

**SPINSO** 











### Steps

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2 LOGIN

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## **3** Assigning a Complaint

t ComplaintTracker Lite 202	4 R 1.0
Organization	Master Admin Help 옷
Complaint 🕨	List
Reports +	Assign
Cig	Close

Go to

**Organization > Complaint > Assign** 

Organization Ma	aster Admin He	lp A						-	8
gn Complaint Date fi	Q ter Search							Organization Assign Complaints All Employees	x
Un-Assigned Complair	Its							All Complaint	ts
Complaint No.	Date	Name	Address	Telephone	Product	Model	Complaint Details		
1	27-08-2024	RAC Engineeri	102 Mahape Indi Estat	9820103020	All-in-one Print	EEW110-TL	needs servicing		

Here you can view the unassigned complaint list.



Un-Assigned Complaints       All Complaint No.         1       Date       Hame       Address       Telephone       Product       Model       Complaint Details       Image: Servicing       Image: Servicin	Assign Complaint Date f	] Q ilter Search							Organization Assign Complaints () All Employees	×	
	Un-Assigned Complain Complaint No. 1	nts Date 27-08-2024	Name RAC Engineeri	Address 102 Mahape Indi Estat	Telephone 9820103020	Product Al-n-one Print	Model EEW110-TL	Complaint Details needs servicing	All Complaints		Here, we can see the list of unassigned complaints.

Date filter Search	
	_
Un-Assigned Complaints	
Complaint No. Date Name Address	Te
1 27-08-2024 RAC Engineeri 102 Mahape Indl Estat	98

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 X	
Complaint No. 1 Date 27-08-2024   Details More   Assign Details   Assign To *   Date     Admin   Alex Fernandes   Neil DSouza	Select an employee to assign the complaint.
Assign Details ×	Click on <b>Save</b> .
Assign Details X	Click on <b>Save</b> .
Assign Details × Save Complaint No. 1 Date 27-08-2024	Click on <b>Save</b> .
Assign Details × Save Complaint No. 1 Date 27-08-2024 Details More	Click on <b>Save</b> .
Assign Details × Save Complaint No. 1 Date 27-08-2024 Details More Assign Details	Click on <b>Save</b> .
Assign Details × Save Complaint No. 1 Date 27-08-2024 Details More Assign Details Assign To * Neil DSouza + C	Click on <b>Save</b> .
Assign Details × Save Complaint No. 1 Date 27-08-2024 Details More Assign Details Assign To * Neil DSouza · + C Date 27-08-2024	Click on <b>Save</b> .
Assign Details X Complaint No. 1 Date 27-08-2024 Details More Assign Details Assign To * Veil DSouza · + C Date 27-08-2024	Click on <b>Save</b> .
Assign Details Complaint No. 1 Date 27-08-2024 Details More Assign Details Assign To * Neil DSouza + ¢ Date 27-08-2024	Click on Save.
Assign Details Complaint No. 1 Date 27-08-2024 Details More Assign Details Assign To * Neil DSouza • + C Date 27-08-2024 • •	Click on Save.
Assign Details Complaint No. 1 Date 27-08-2024 Details More Assign Details Assign To * Meil DSouze + ¢ Date 27-08-2024	Click on Save.





n-Assigned Compl	aints							All Complaints
Complaint No.	Date	Name	Address	Telephone	Product	Model	Complaint Details	

Once the complaint is assigned that record will be removed from this list. Hence, only unassigned complaints will be shown in this screen.





### Congratulations

You have successfully assigned a Complaint in ComplaintTracker

## **SPINSO**

## 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



**Close a Complaint** how to quickly close a Complaint in ComplaintTracker Lite <u>CT Lite How-To-Close-Complaint.pdf</u>

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Celebrating

# SPINSO



### Other software products



SalesTracker manage leads & follow-ups



ServiceDesk manage warranties & AMC



TimeTracker manage timesheet & approvals



#### QuotationTracker

create professional quotation

## SPINSO

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