



Basic edition

## ComplaintTracker

manage customer complaints

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## Complaint Screen Interface (Trial edition)

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

# 1

# INDEX

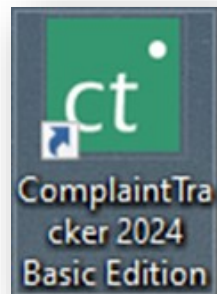
## Steps

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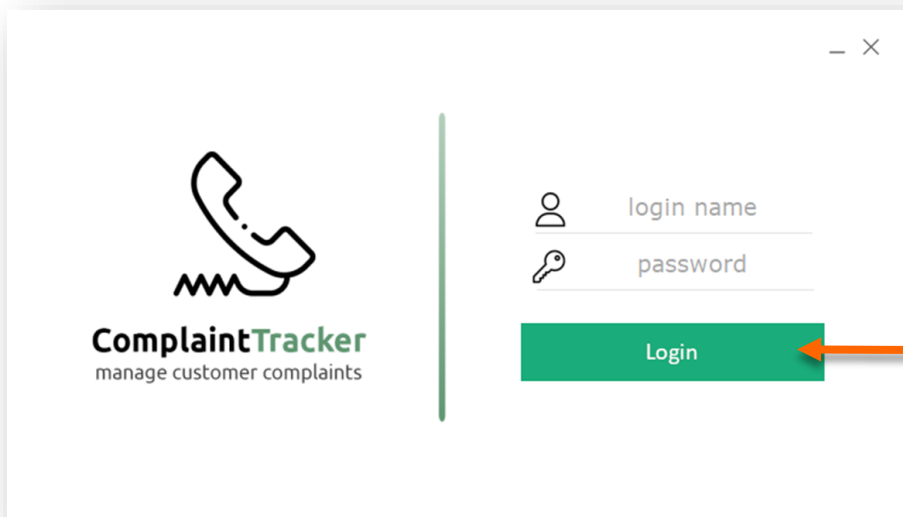
1. Index \_\_\_\_\_ Pg 2
2. Login \_\_\_\_\_ Pg 3
3. Complaint Screen Interface \_\_\_\_\_ Pg 4

# 2

# LOGIN



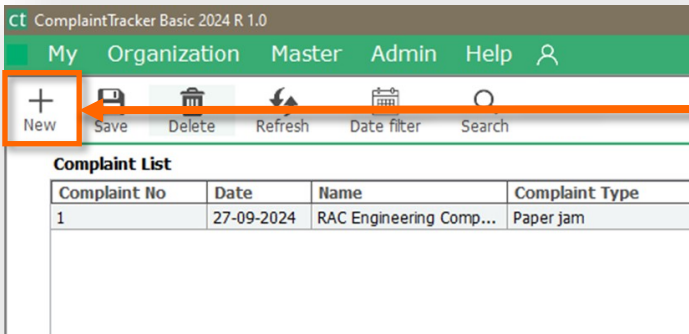
Start **ComplaintTracker**

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. An orange arrow points to the 'Login' button from the right.

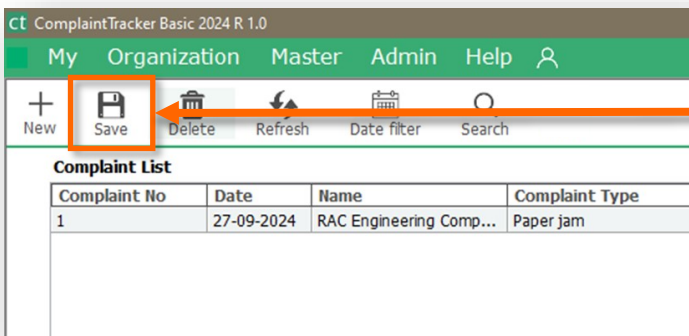
Enter Login name and password  
Click on **Login**

# 3

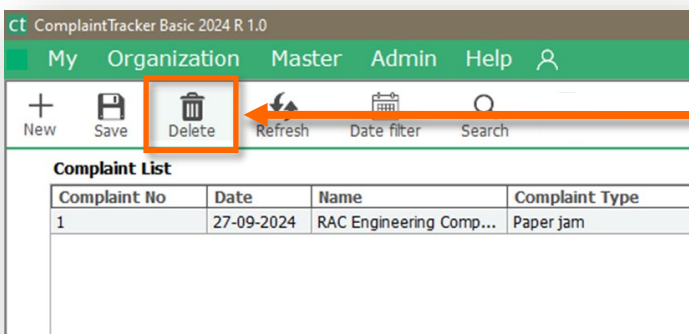
## Complaint Screen Interface



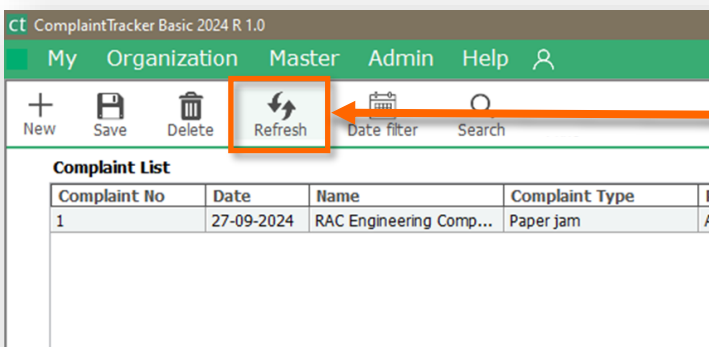
**New :** This button will clear the fields and set them as blank. Used while entering a new complaint



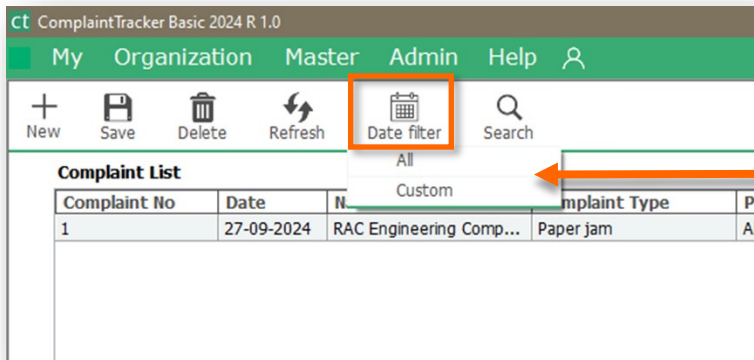
**Save:** To Save the changes or save a new complaint.



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



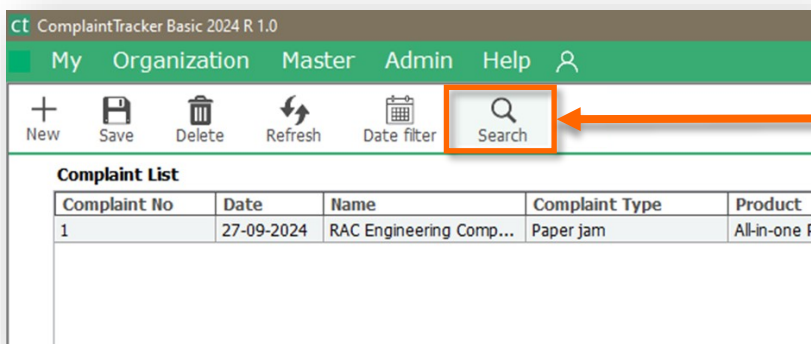
**Refresh:**  
Refresh the screen.



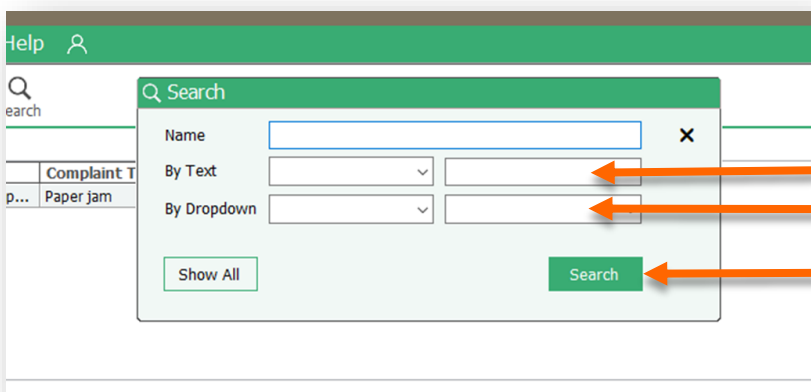
#### Date Filter All :

This will show the entire list of data.

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

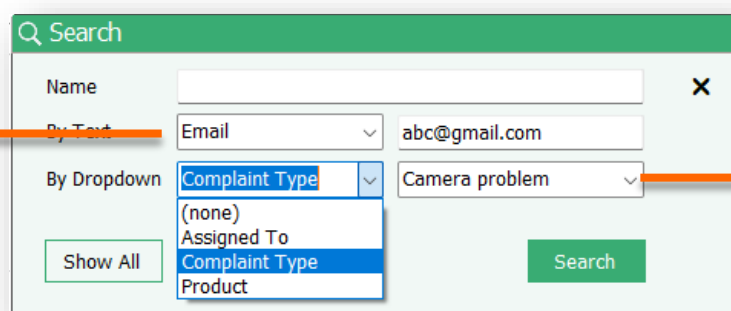
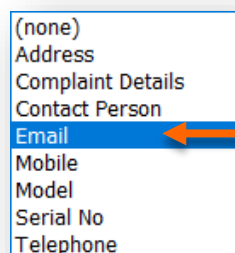


**Search:** Find or search complaint by name, Customer Name, Address, Tel No., etc.



Enter text such as Contact person to search

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



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

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## For more information

Kindly Call us or WhatsApp +91.99 201 401 00 for any queries.

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