



Basic edition

ComplaintTracker

manage customer complaints



Complaint Screen Interface (Trial edition)

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

1

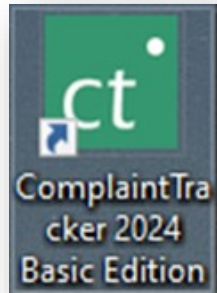
INDEX

Steps

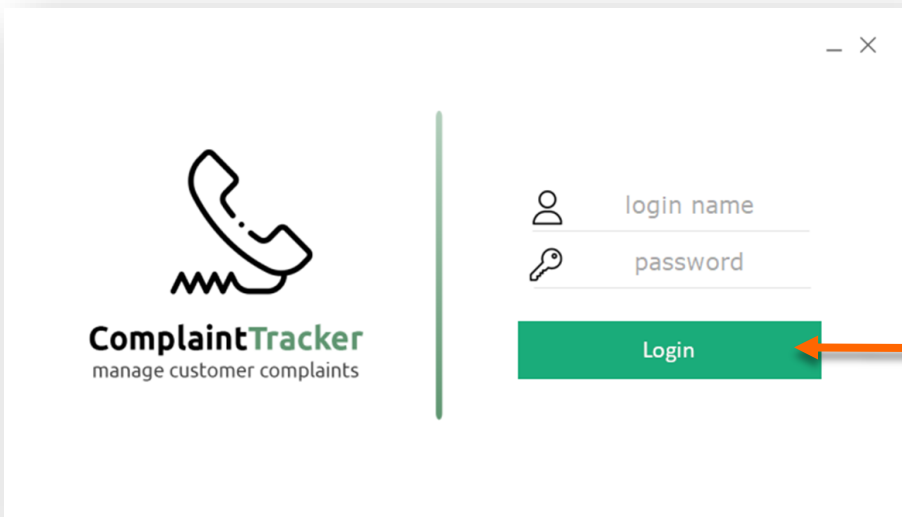
1. Index _____ Pg 2
2. Login _____ Pg 3
3. Complaint Screen Interface _____ Pg 4

2

LOGIN



Start **ComplaintTracker**

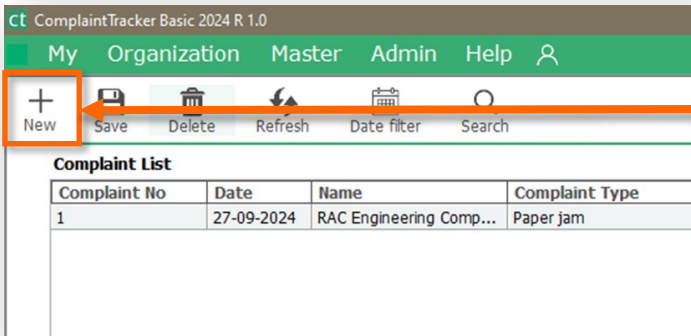


Enter Login name and password

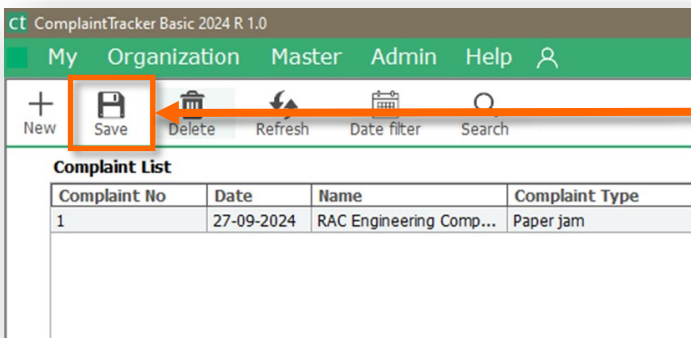
Click on **Login**

3

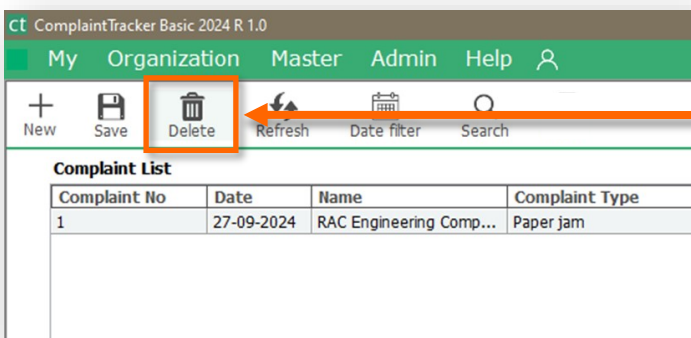
Complaint Screen Interface



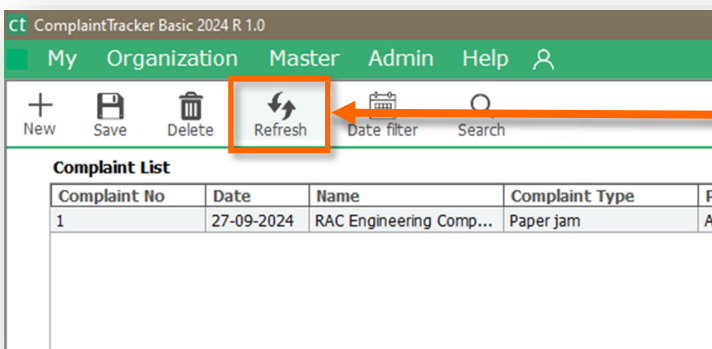
New : This button will clear the fields and set them as blank. Used while entering a new complaint



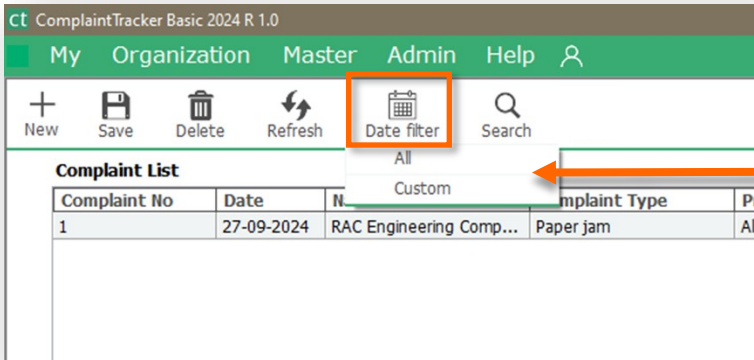
Save: To Save the changes or save a new complaint.



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



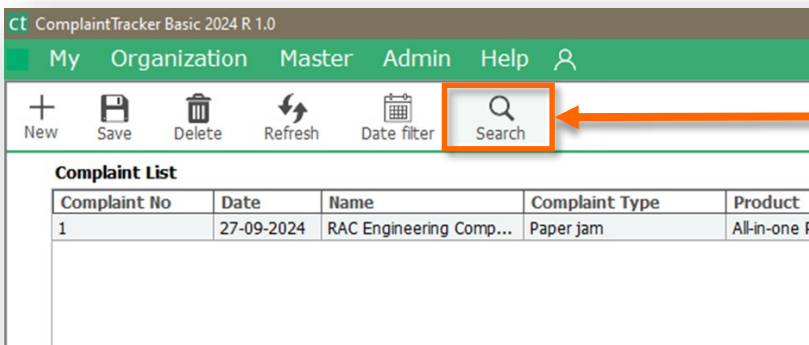
Refresh: Refresh the screen.



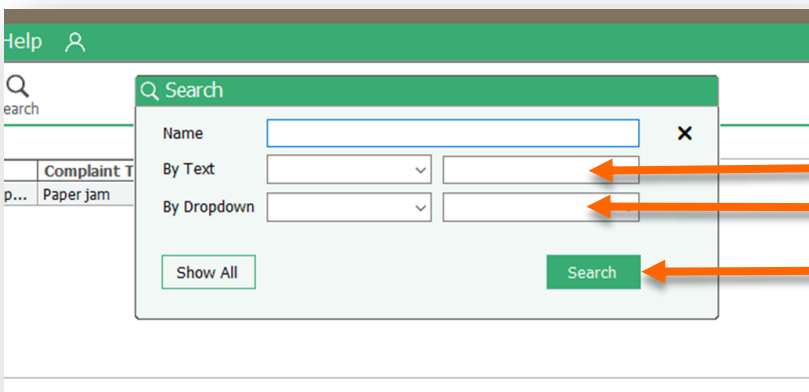
Date Filter All :

This will show the entire list of data.

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



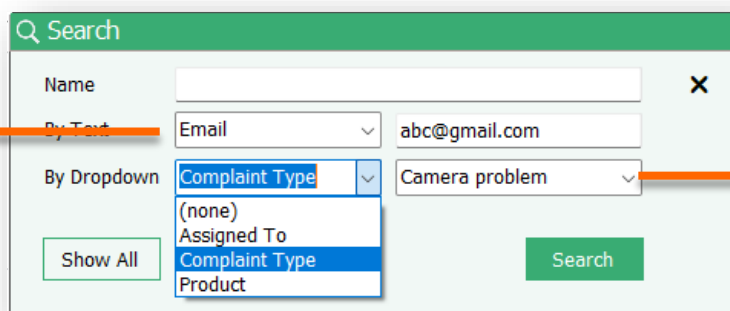
Search: Find or search complaint by name, Customer Name, Address, Tel No., etc.



Enter text such as Contact person to search

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

CT ComplaintTracker Basic 2024 R 1.0

My Organization Master Admin Help

New Save Delete Refresh Date filter Search

Complaint List

Complaint No	Date	Name	Complaint Type	Product	Closed By
1	27-09-2024	RAC Engineering Comp...	Paper jam	All-in-one Print...	

Details **Closure**

Assigned Details

Assigned To * - UNASSIGNED -

Date 27-09-2024

Pending Details

Notes

Closed Details

Closed By

Date

Amount

Notes

Closure Tab:

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

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>

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manage leads & follow-ups



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manage warranties & AMC



TimeTracker

manage timesheet & approvals



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Celebrating

25

years in business

SPINSO

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Road No 9, Wagle Estate,
Near Old Passport Office,
Thane 400 604.
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