

3 Free
users
for life

SPINSO[®]



Lite edition

ComplaintTracker

Manage customer complaints



View Report (free edition)

Step by step guide on how to view report in ComplaintTracker Lite.

1

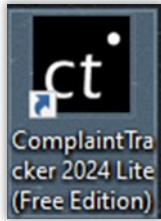
INDEX

Steps

1. Index _____ Pg 2
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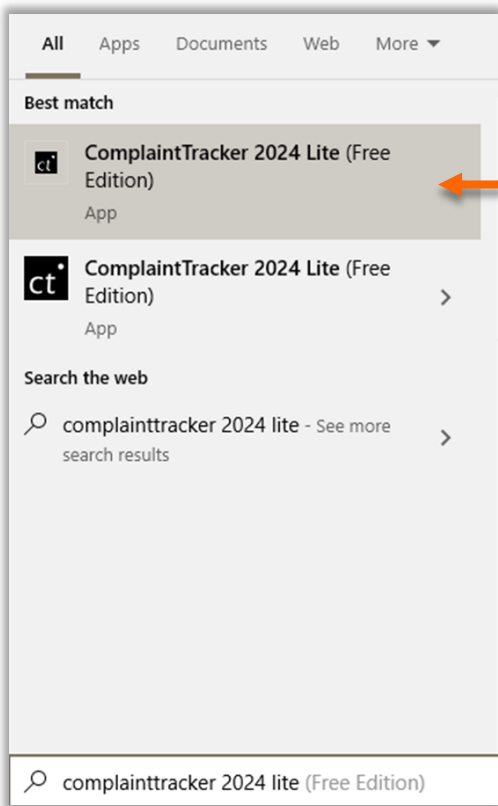
2

LOGIN

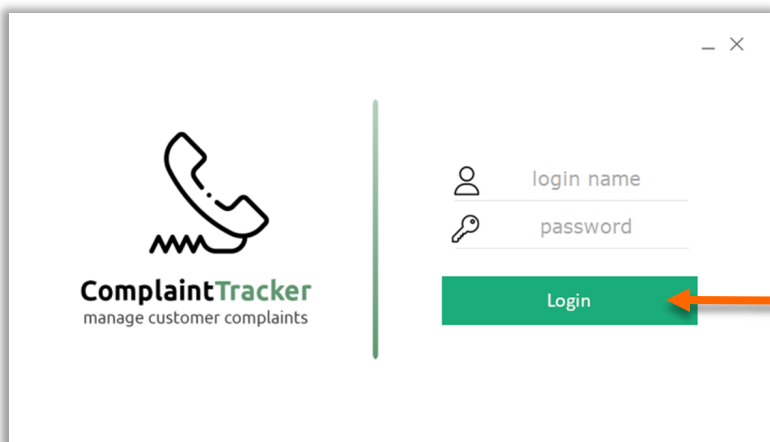


Double Click on **ComplaintTracker** icon, on your desktop.

or



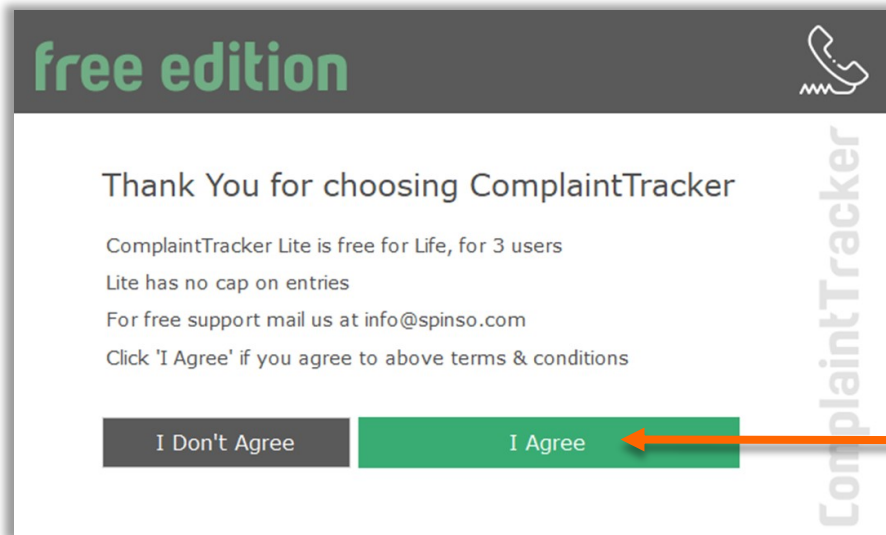
You can also launch the application from **Start - Program Files - Spinso - ComplaintTracker**



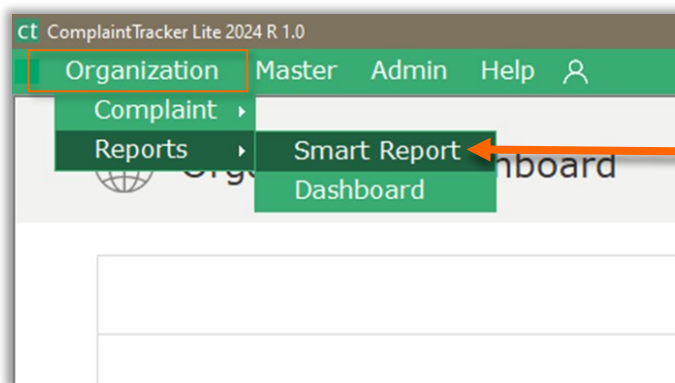
Enter Login name and password
Click on **Login**

3

Go to Complaint Close Screen



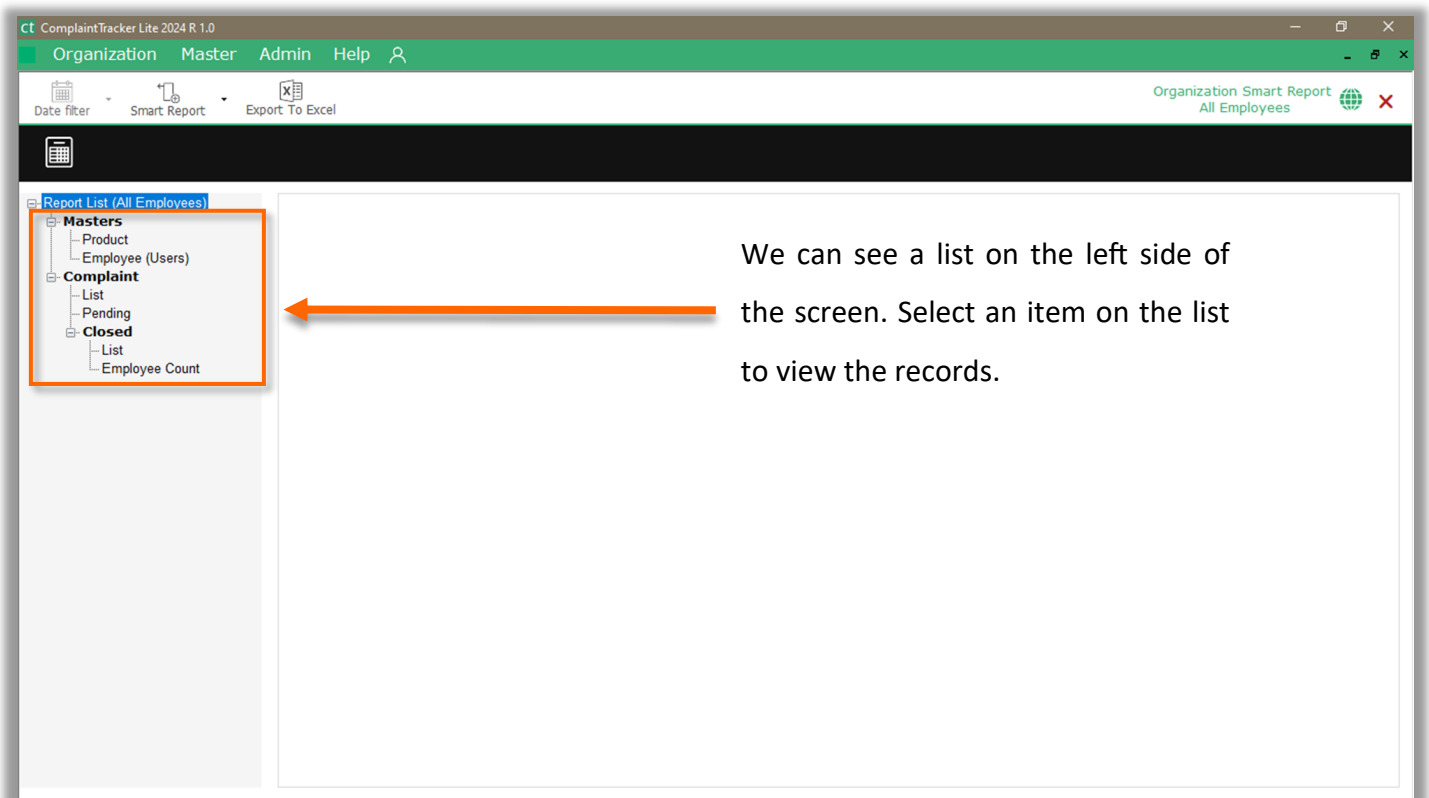
Click on I Agree



Go to

Organization > Reports > Smart Report

Smart Report Screen



Organization Master Admin Help

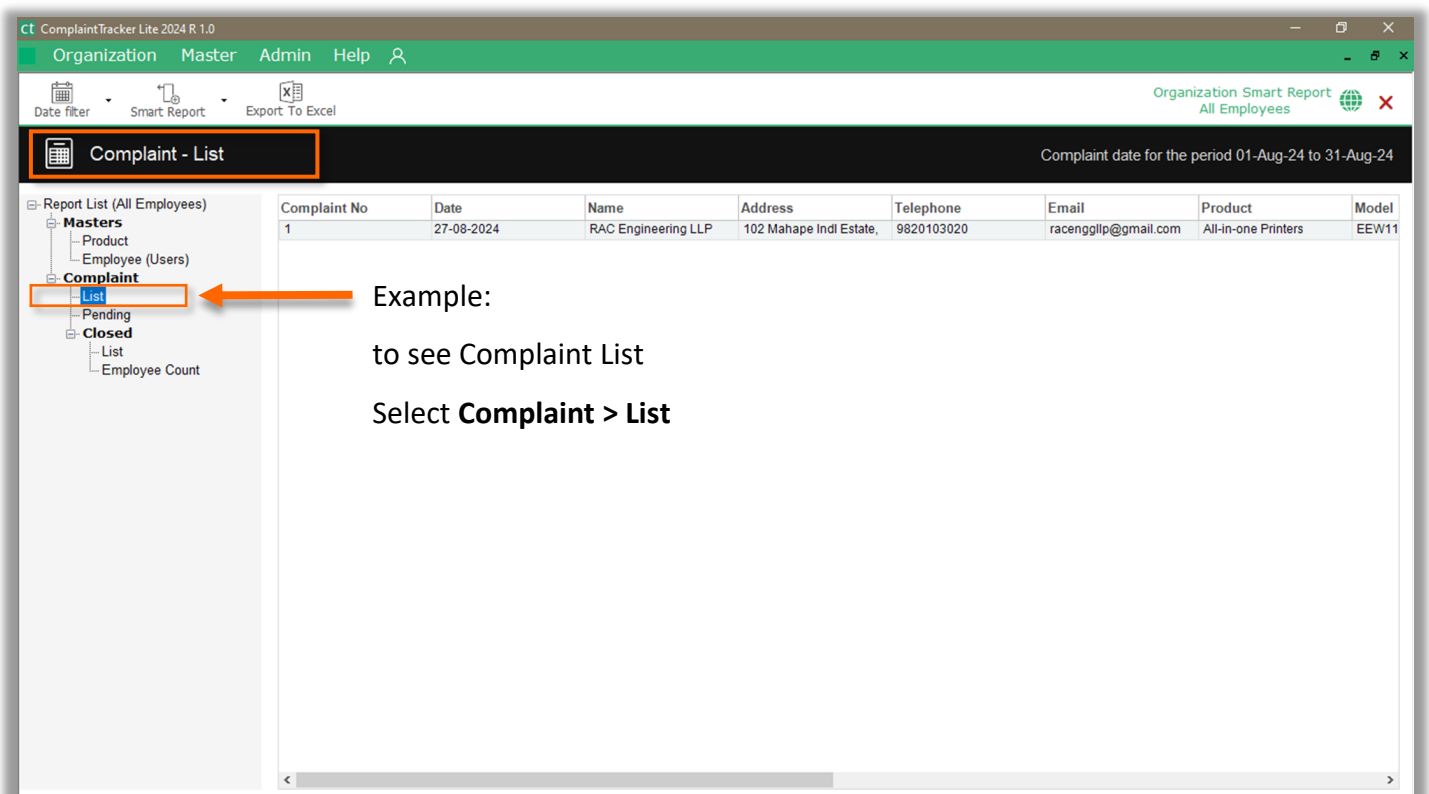
Date filter Smart Report Export To Excel

Organization Smart Report All Employees

Report List (All Employees)

- Masters
 - Product
 - Employee (Users)
- Complaint
 - List
 - Pending
 - Closed
 - List
 - Employee Count

We can see a list on the left side of the screen. Select an item on the list to view the records.



Organization Master Admin Help

Date filter Smart Report Export To Excel

Organization Smart Report All Employees

Complaint date for the period 01-Aug-24 to 31-Aug-24

Complaint - List

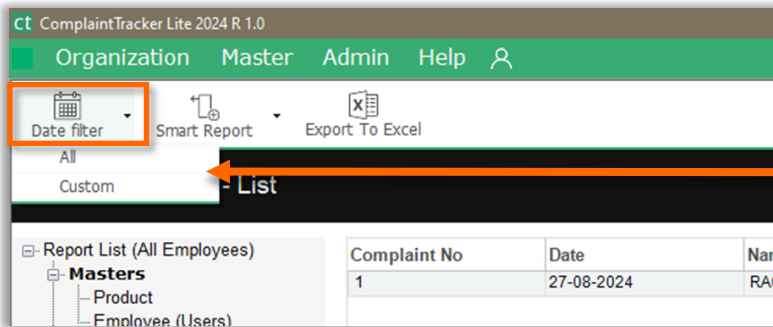
Complaint No	Date	Name	Address	Telephone	Email	Product	Model
1	27-08-2024	RAC Engineering LLP	102 Mahape Indl Estate,	9820103020	racengllp@gmail.com	All-in-one Printers	EEW11

Report List (All Employees)

- Masters
 - Product
 - Employee (Users)
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 - List
 - Pending
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 - List
 - Employee Count

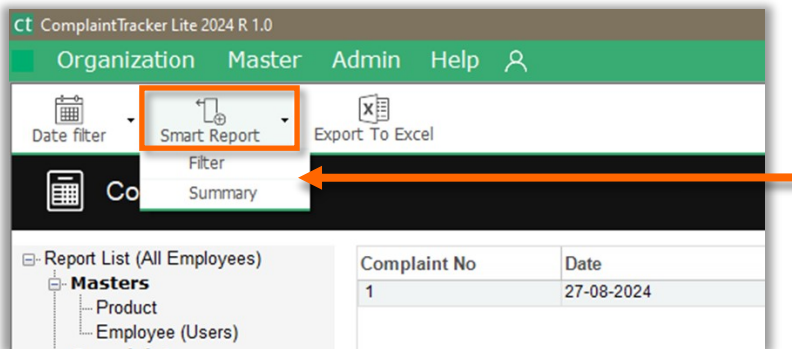
Example:
to see Complaint List
Select **Complaint > List**

Smart Report Tools



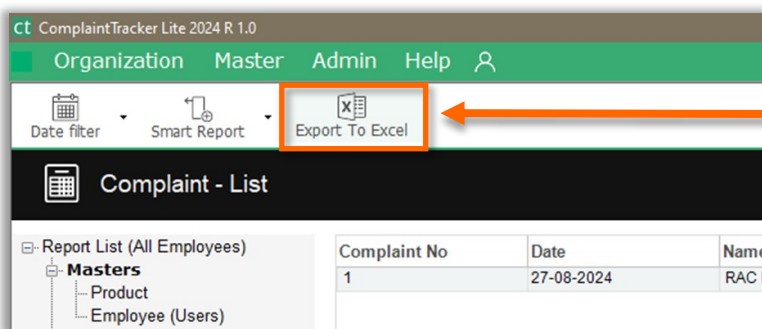
Date Filter: This button helps you to filter and show the data for the given date(s).

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



Filter: This button helps you to filter data and show only the specific records.

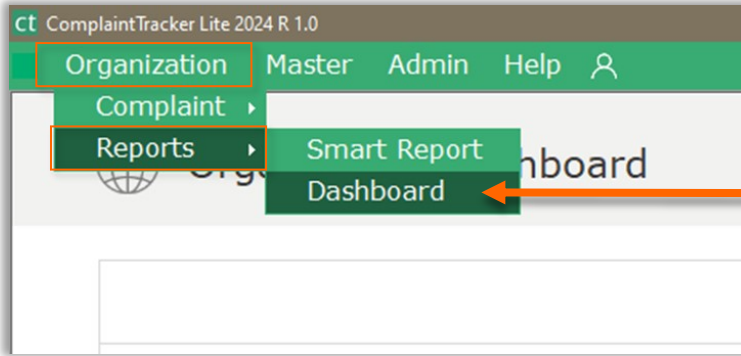
Summary: Perform math aggregate functions such as sum, average, count, etc.



Not available for Lite (free) edition.
Available from Basic (paid) edition onwards

4

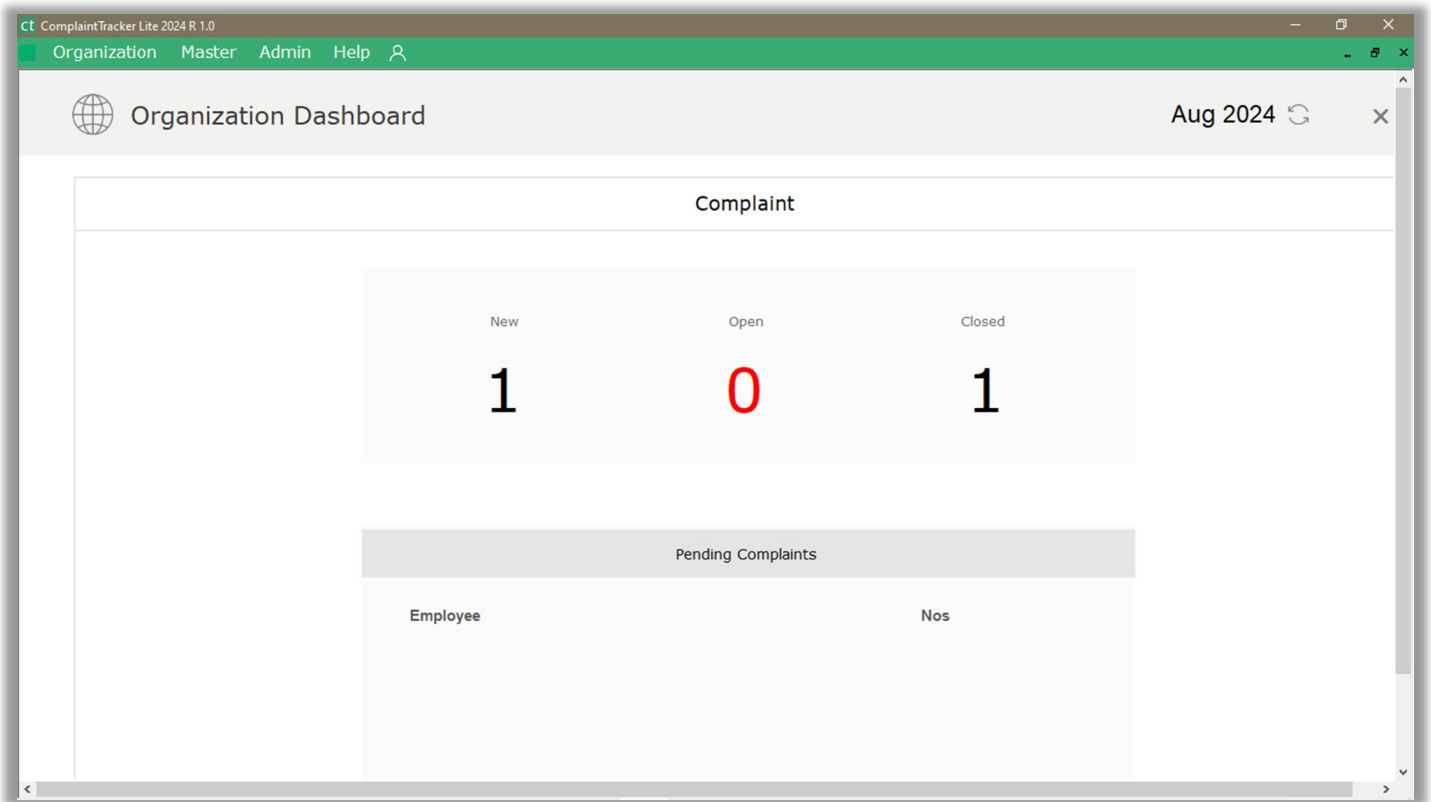
Dashboard



Go to
Organization > Reports > Dashboard

Dashboard Screen

- Complaint Count
- Employee wise pending complaints



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Thank you

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

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