



Standard edition

# ComplaintTracker

manage customer complaints

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## Assign a Complaint (Trial edition)

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

# 1

# INDEX

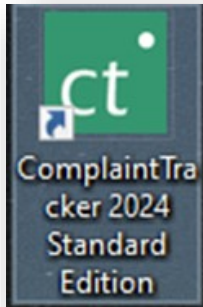
## Steps

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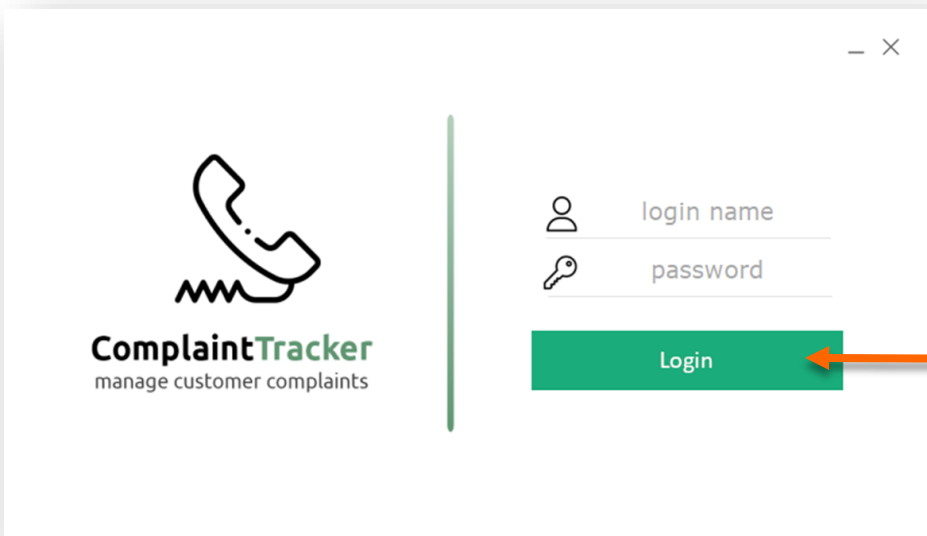
- 1. Index \_\_\_\_\_ Pg 2
- 2. Login \_\_\_\_\_ Pg 3
- 3. Assign Complaint \_\_\_\_\_ Pg 4

# 2

# LOGIN



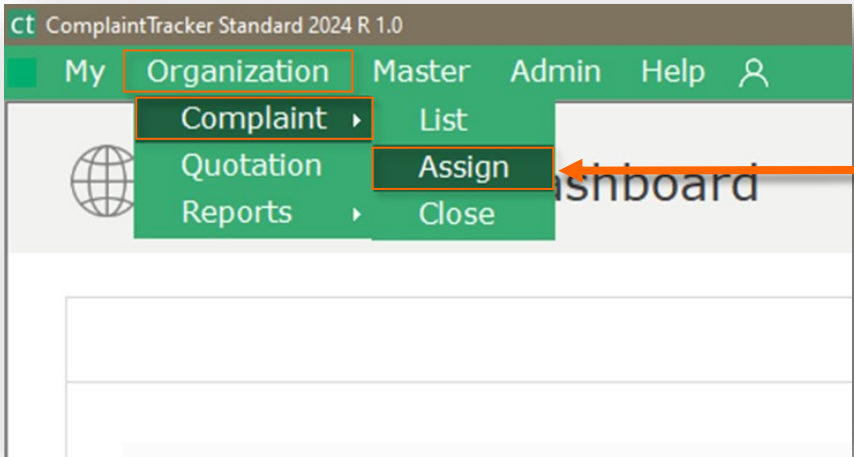
Start **ComplaintTracker**.



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

# 3

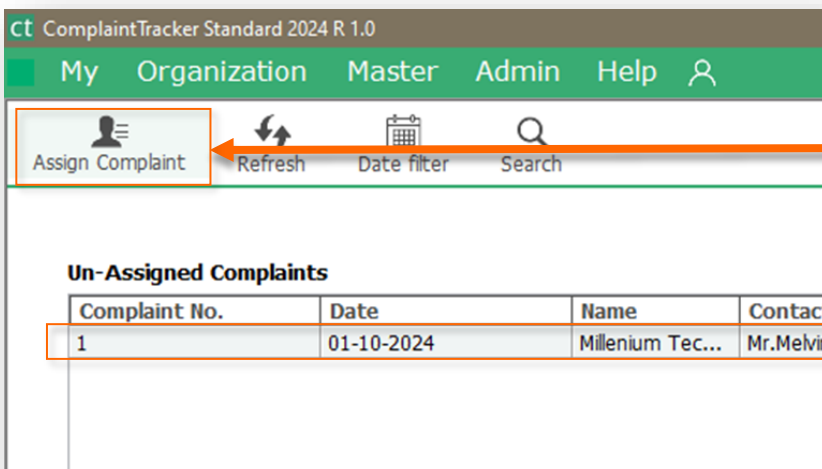
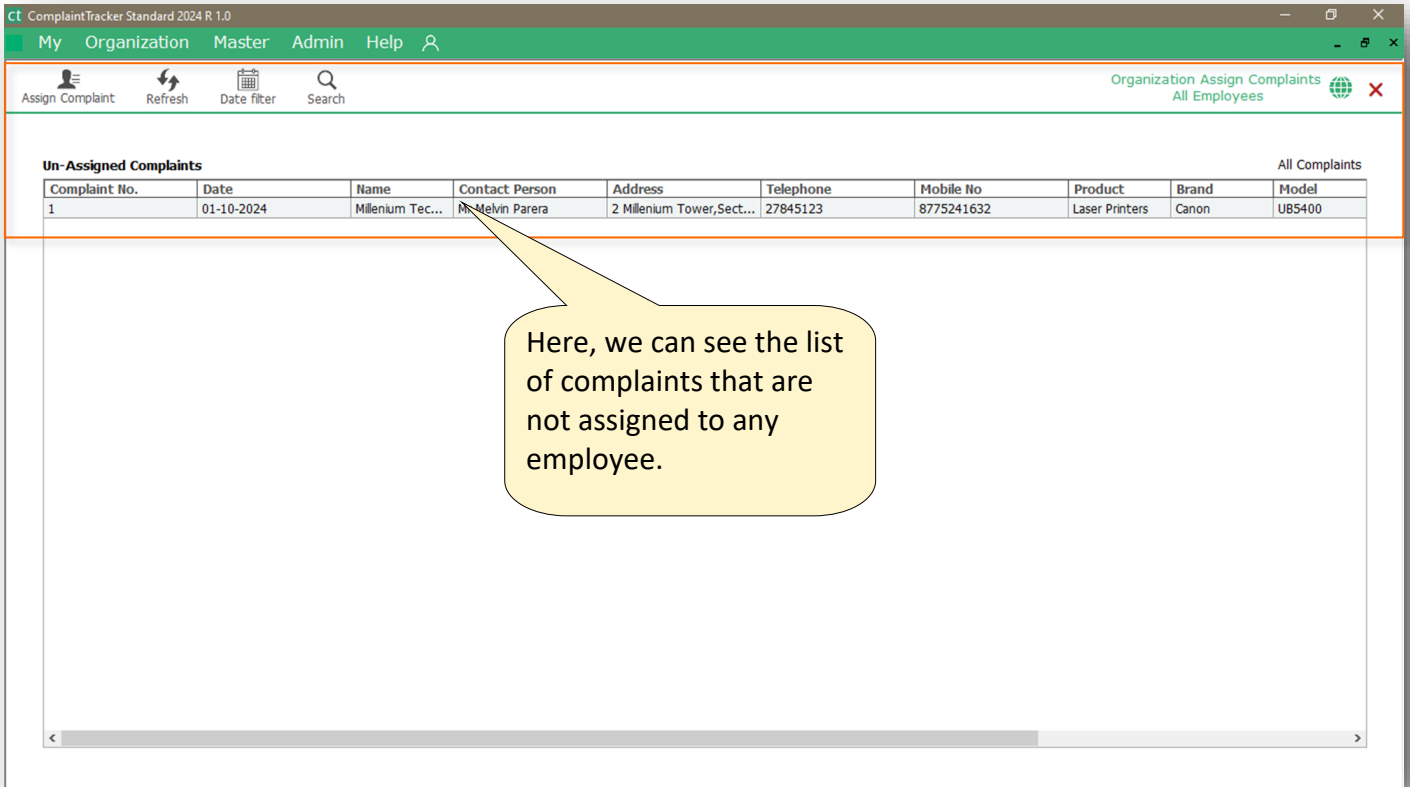
# Assigning a Complaint



Go to  
**Organization > Complaint > Assign**

A screenshot of the 'Un-Assigned Complaints' table in the ComplaintTracker application. The table has the following columns: Complaint No., Date, Name, Contact Person, Address, Telephone, Mobile No., Product, Brand, and Model. There is one row of data.

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




To Assign a complaint to an employee.

1. Select an un-assigned complaint from the list
2. Click on **Assign Complaint**

**Assign Details** Window will open.

Assign Details ✕




 Save ✕

Complaint No.  Date

Name

**Details** More

**Assign Details**


Assign To \*    

- Alex Fernandes
- Mark Wilson
- Neil DSouza

Date

Select an employee to assign the complaint.

Assign Details ✕




 Save ✕


Complaint No.  Date

Name

**Details** More

**Assign Details**

Assign To \*    

Date  

Click on Save.

Assign Details

Save

Complaint No.  Date

Name

Details More

Assign To \*

Date

ComplaintAssigned

OK

Complaint Assigned Successfully.  
Click on **OK**.

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	

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 Standard.



# Thank you

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## For more information

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

For more info visit: [spinso.com](https://spinso.com)

### Next step



#### **Close a Complaint**

how to quickly close a Complaint in ComplaintTracker Standard

[CT STD How-To-Close-Complaint.pdf](#)

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