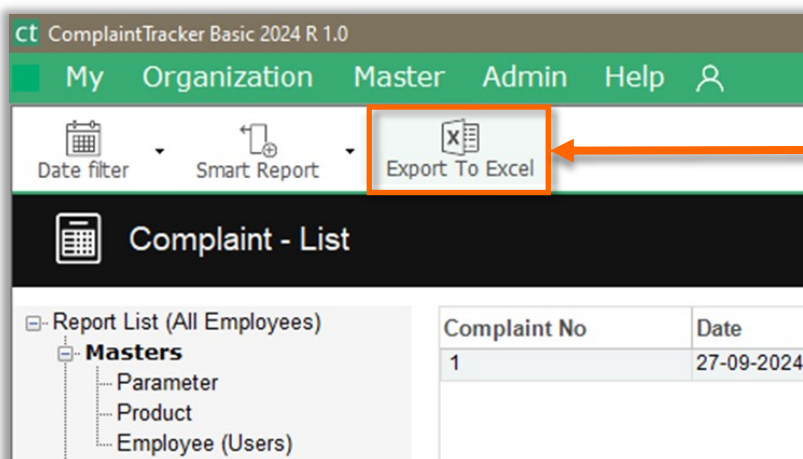
Date Filter: This button helps you to filter and show the data from the given date.

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



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

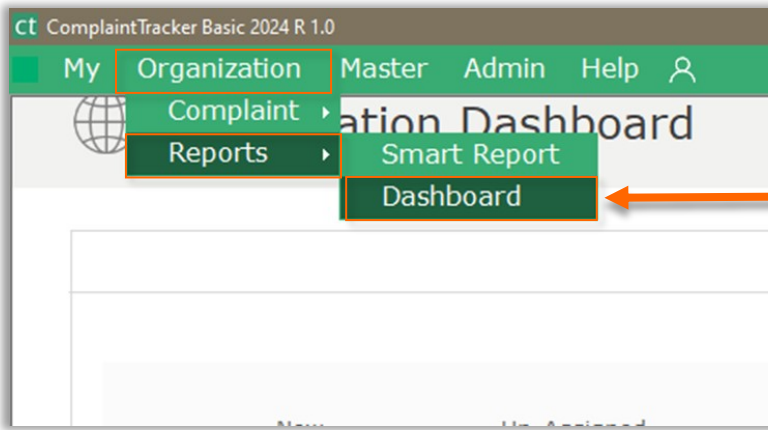
Summary: Perform math aggregate functions such as sum, average, count, etc.



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

4

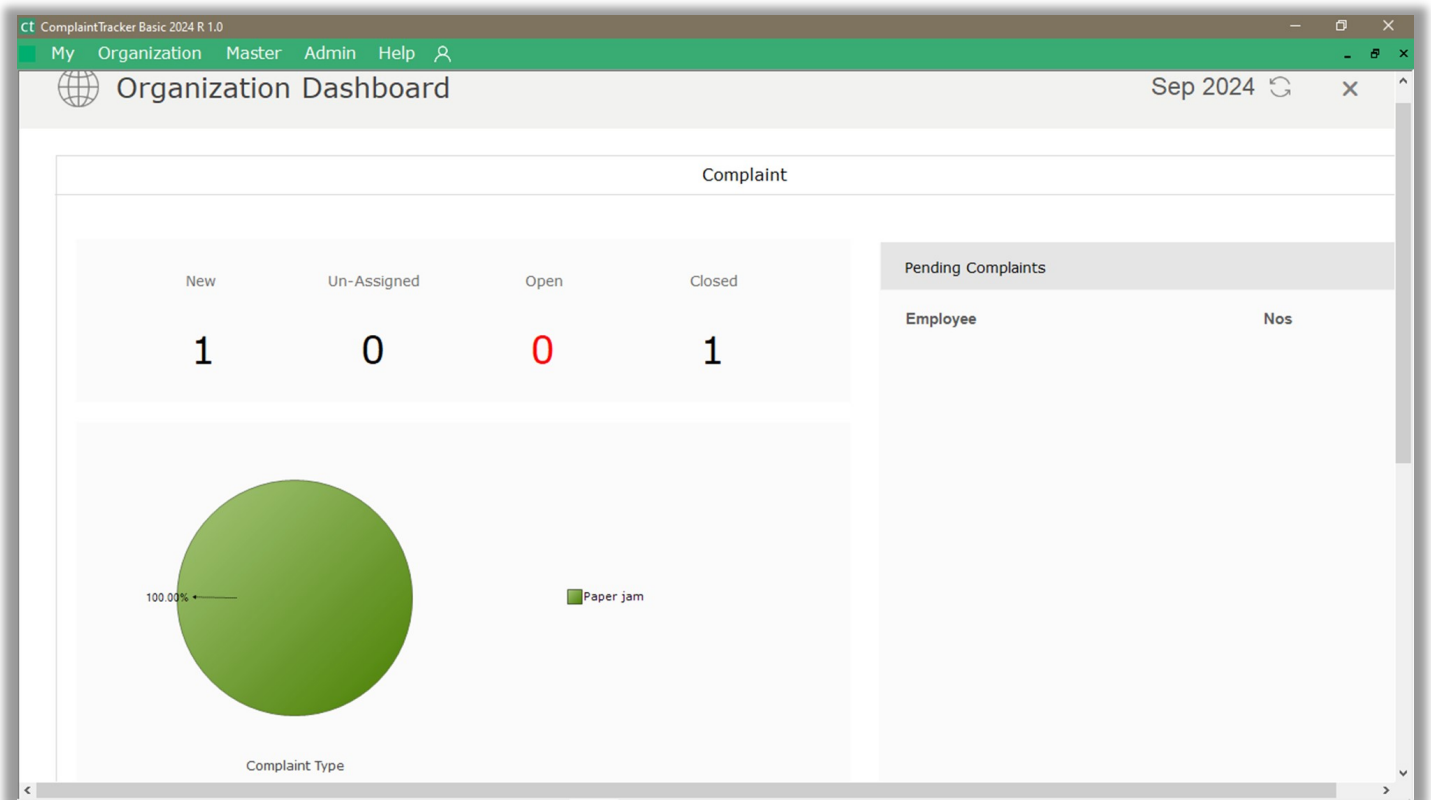
Dashboard



Go to
Organization > Reports > Dashboard

Dashboard Screen

- Complaint Count
- Complaint Type Pie Chart
- Employee wise pending complaints



SPINSO[®]

Thank you

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

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