



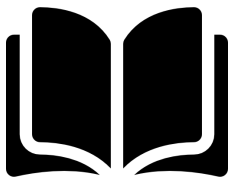
SPINSO[®]



Lite edition

ComplaintTracker

manage customer complaints



Entering a Complaint

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

1

INDEX

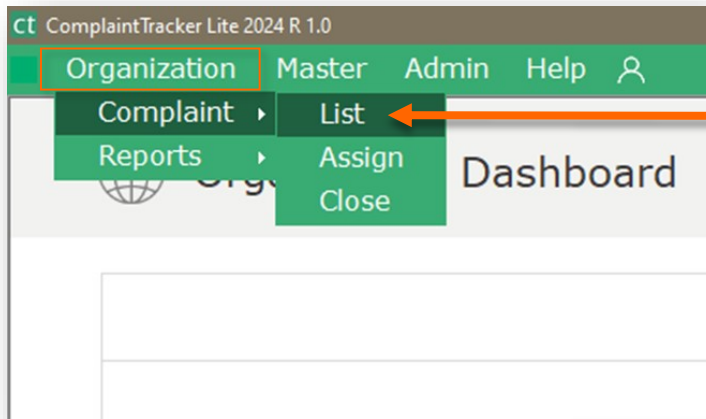
Steps

1. Index _____ Pg 2

2.Entering Complaint _____ Pg 3

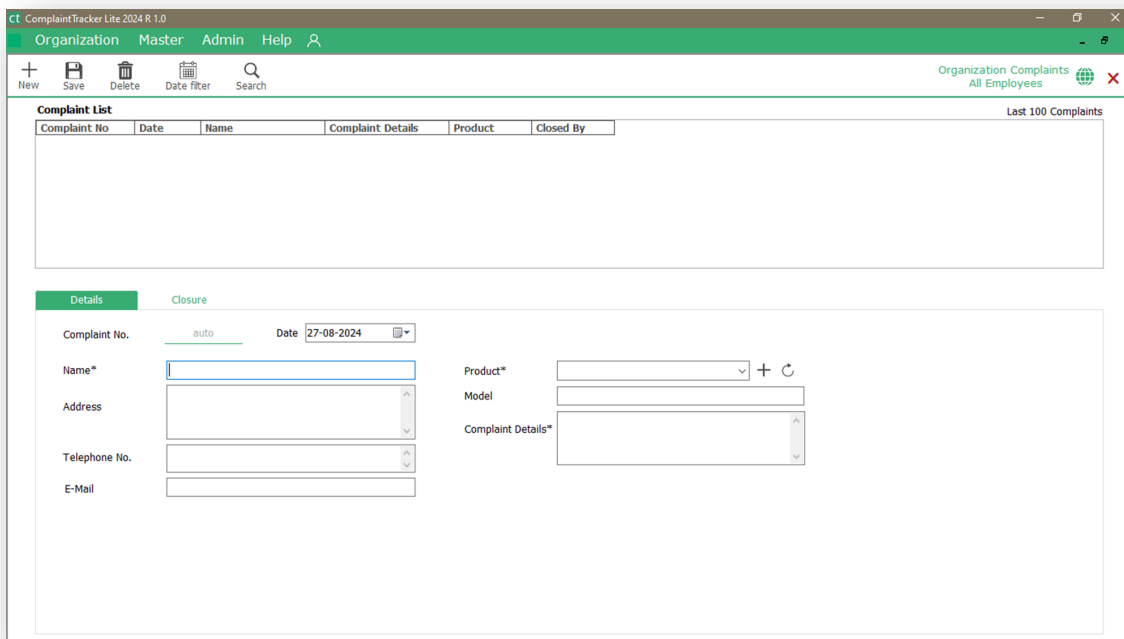
2

First Complaint



Go to

Organization > Complaint > List



ComplaintTracker Lite 2024 R 1.0

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

Details Closure

Complaint No. auto Date 27-08-2024

Name*

Address

Telephone No.

E-Mail

Product* +

Model

Complaint 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*

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

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

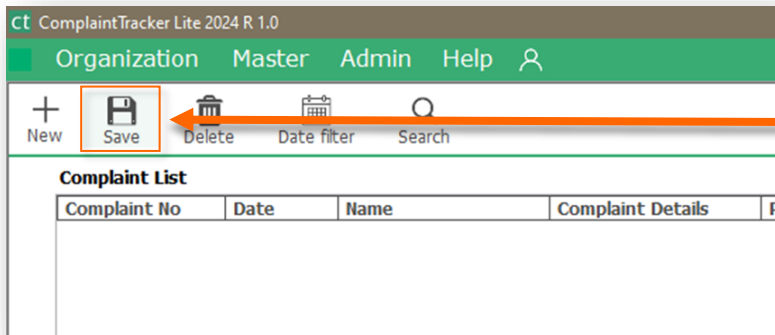
Complaint Details* needs servicing

Details Tab:

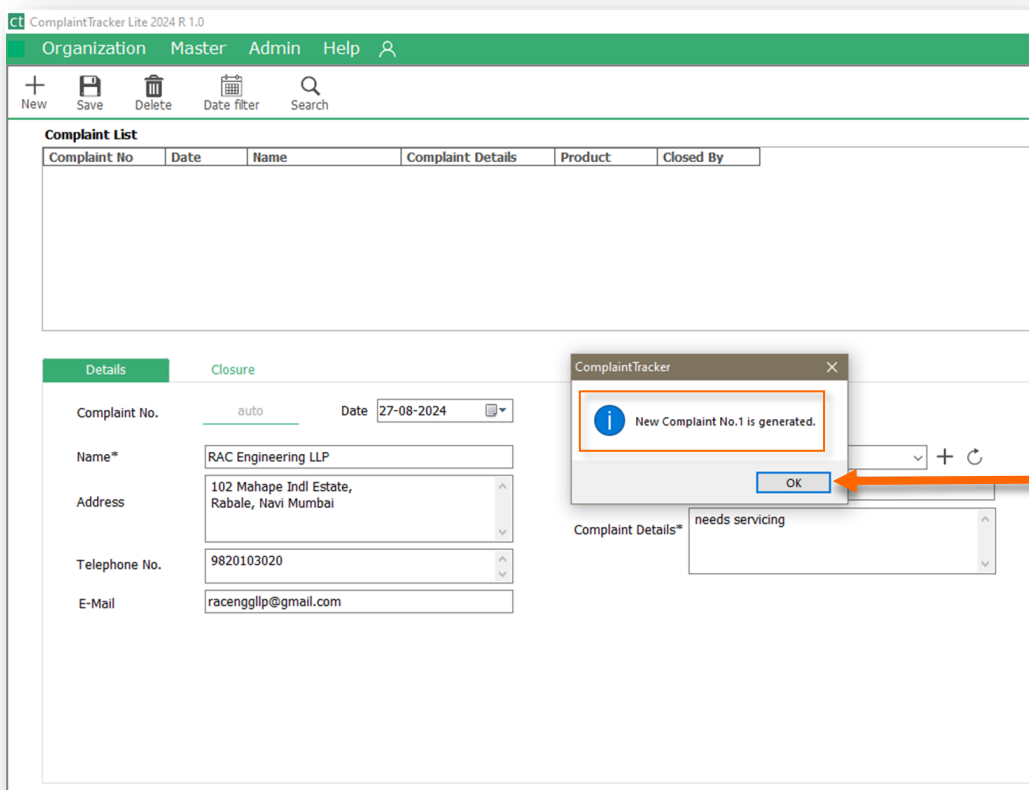
Fill details such as

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

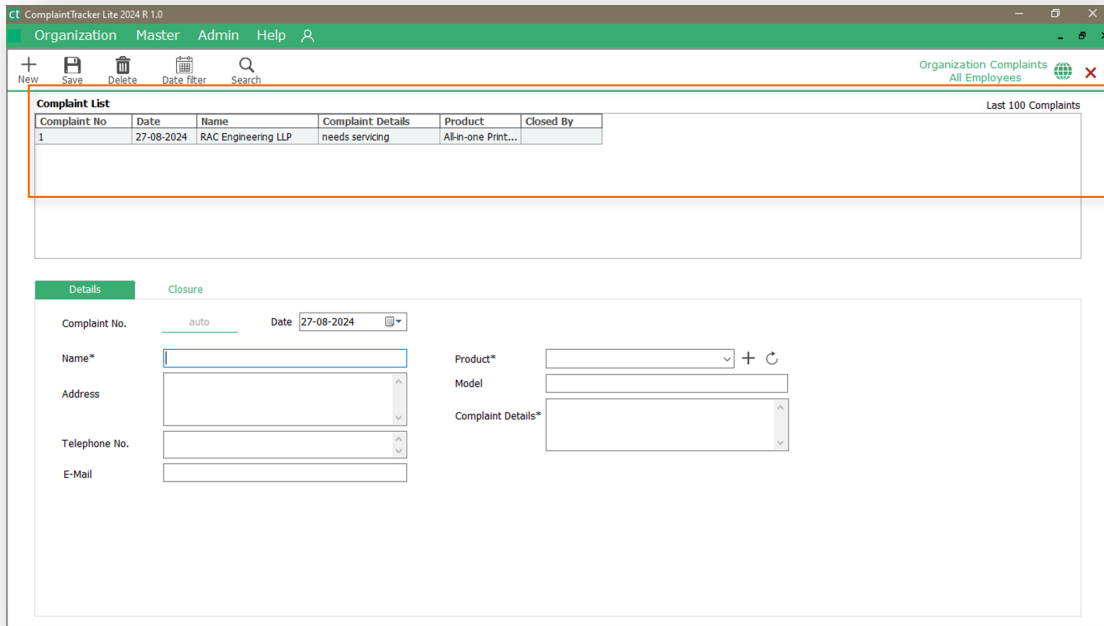
Complaint No. will be auto generated by the system.



Click on **Save**



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



ComplaintTracker Lite 2024 R 1.0

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...	

Details Closure

Complaint No. auto Date 27-08-2024

Name*

Address

Telephone No.

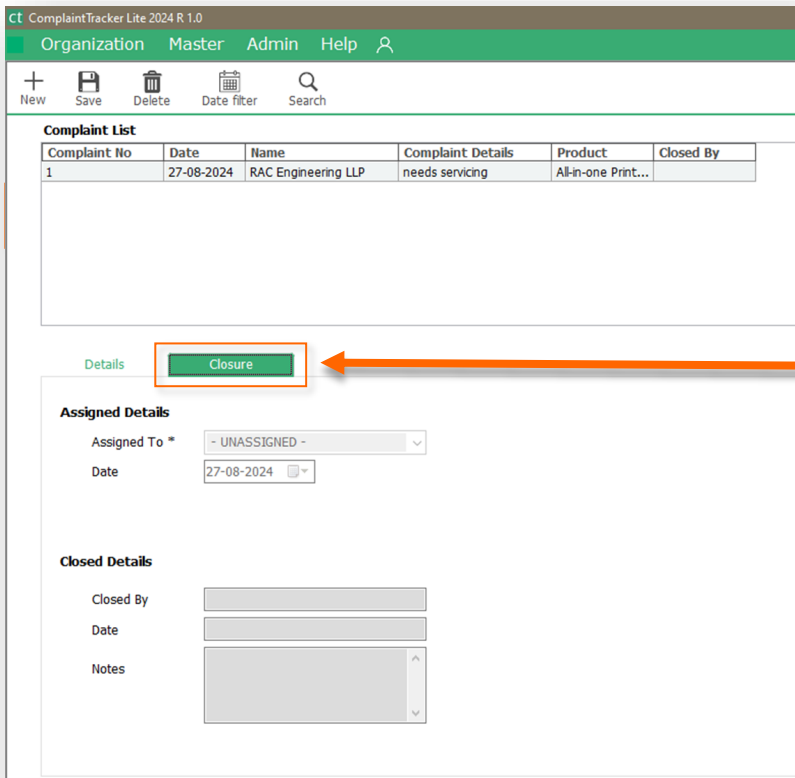
E-Mail

Product* + C

Model

Complaint Details*

We can see the Complaint in this list.



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
1	27-08-2024	RAC Engineering LLP	needs servicing	All-in-one Print...	

Closure

Assigned Details

Assigned To *

Date

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.

Thank you

For more information

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

For more info visit: spinso.com

Next step



Assigning a Complaint

how to quickly assign a complaint to an employee in ComplaintTracker Lite

[CT Lite Assign-Complaint.pdf](#)

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manage leads & follow-ups



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