

SPINSO[®]



Basic edition

ComplaintTracker

Manage customer complaints



Additional Information (Trial edition)

A basic guide on how to use tool buttons like search, date filter, etc. in ComplaintTracker Basic.

1

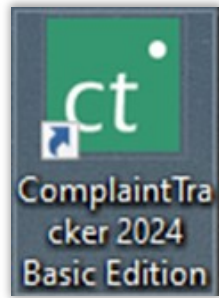
INDEX

Steps

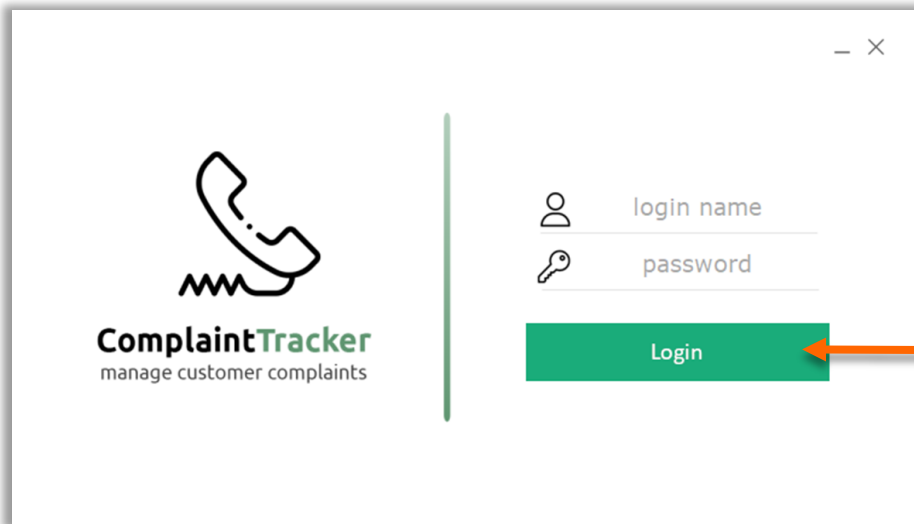
1. Index	_____	Pg 2
2. Login	_____	Pg 3
3. Additional Information	_____	Pg 4

2

LOGIN



Start **ComplaintTracker**

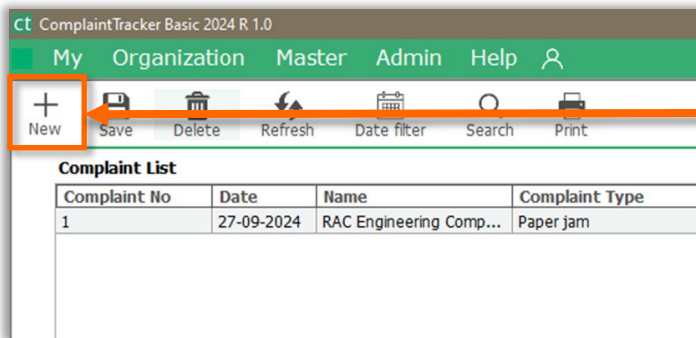


Enter Login name and password

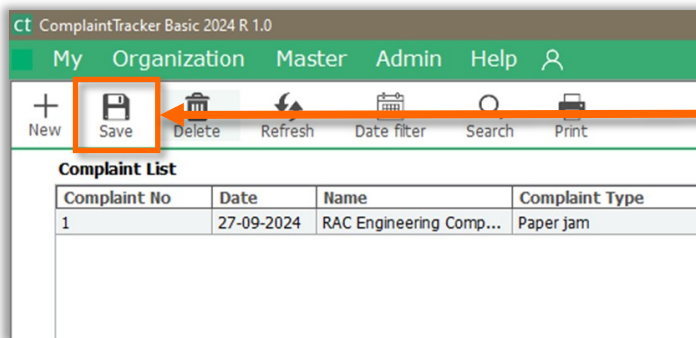
Click on **Login**

3

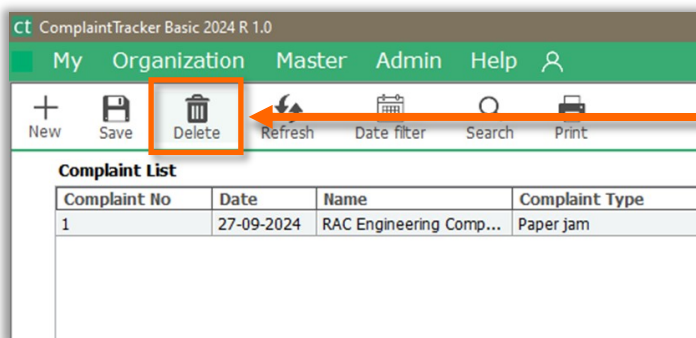
Additional Information



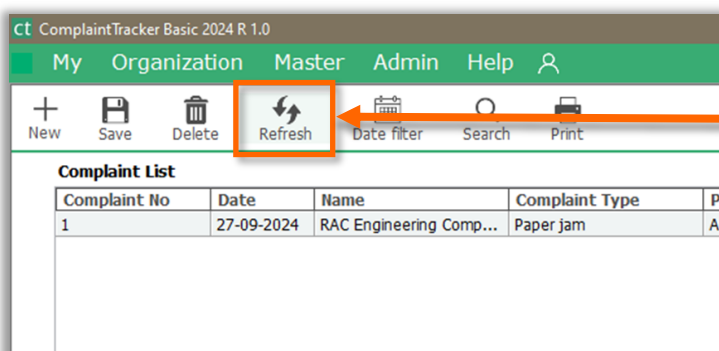
New : this button will clear the fields and set them as blank. Used while entering a new complaint



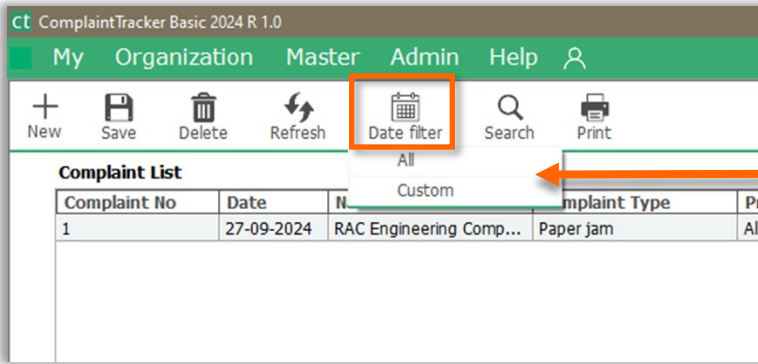
Save: To Save the changes or save a new complaint.



Delete: to delete a Complaint.
Select a complaint from the list then click on **delete**.

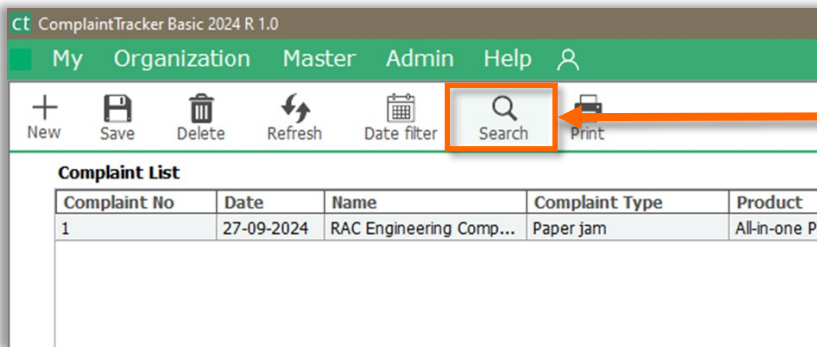


Refresh:
Refresh the screen.

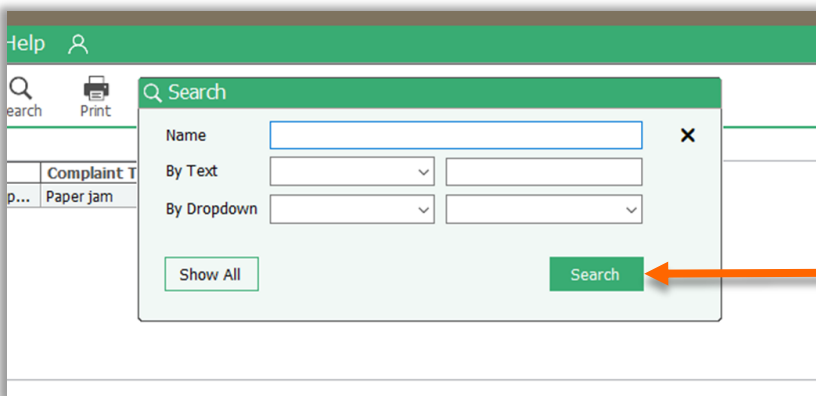


Date Filter: Filter the records by date.

Custom Date Filter: Fetch records from a specific period of time.

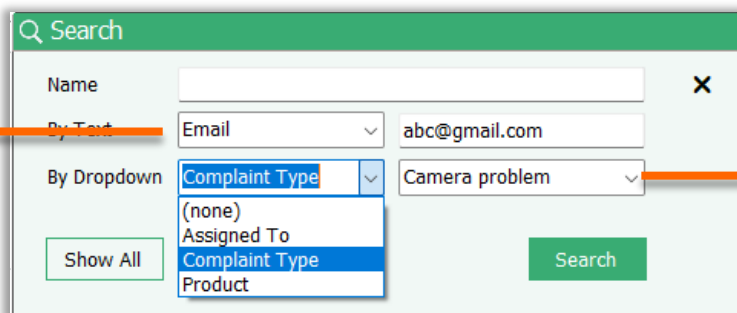


Search: Find or search complaint by name, Customer Name, Address, Tel No., etc.

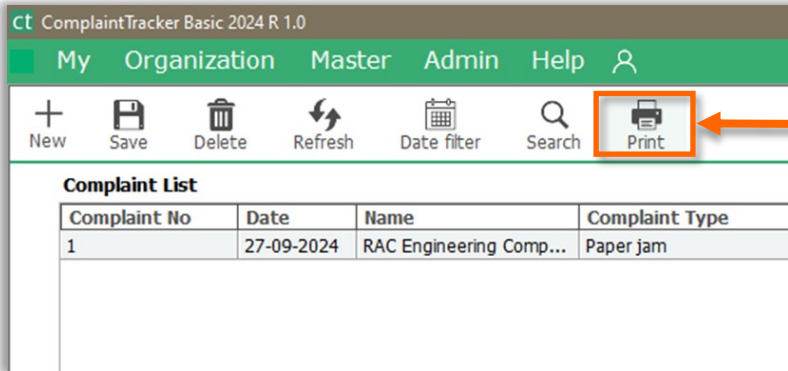


Enter name or select from the list to find then click on **search**.

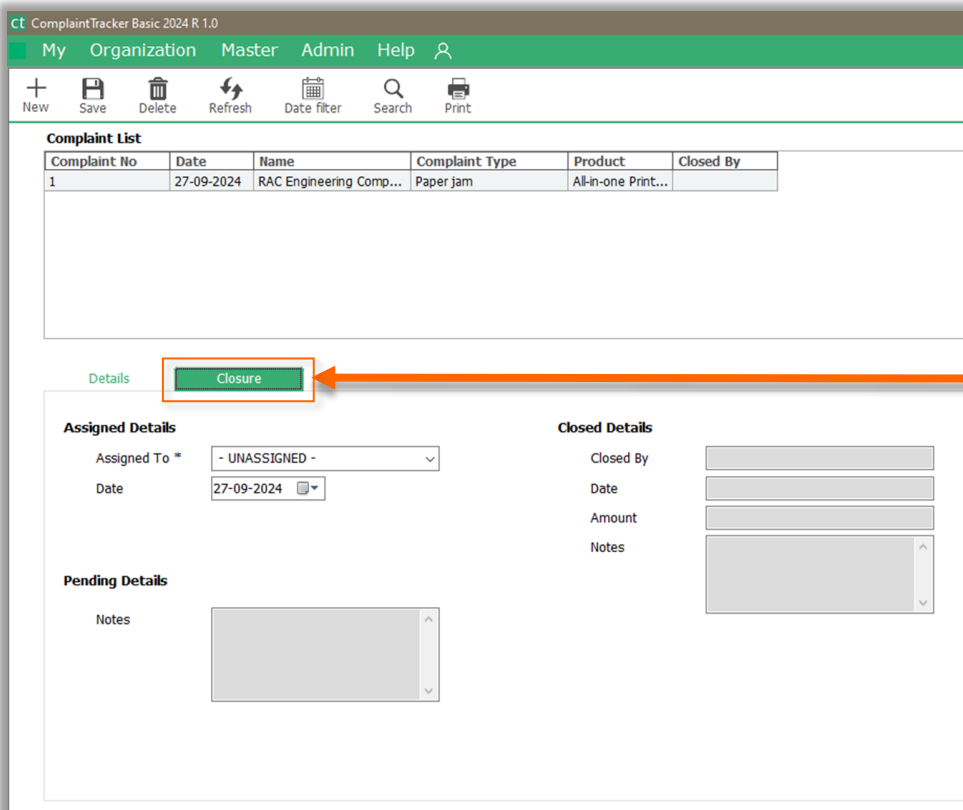
- (none)
- Address
- Complaint Details
- Contact Person
- Email
- Mobile
- Model
- Serial No
- Telephone



- Automatically gets switched
- Camera problem
- Charging problems
- Display problem
- Does not switch on
- Software update



Print: Print your complaint, which can be given to service technicians for their reference.



Closure Tab:

The details in Closure Tab will be filled by the system once the complaint is closed.

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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>