

SPINSO[®]



Standard edition

ComplaintTracker

manage customer complaints



Assign a Complaint (Trial edition)

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

1

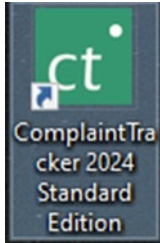
INDEX

Steps

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

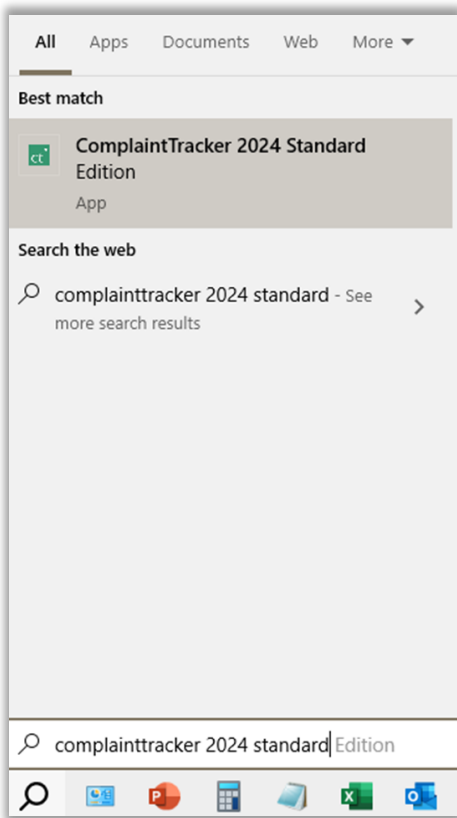
2

LOGIN

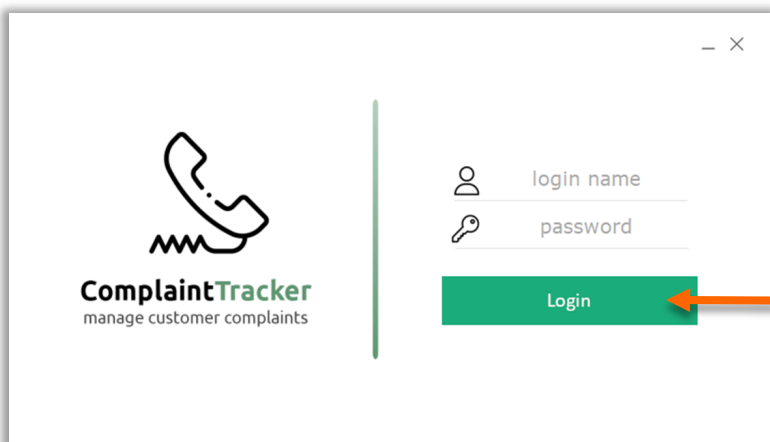


Double Click on **ComplaintTracker** icon, on your desktop.

or



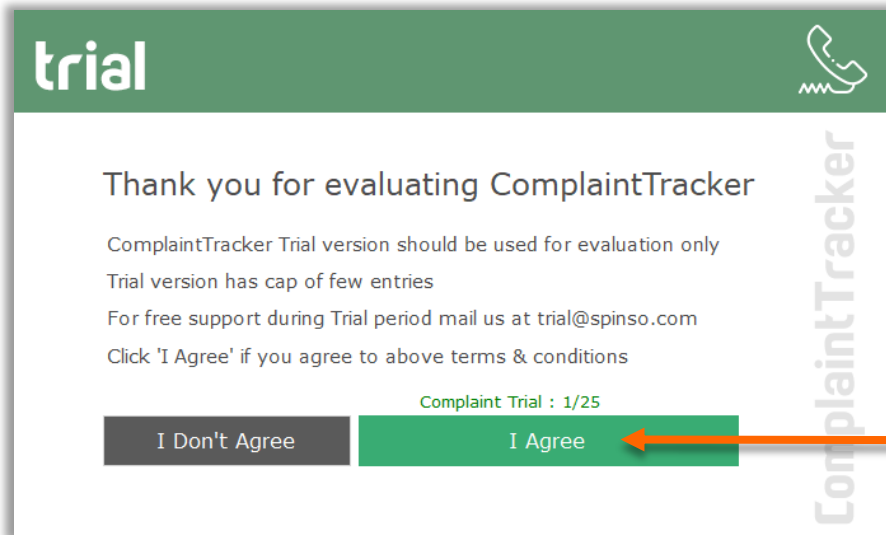
You can also launch the application from **Start - Program Files - Spinso - ComplaintTracker**



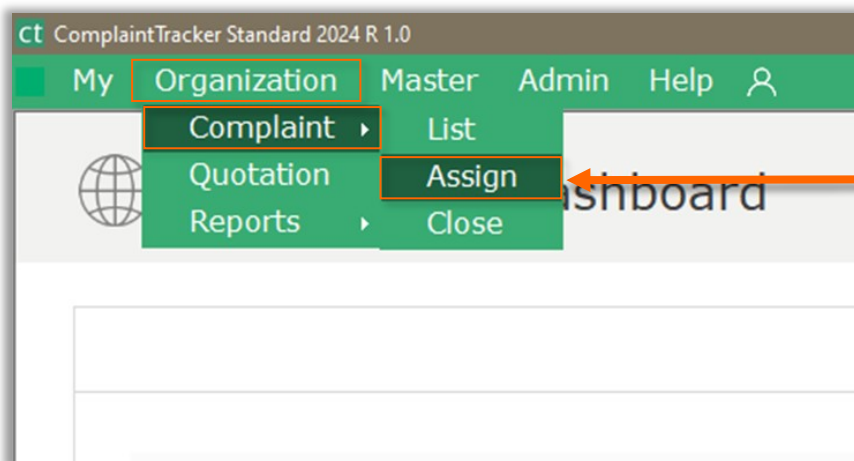
Enter Login name and password
Click on **Login**

3

Go to Complaint Screen



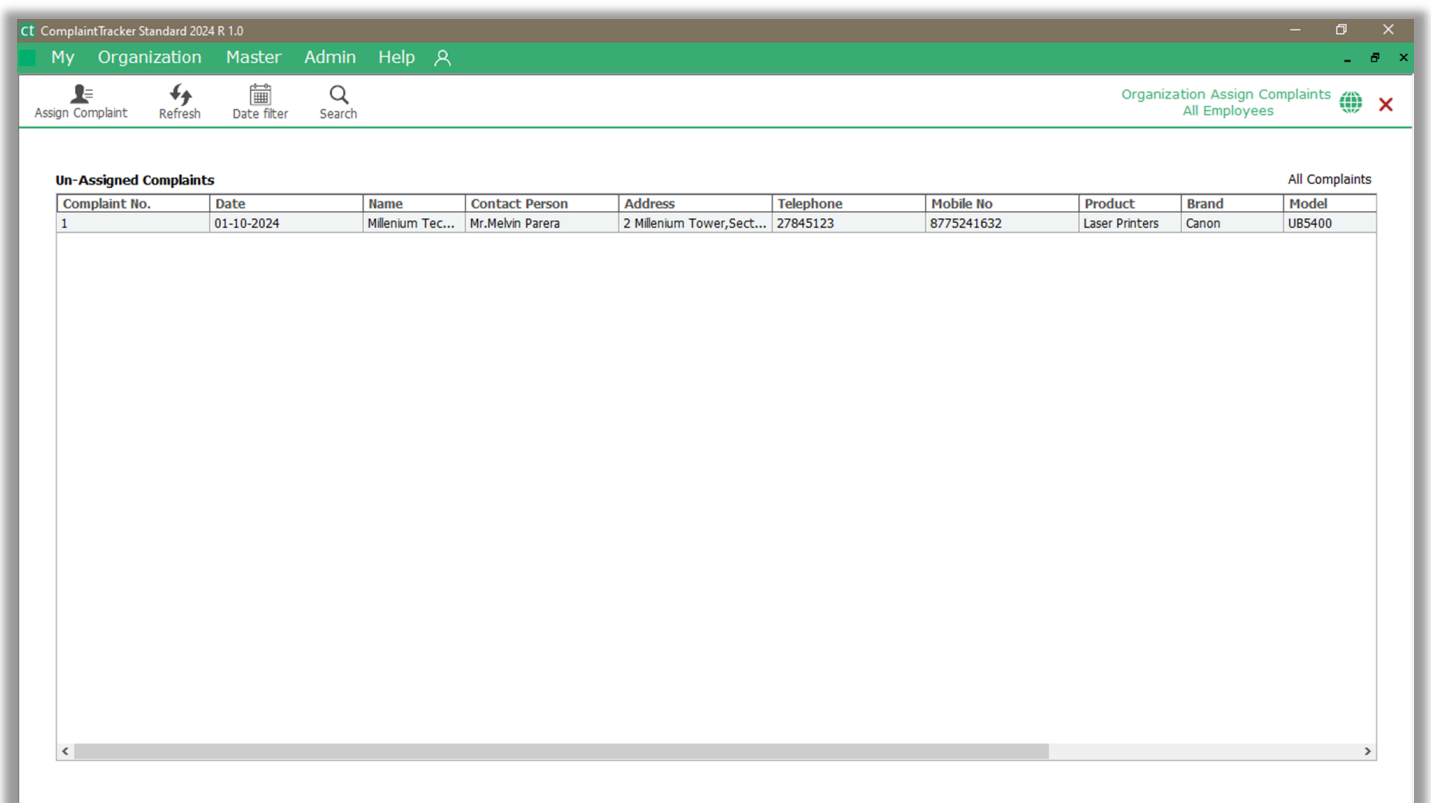
Click on **I Agree**



Go to

Organization > Complaint > Assign

Assign Complaints Screen



CT ComplaintTracker Standard 2024 R 1.0

My Organization Master Admin Help

Assign Complaint Refresh Date filter Search

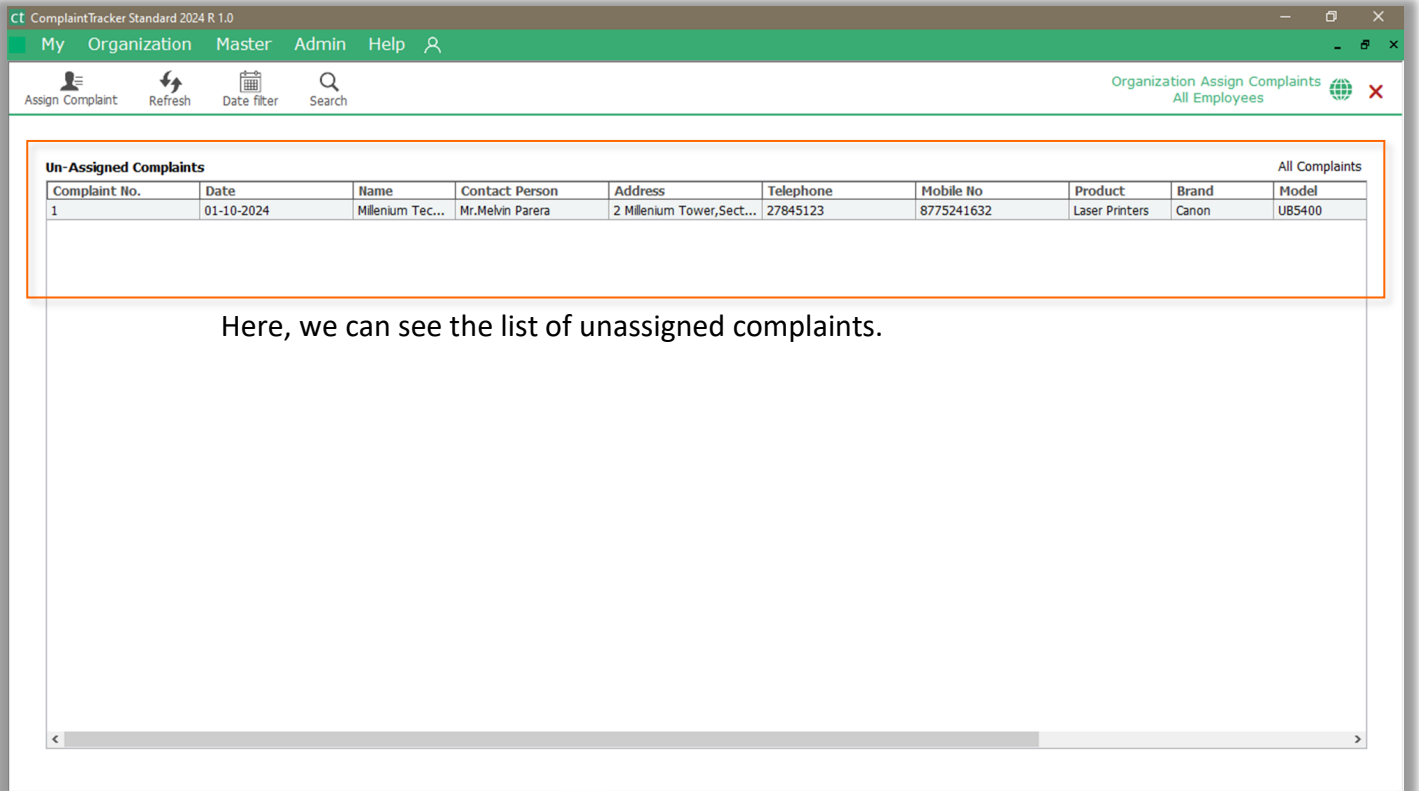
Organization Assign Complaints All Employees

Un-Assigned Complaints All Complaints

Complaint No.	Date	Name	Contact Person	Address	Telephone	Mobile No	Product	Brand	Model
1	01-10-2024	Milenium Tec...	Mr.Melvin Parera	2 Milenium Tower,Sect...	27845123	8775241632	Laser Printers	Canon	UB5400

4

Assigning a Complaint



CT ComplaintTracker Standard 2024 R 1.0

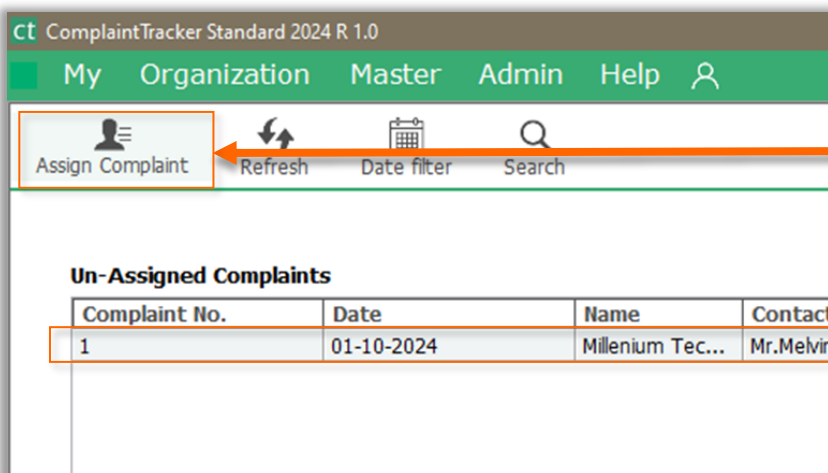
My Organization Master Admin Help

Assign Complaint Refresh Date filter Search

Organization Assign Complaints All Employees

Un-Assigned Complaints									All Complaints
Complaint No.	Date	Name	Contact Person	Address	Telephone	Mobile No	Product	Brand	Model
1	01-10-2024	Millenium Tec...	Mr.Melvin Parera	2 Millenium Tower, Sect...	27845123	8775241632	Laser Printers	Canon	UB5400

Here, we can see the list of unassigned complaints.



CT ComplaintTracker Standard 2024 R 1.0

My Organization Master Admin Help

Assign Complaint Refresh Date filter Search

Un-Assigned Complaints


Complaint No.	Date	Name	Contact
1	01-10-2024	Millenium Tec...	Mr.Melvin

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

Name

Details More

Assign Details


Assign To *   

Date

- Alex Fernandes
- Mark Wilson
- Neil DSouza

Select an employee to assign the complaint.

Assign Details ✕




 Save ✕


Complaint No. Date

Name

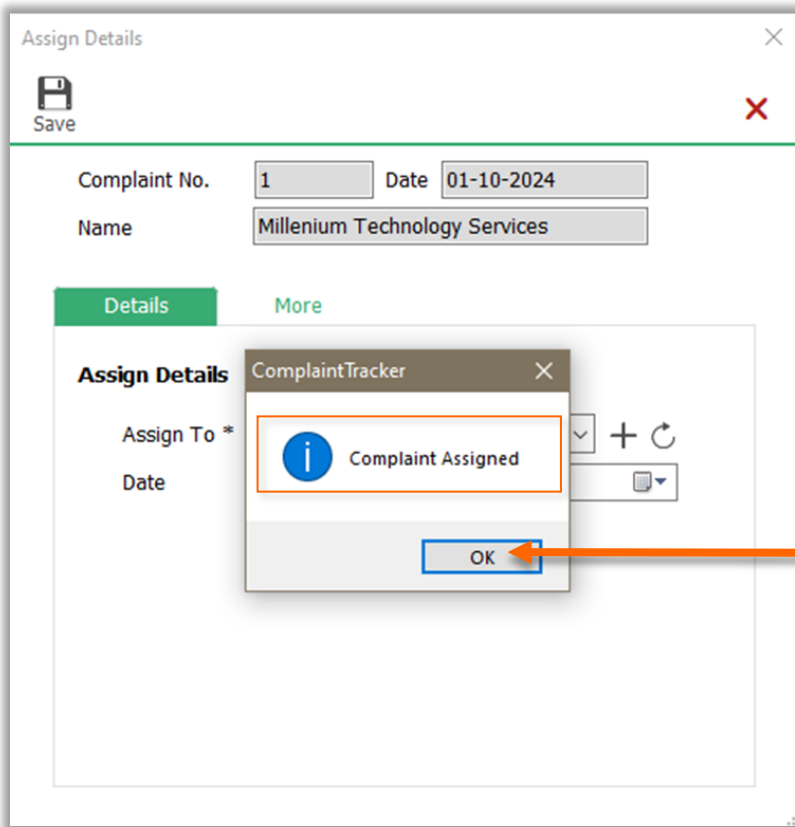
Details More

Assign Details

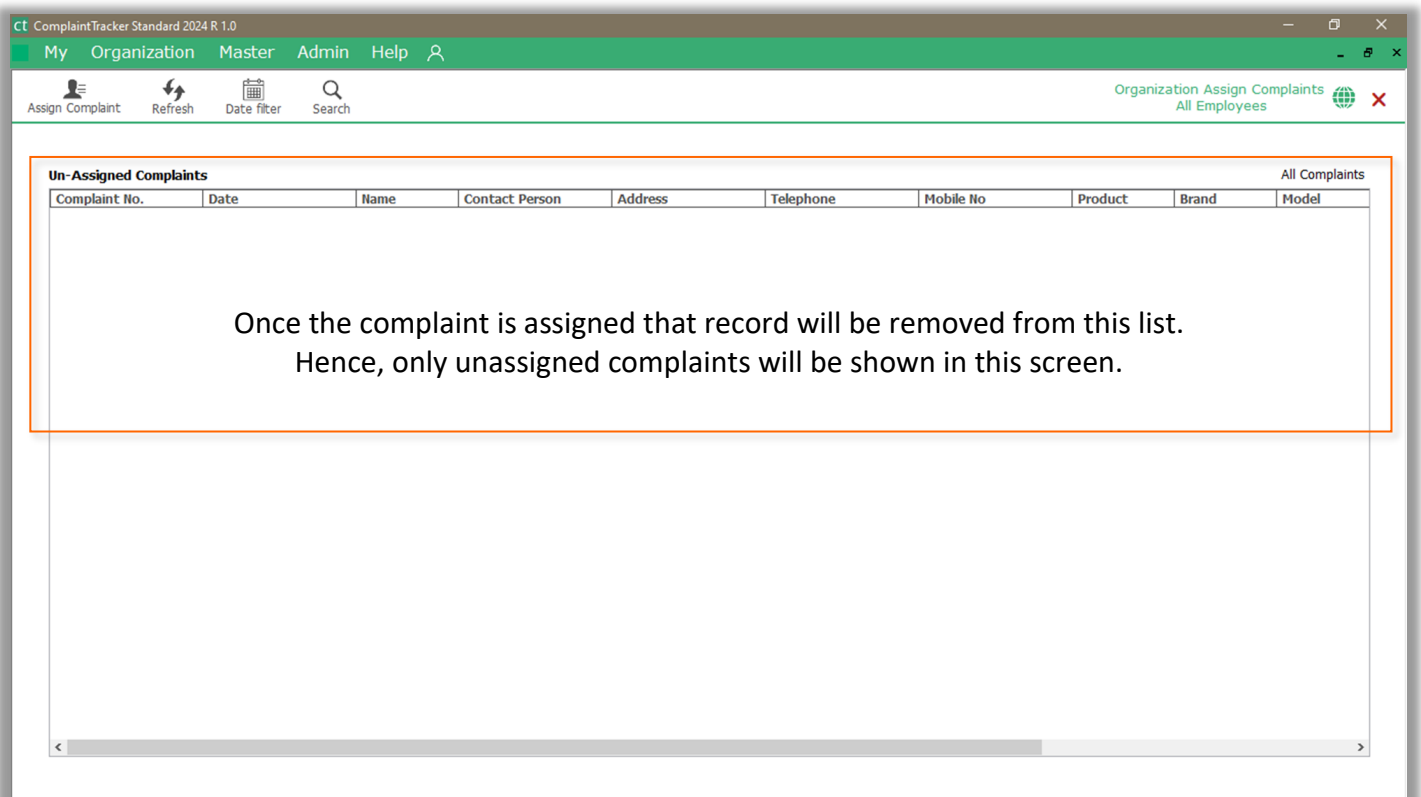
Assign To *   

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>