

3 Free
users
for life

SPINSO[®]



Lite edition

ComplaintTracker

Manage customer complaints



Assigning a Complaint (free edition)

Step by step guide to assign a complaint to employee in ComplaintTracker Lite.

1

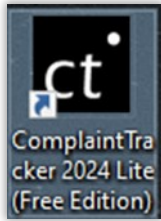
INDEX

Steps

1. Index _____ Pg 2
2. Login _____ Pg 3
3. Go to Assign Complaint Screen _____ Pg 4
4. Assign Complaint _____ Pg 6

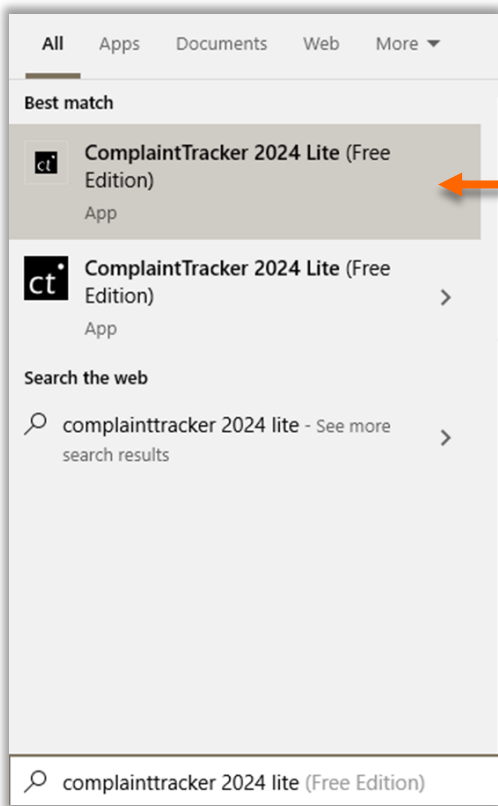
2

LOGIN

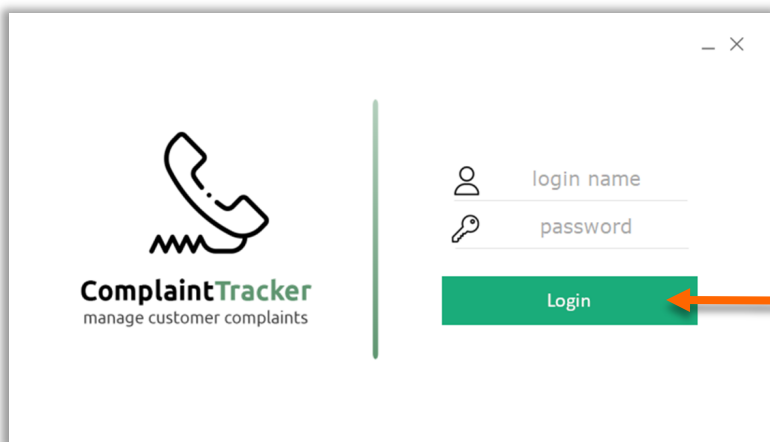


Double Click on **ComplaintTracker** icon, on your desktop.

or



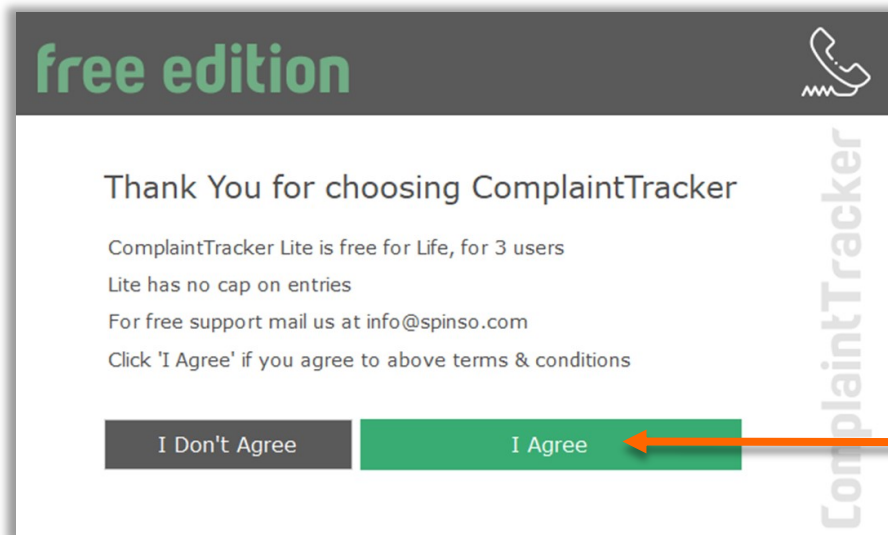
You can also launch the application from **Start - Program Files - Spinso - ComplaintTracker**



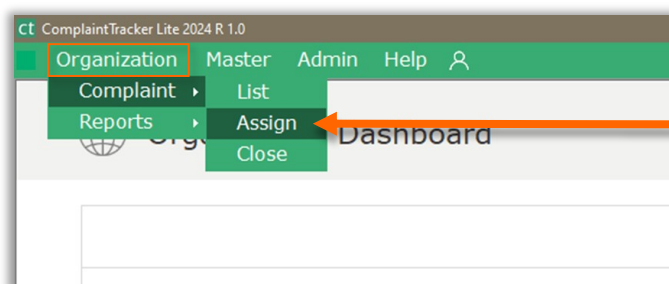
Enter Login name and password
Click on **Login**

3

Go to Complaint Screen



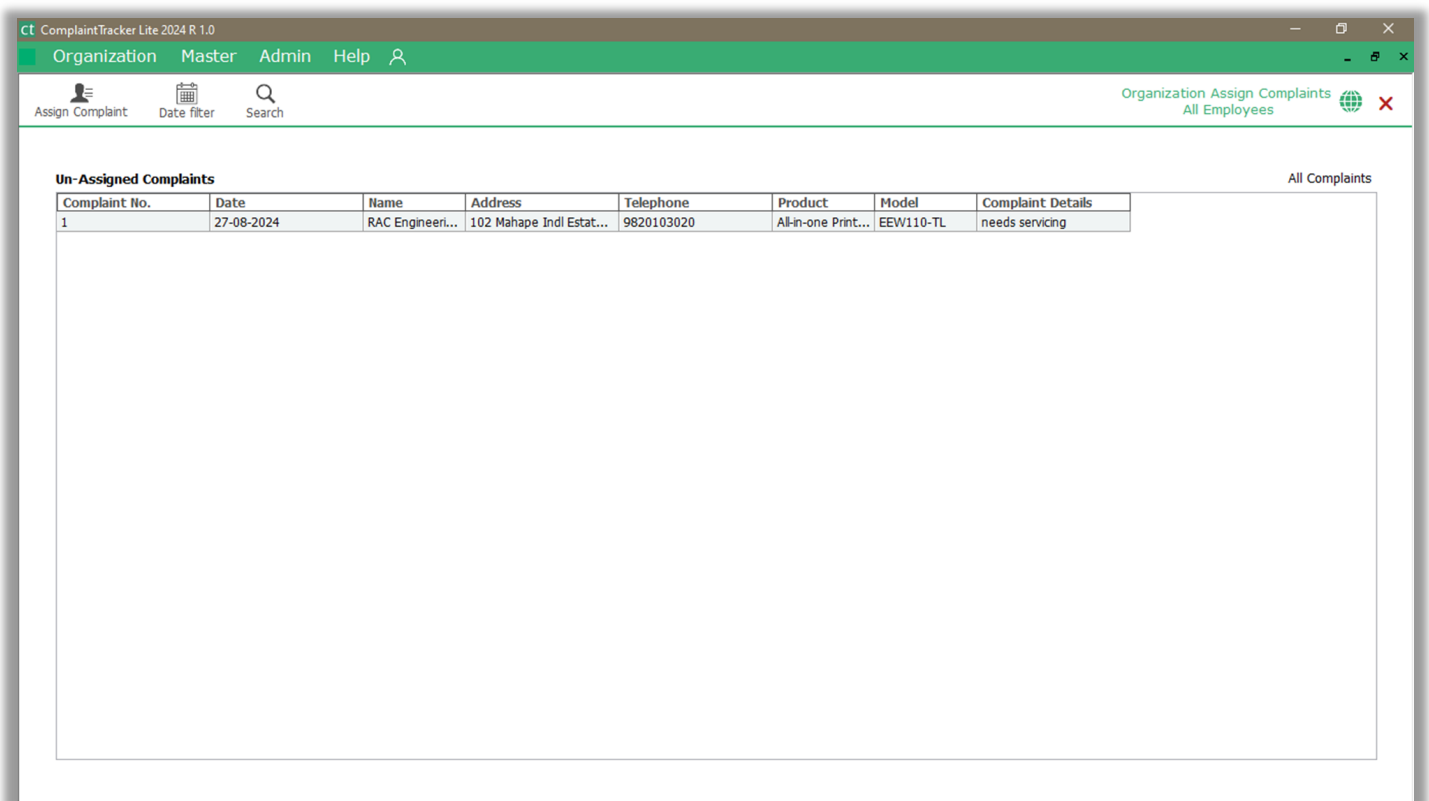
Click on **I Agree**



Go to

Organization > Complaint > Assign

Assign Complaints Screen



CT ComplaintTracker Lite 2024 R 1.0

Organization Master Admin Help

Assign Complaint Date filter Search

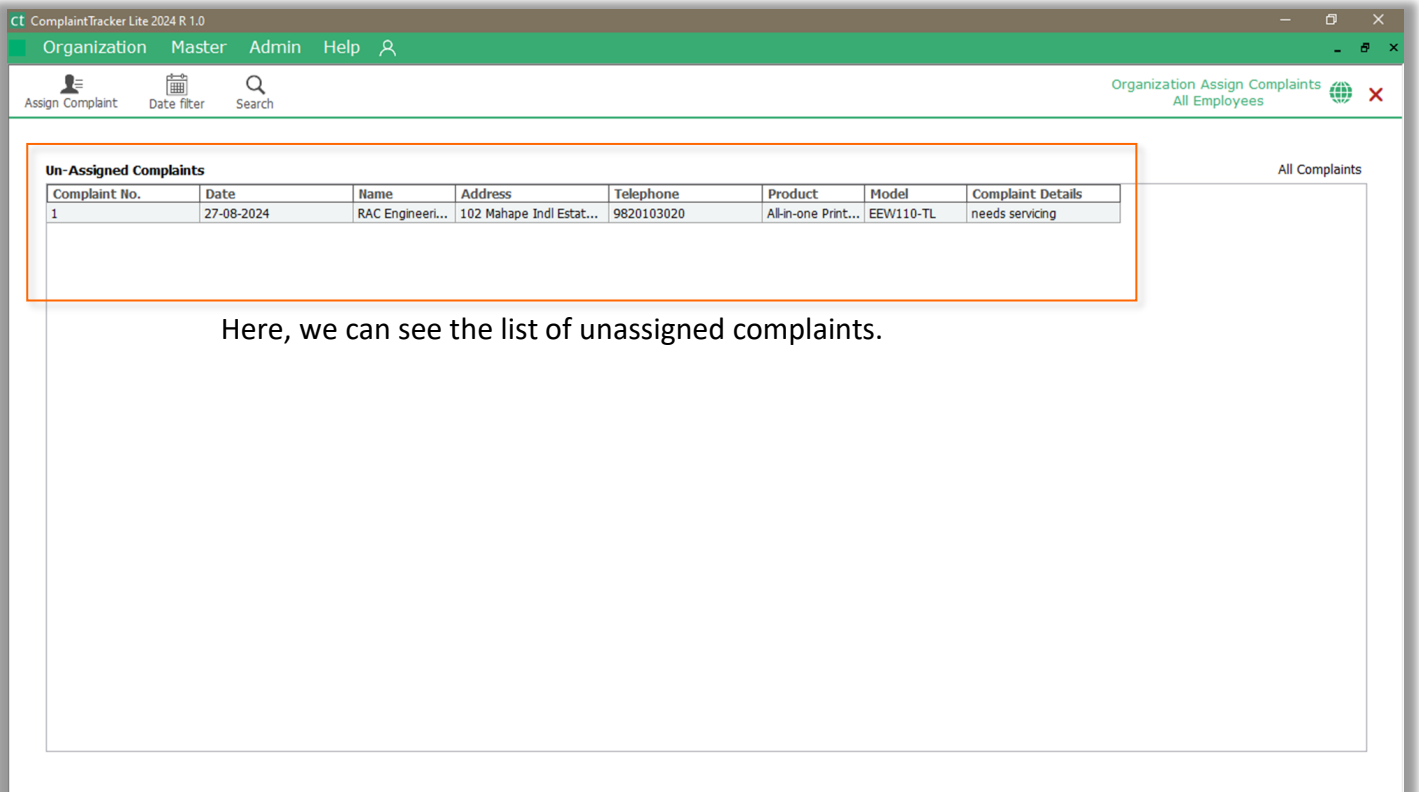
Organization Assign Complaints All Employees

Un-Assigned Complaints All Complaints

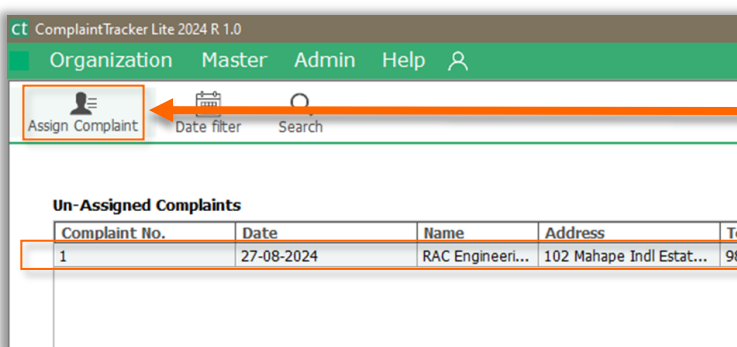
Complaint No.	Date	Name	Address	Telephone	Product	Model	Complaint Details
1	27-08-2024	RAC Engineer...	102 Mahape Indl Estat...	9820103020	All-in-one Print...	EEW110-TL	needs servicing

4

Assigning a Complaint



Here, we can see the list of unassigned complaints.




To Assign a complaint to an employee.

- Select an un-assigned complaint from the list
- Click on **Assign Complaint**

Assign Details Window will open.




Assign Details ✕


 Save ✕

Complaint No. Date

Details More

Assign Details


Assign To *   

Date 

- Admin
- Alex Fernandes
- Neil DSouza

Select an employee to assign the complaint.




Assign Details ✕


 Save ✕

Complaint No. Date

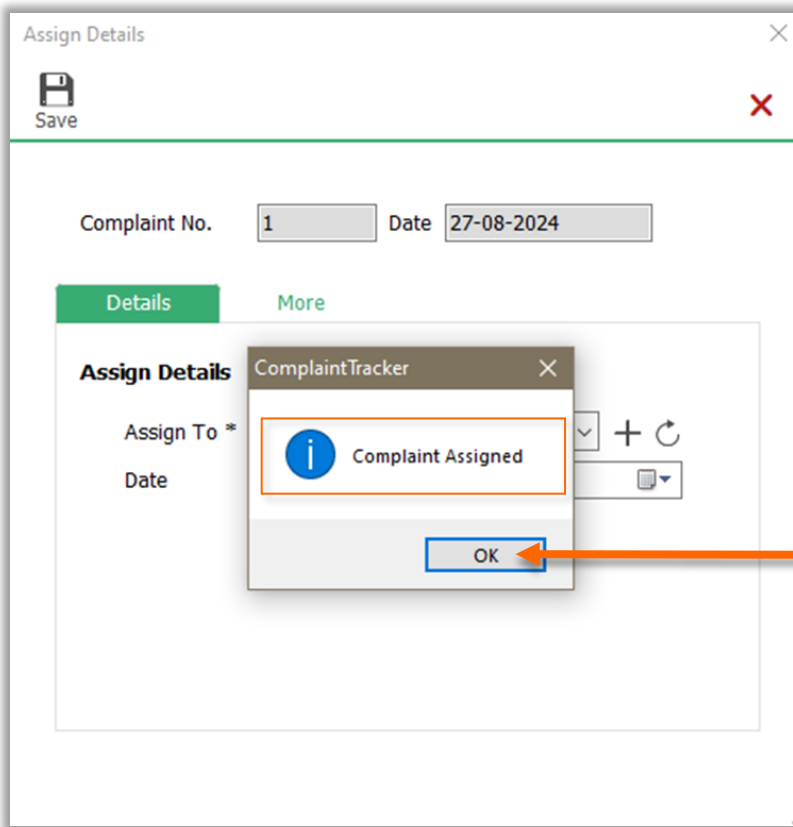
Details More

Assign Details

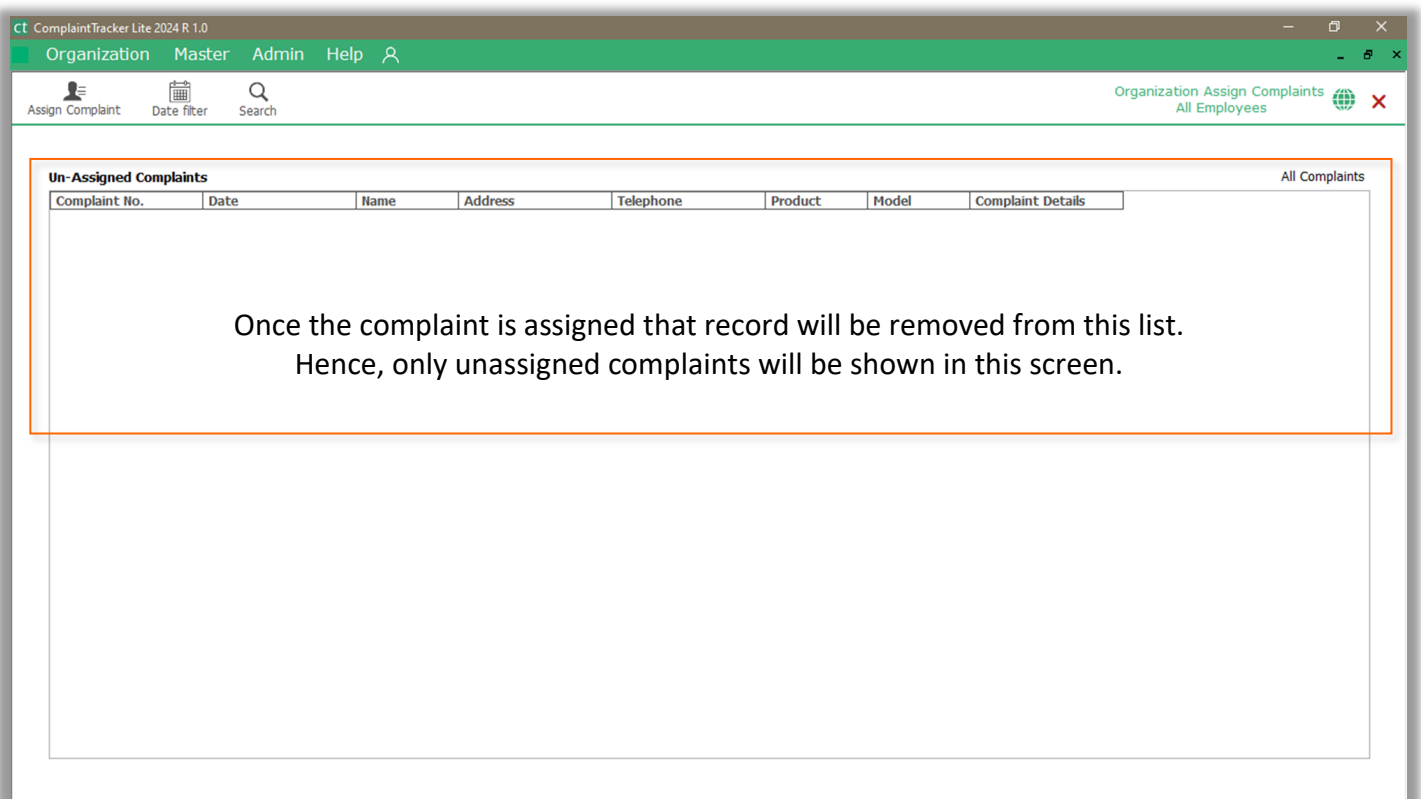
Assign To *   

Date 

Click on Save.



Complaint Assigned Successfully.
Click on **OK**.



Congratulations

You have successfully assigned a Complaint in
ComplaintTracker

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 **How to Close a Complaint** Help file Next.

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