

3 Free
users
for life

SPINSO[®]



Lite edition

ComplaintTracker

Manage customer complaints



Entering a Complaint (free edition)

Step by step guide to enter your first Complaint in ComplaintTracker Lite.

1

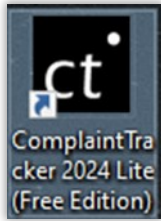
INDEX

Steps

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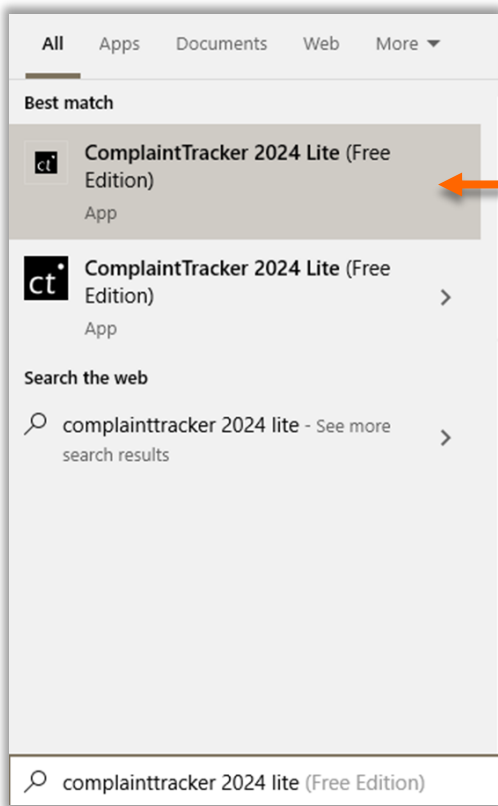
2

LOGIN

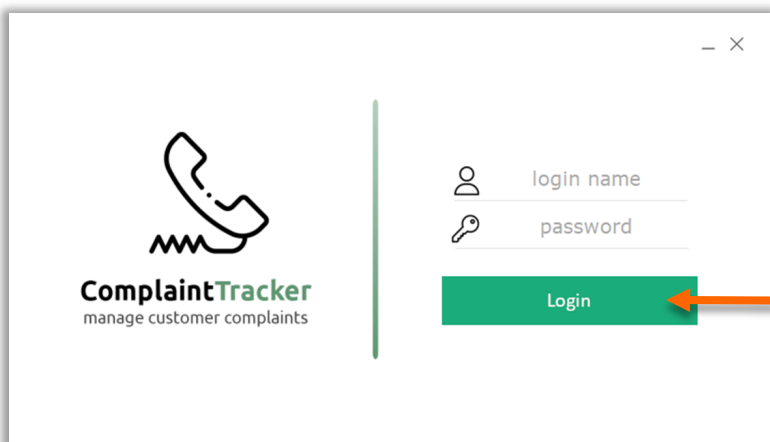


Double Click on **ComplaintTracker** icon, on your desktop.

or



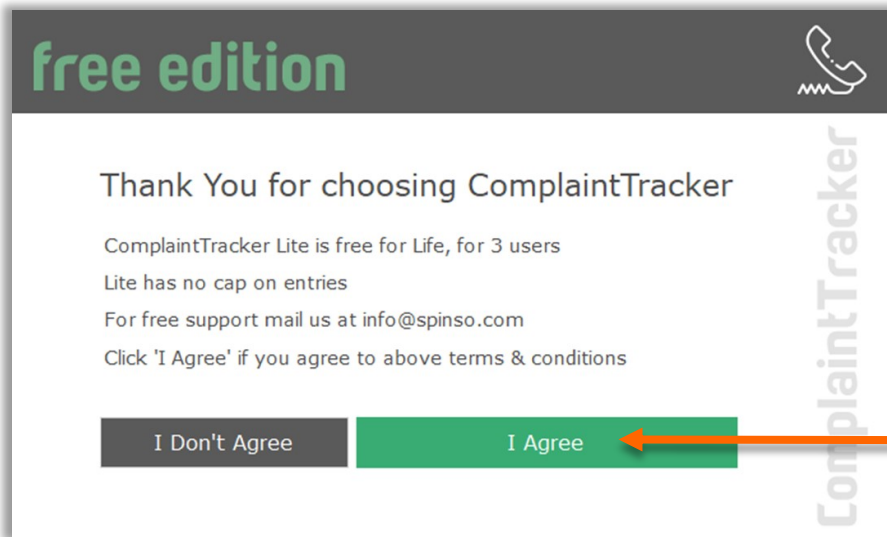
You can also launch the application from **Start - Program Files - Spinso - ComplaintTracker**



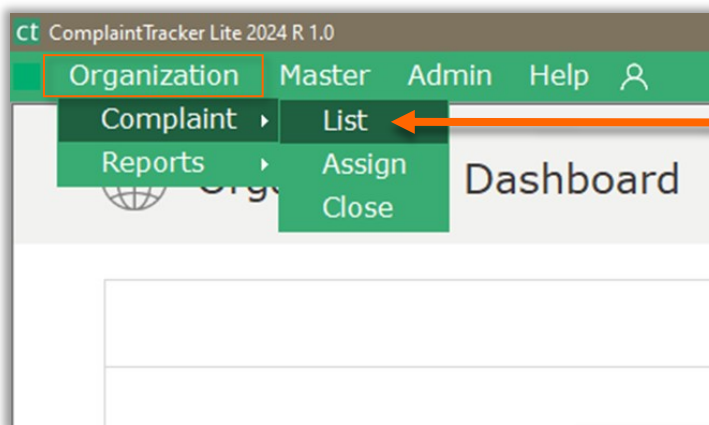
Enter Login name and password
Click on **Login**

3

Go to Complaint Screen



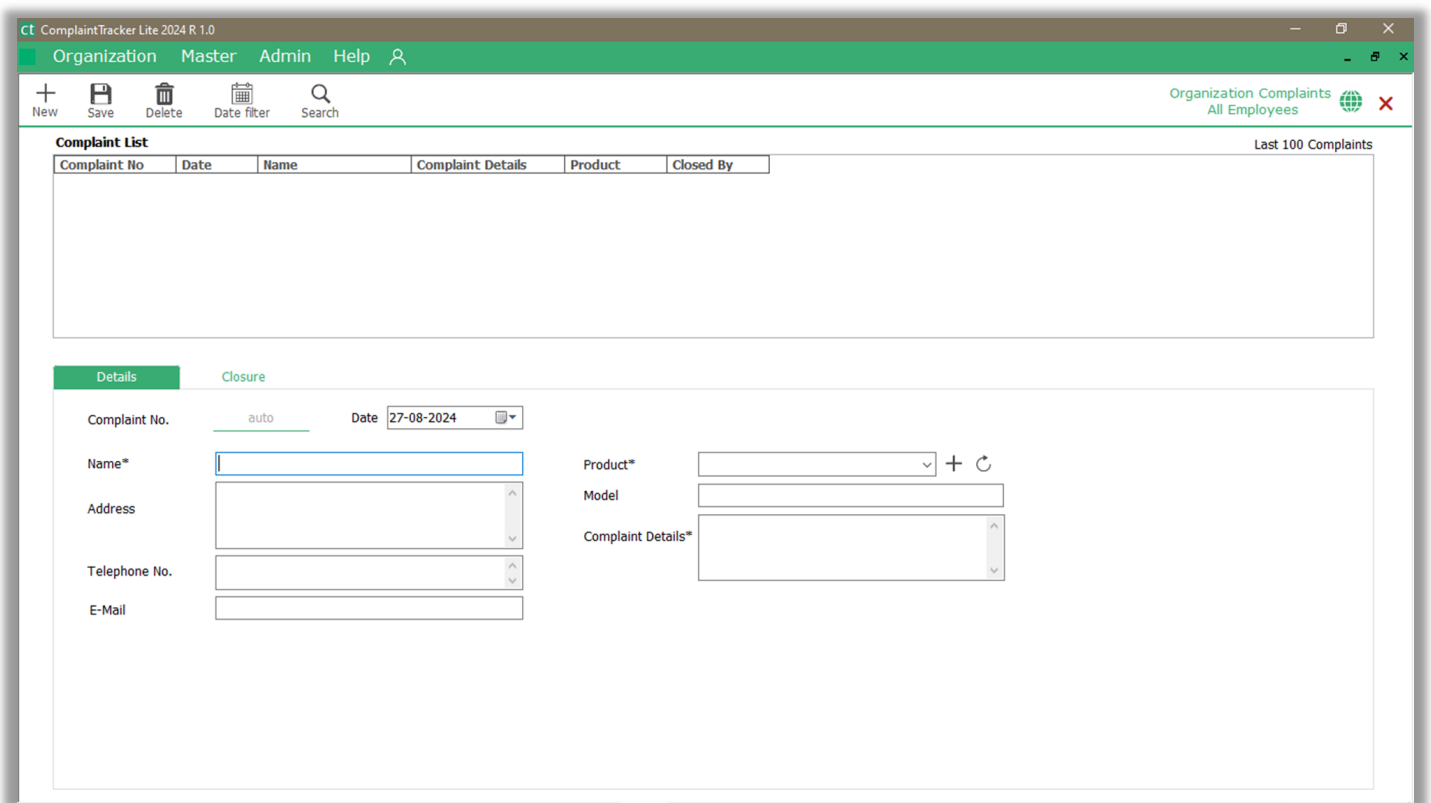
Click on I Agree



Go to

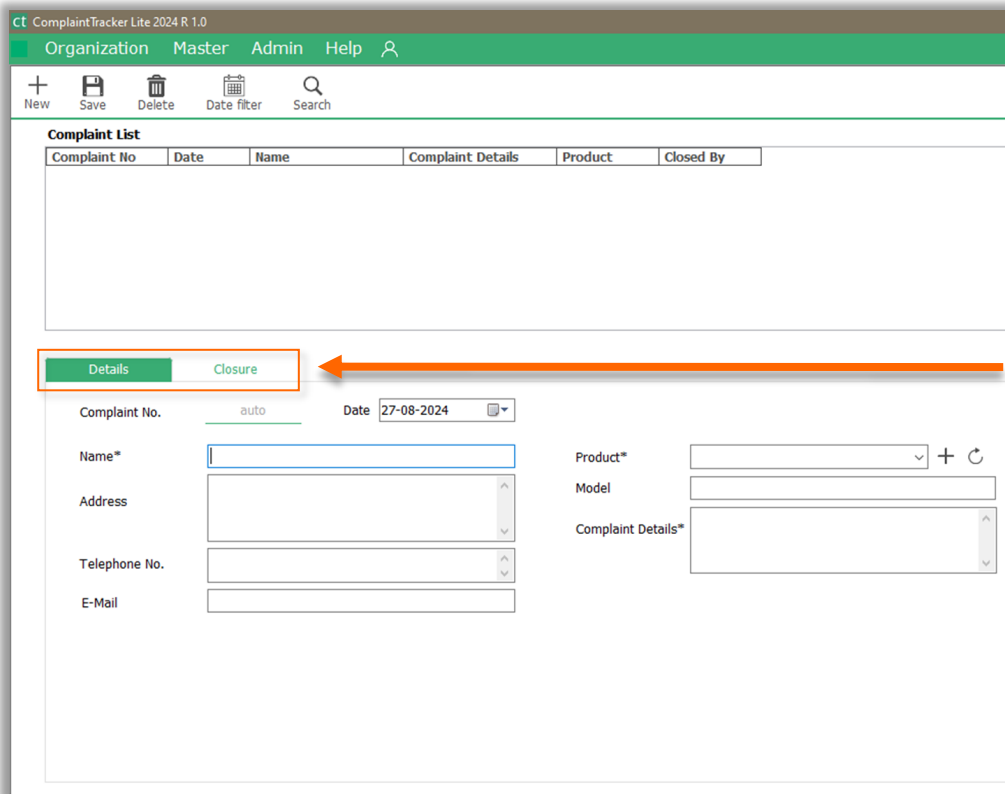
Organization > Complaint > List

Complaint Screen



4

Entering a Complaint



CT ComplaintTracker Lite 2024 R 1.0

Organization Master Admin Help

New Save Delete Date filter Search

Complaint List

Complaint No	Date	Name	Complaint Details	Product	Closed By

Details Closure

Complaint No. auto Date 27-08-2024

Name*

Address

Telephone No.

E-Mail

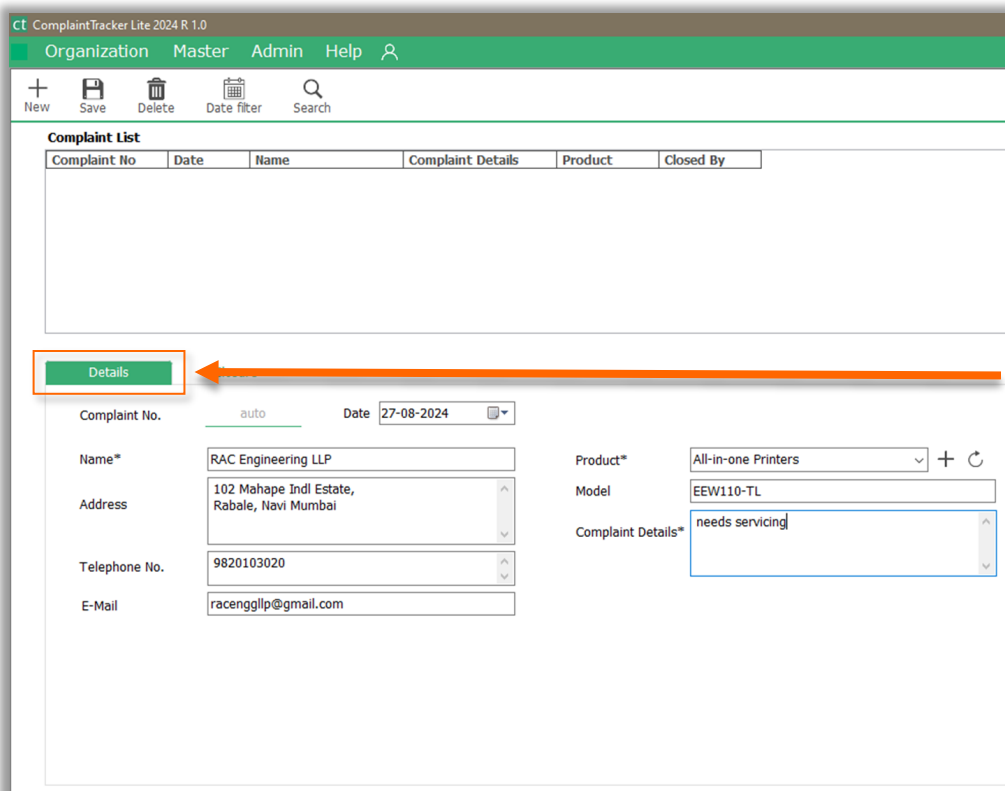
Product*

Model

Complaint Details*

Here, we can see two tabs:

- **Details:** Complaint Details such as Customer contact and product details, etc.
- **Closure:** Complaint Closed details.



CT ComplaintTracker Lite 2024 R 1.0

Organization Master Admin Help

New Save Delete Date filter Search

Complaint List

Complaint No	Date	Name	Complaint Details	Product	Closed By

Details Closure

Complaint No. auto Date 27-08-2024

Name* RAC Engineering LLP

Address 102 Mahape Indl Estate, Rabale, Navi Mumbai

Telephone No. 9820103020

E-Mail racenggllp@gmail.com

Product* All-in-one Printers

Model EEW110-TL

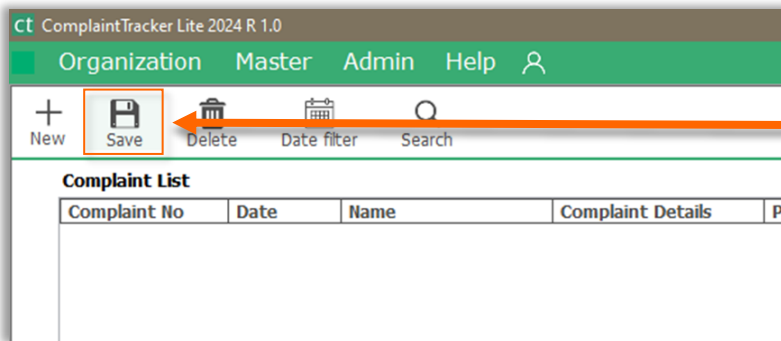
Complaint Details* needs servicing

Details Tab:

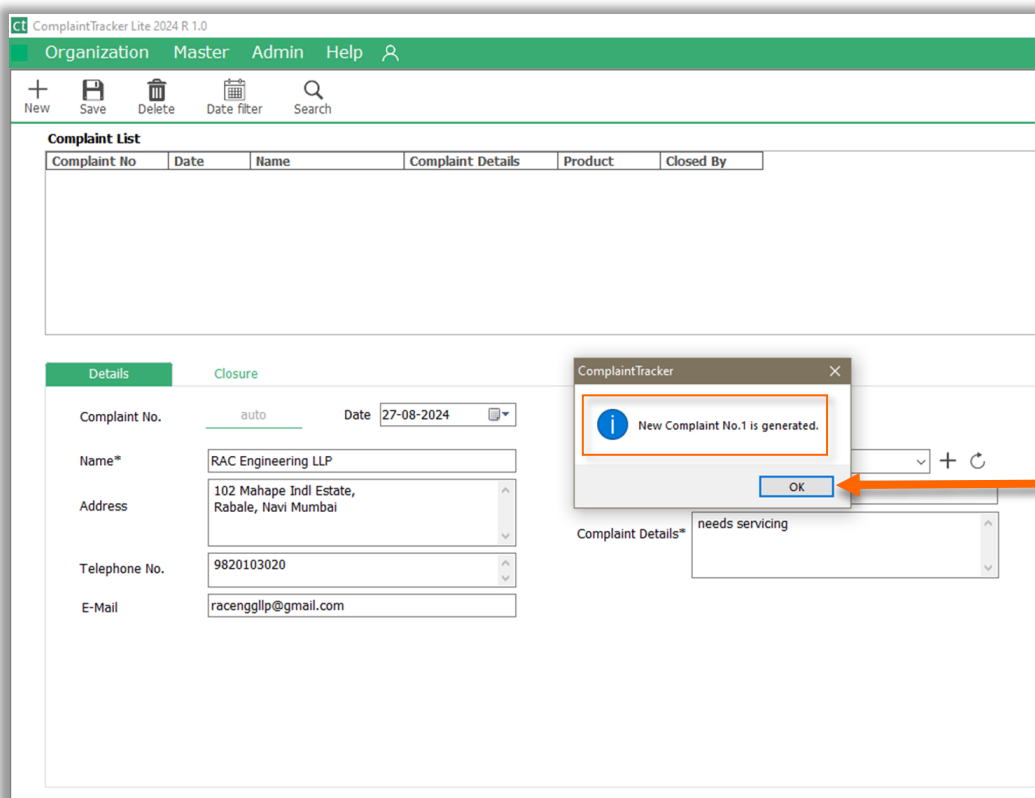
Fill details such as

- Name
- Address
- Telephone No.
- E-mail
- Select Product
- Model
- Complaint Details
- Set Date

Complaint No. will be auto generated by the system.



Click on Save



Complaint No. generated.
Complaint saved Successfully.
Click on OK.

Organization Master Admin Help

New Save Delete Date filter Search

Organization Complaints All Employees

Complaint List Last 100 Complaints

Complaint No	Date	Name	Complaint Details	Product	Closed By
1	27-08-2024	RAC Engineering LLP	needs servicing	All-in-one Print...	

We can see the Complaint in this list.

Details Closure

Complaint No. auto Date 27-08-2024

Name* Address Telephone No. E-Mail

Product* Model Complaint Details*

Organization Master Admin Help

New Save Delete Date filter Search

Complaint List

Complaint No	Date	Name	Complaint Details	Product	Closed By
1	27-08-2024	RAC Engineering LLP	needs servicing	All-in-one Print...	

Details **Closure**

Assigned Details

Assigned To * - UNASSIGNED -

Date 27-08-2024

Closed Details

Closed By Date Notes

Closure Tab:

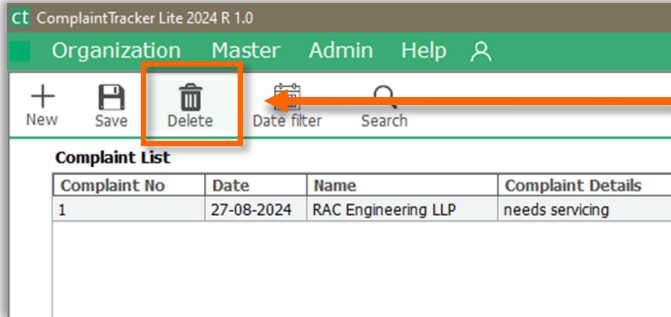
The details in Closure Tab will be filled by the system once the complaint is closed.

Congratulations

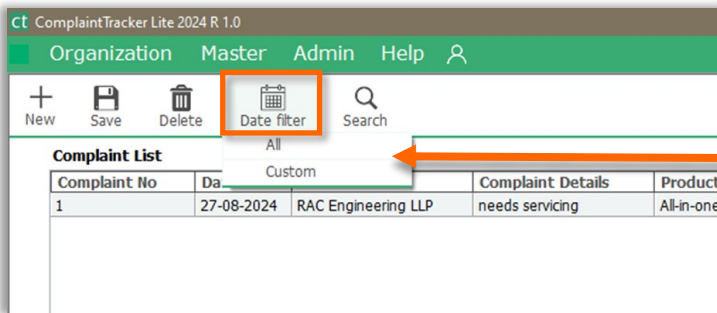
You have successfully entered your first Complaint
in ComplaintTracker Lite.

5

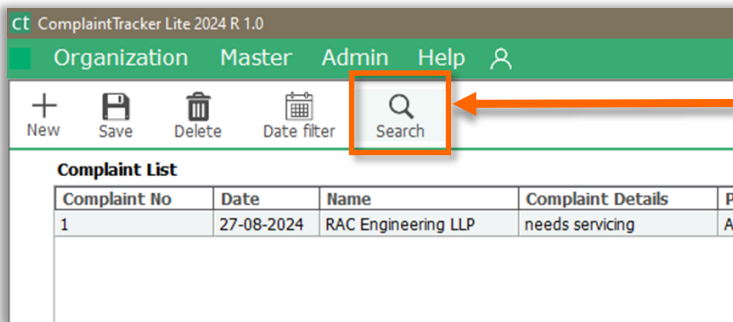
Additional Information



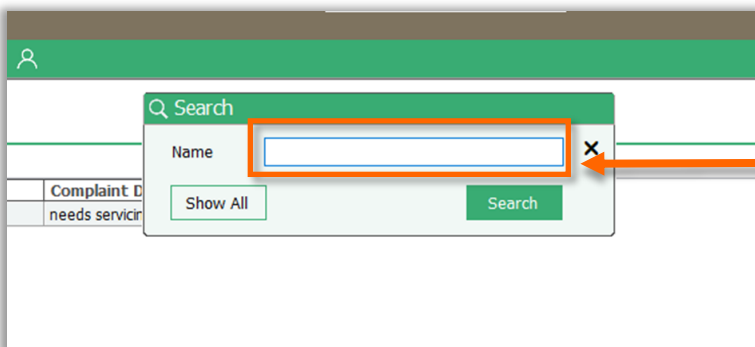
Delete: to delete a Complaint
Select a record from the list then click on **delete**.



Date Filter:
Filter and find the Complaints by date.



Search:
To quickly find/search Complaints by name.



Enter the name of the Complaint to find then click on **search**.

Thank you

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

We recommend you to see our **Assign Complaint** Help file Next.

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