



Standard edition

ComplaintTracker

manage customer complaints



Entering a Complaint (Trial edition)

Step by step guide to enter a Complaint in ComplaintTracker Standard.

1

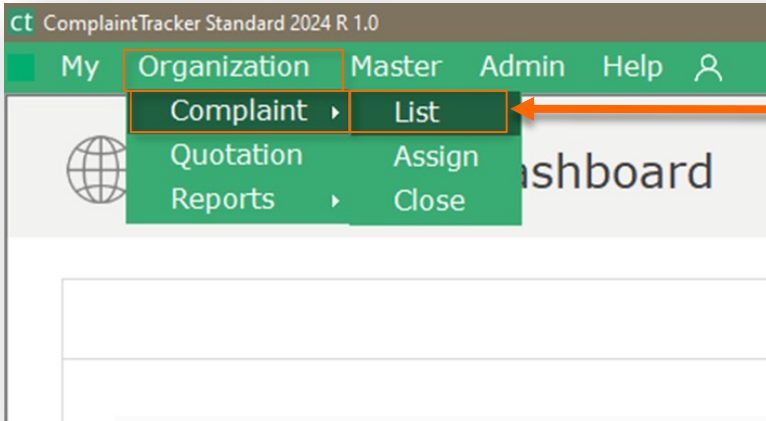
INDEX

Steps

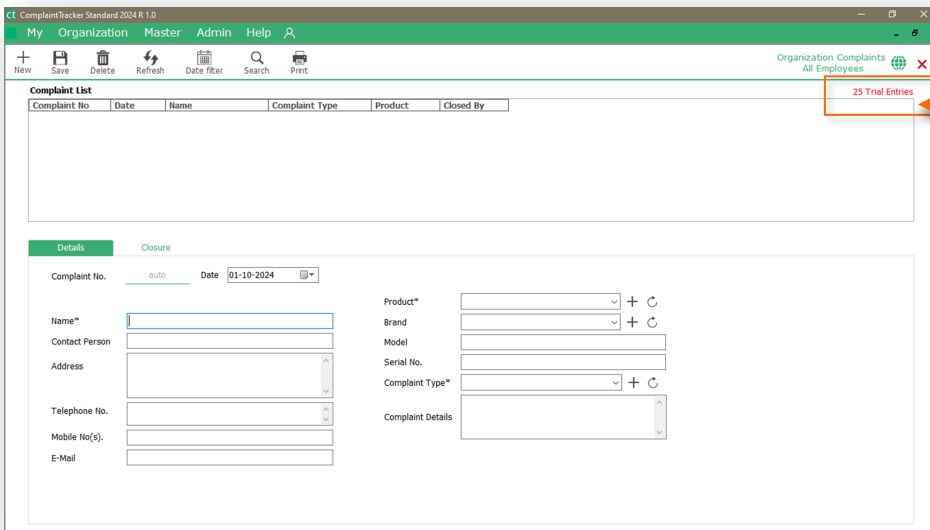
1. Index _____ Pg 2
2. Entering a Complaint _____ Pg 3

2

Entering a Complaint



Go to
Organization > Complaint > List



Please note: this is a trial edition,
has a cap of 25 trial entries.

CT ComplaintTracker Standard 2024 R 1.0

My Organization Master Admin Help

New Save Delete Refresh Date filter Search Print

Complaint List

Complaint No	Date	Name	Complaint Type	Product	Closed By

Details Closure

Complaint No. auto Date 01-10-2024

Name*

Contact Person

Address

Telephone No.

Mobile No(s).

E-Mail

Product* + ↺

Brand + ↺

Model

Serial No.

Complaint Type* + ↺

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 Standard 2024 R 1.0

My Organization Master Admin Help

New Save Delete Refresh Date filter Search Print

Complaint List

Complaint No	Date	Name	Complaint Type	Product	Closed By

Details

Complaint No. auto Date 01-10-2024

Name* Millenium Technology Services

Contact Person Mr.Melvin Parera

Address 2 Millenium Tower, Sector 5, Vashi, Navi Mumbai

Telephone No. 27845123

Mobile No(s). 8775241632

E-Mail melvin.parera@milleniumtech.com

Product* Laser Printers + ↺

Brand Canon + ↺

Model UB5400

Serial No. KERJ5646878TTL

Complaint Type* Does not switch on + ↺

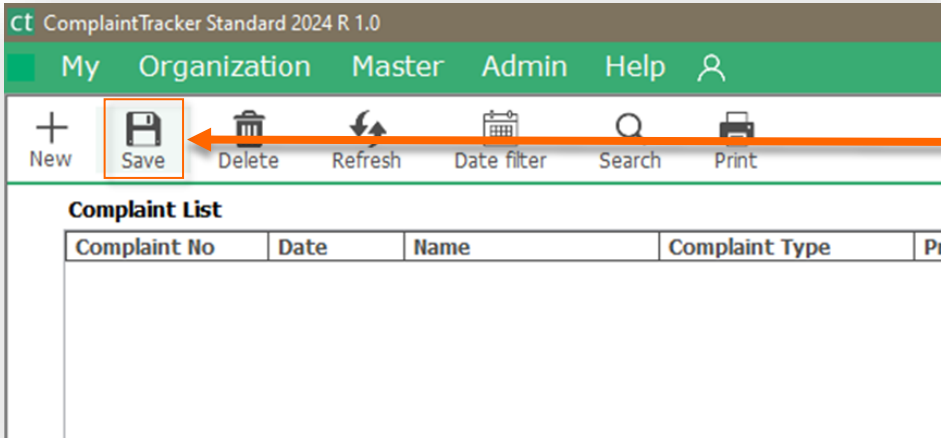
Complaint Details also do the servicing

Details Tab:

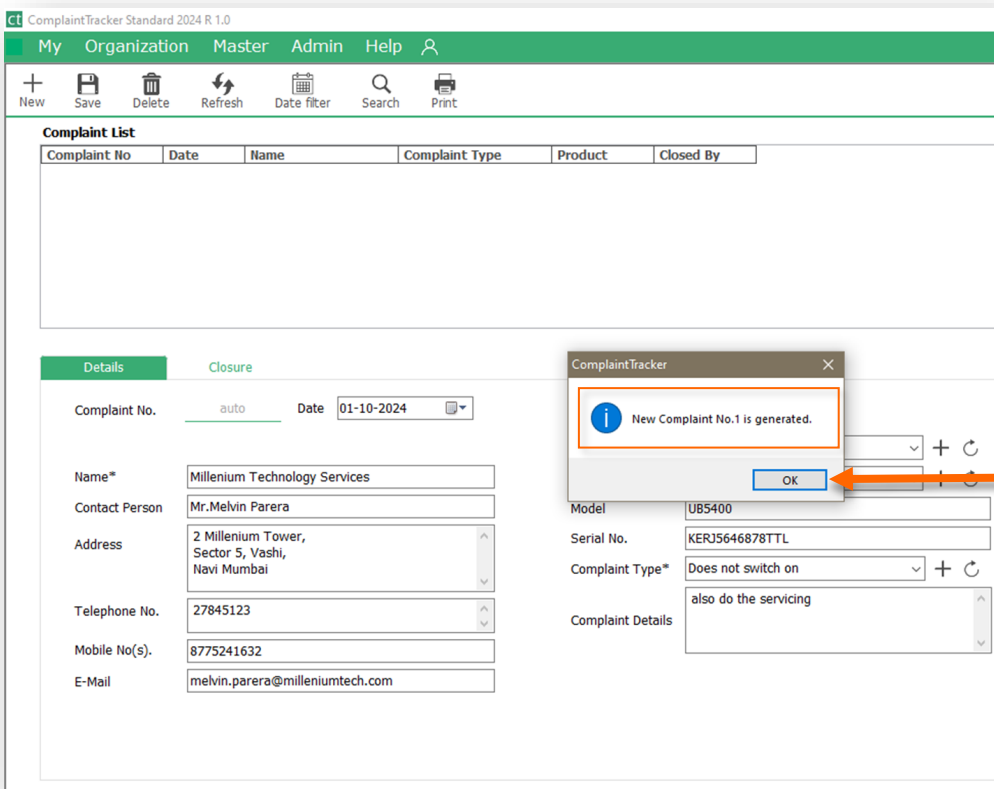
Fill details such as

- Name
- Contact Person
- Address
- Telephone No.
- Mobile
- E-mail
- Select Product
- Select Brand
- Model
- Serial No.
- Select Complaint Type
- Enter Complaint Details
- Set Date

Complaint No. will be auto generated by the system.



Click on **Save**.



Complaint No.1 will be generated.
Click on **OK**.

The screenshot shows the ComplaintTracker Standard 2024 R.1.0 interface. At the top, there is a menu bar with 'My', 'Organization', 'Master', 'Admin', and 'Help'. Below the menu is a toolbar with icons for New, Save, Delete, Refresh, Date filter, Search, and Print. The main area is divided into two sections: 'Complaint List' and 'Details'.

The 'Complaint List' section contains a table with the following data:

Complaint No	Date	Name	Complaint Type	Product	Closed By
1	01-10-2024	Milenium Technology S...	Does not swich on	Laser Printers	

The 'Details' section is currently empty, showing various input fields for 'Complaint No.', 'Name*', 'Contact Person', 'Address', 'Telephone No.', 'Mobile No(s)', 'E-Mail', 'Product*', 'Brand', 'Model', 'Serial No.', 'Complaint Type*', and 'Complaint Details'.

We can see the Complaint in this list.



Congratulations

You have successfully entered your first Complaint
in ComplaintTracker Standard.

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 Standard

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

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