

**SPINSO** 



Lite edition

#### ComplaintTracker manage customer complaints



#### **Complaint Screen Interface**

Step by step guide on how to view complaint Screen Interface in ComplaintTracker Lite.





#### Steps

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2 LOGIN



Double Click on ComplaintTracker icon, on your desktop.

or



Enter Login name and password



3

3

### **Complaint Screen Interface**

Ct ComplaintTracker Lite 2024	4 R 1.0					- 0 X
Organization N	Master Admin Help 옷					
+ 🗎 💼						All Employees
Complaint List						Last 100 Complaints
Complaint No D	Date Name	Complaint Details Product	Closed By			3
1 2	27-08-2024 RAC Engineering LLP	needs servicing All-in-one Prin		]		
Datale	Claura					
Details	Closure					_
Complaint No.	auto Date 27-	08-2024				
Name*		Product*		~ + (	•	
		^ Model				
Address		Complaint	otaile*		^	
		Complaint	Jecons			
Telephone No.		<u> </u>			~	
E-Mail						
1						

- 1 Menu Bar: Navigate to different screens through these menus.
  - Tool Bar: Smart tools to help manage complaint easier and faster.
  - Complaint list: View all your complaint in this list.
  - Tabs: Use the fields of these tab to enter details then save or edit complaint. Once saved, these details can be retrieved by selecting the complaint from the list or by entering the complaint no. in Details tab.



	Save Delet	e Date filt	ter Search	
o	mplaint List			
Co	omplaint No	Date	Name	Complaint Details
1		27-08-2024 RAC Engineering LLP		needs servicing

**New :** This button will clear the fields and set them as blank. Used while entering a new complaint

ew	Save	Delete	e Date fil	ter Search		
Comp	plaint Li	st	All	tom		
Com 1	Complaint No 1		Da 27-08-2024	RAC Engineering LLP	Complaint Details needs servicing	All-in-one

**Save:** To Save the changes or save a new complaint.

	All		
Complaint List Complaint No Da	Custom	Complaint Details	Produc
1 27-08-20	24 RAC Engineering LLP	needs servicing	All-in-one

Delete: to delete a Complaint.

Select a complaint from the list then click on delete.



+ ew	v Save Dele	te Date filt	er	Q Search	-		-
	Complaint List			-			
	Complaint No	Date	Nan	ame		Complaint Details	Р
1		27-08-2024	RAC Engineering LLP			needs servicing	Al

Search:

To quickly find/search Complaints by name.

ዶ			
C	Q Search		_
Complaint D	Name Show All	Search	-
needs servicir	Show All	Search	- 1
			- 1
			_

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

### **SPINSO**

## Thank you

### For more information

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

For more info visit: **<u>spinso.com</u>** 

Celebrating

# SPINSO



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manage timesheet & approvals



**ComplaintTracker** manage customer complaints



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create professional quotation

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