



Standard edition

# ComplaintTracker

manage customer complaints

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## Closing a Complaint (Trial edition)

Step by step guide to close a complaint in ComplaintTracker Standard.

# 1

# INDEX

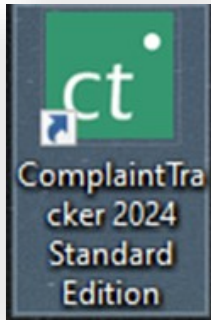
## Steps

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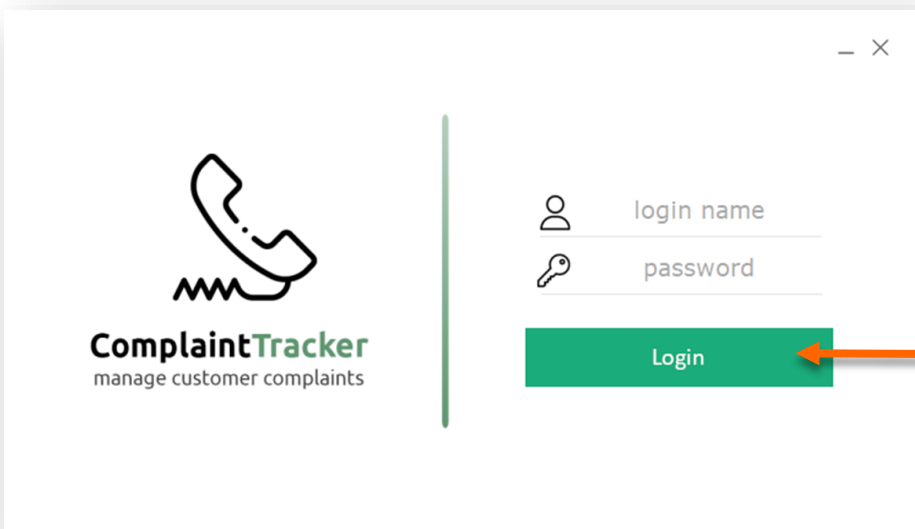
1. Index \_\_\_\_\_ Pg 2
2. Login \_\_\_\_\_ Pg 3
3. Close a Complaint \_\_\_\_\_ Pg 4

# 2

# LOGIN



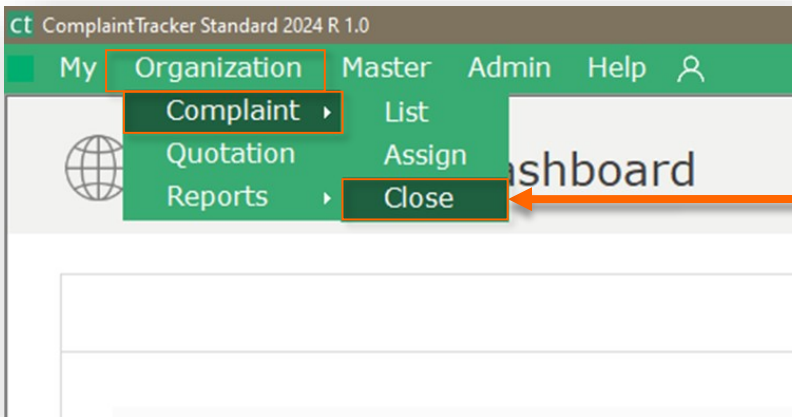
Start **ComplaintTracker**.



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

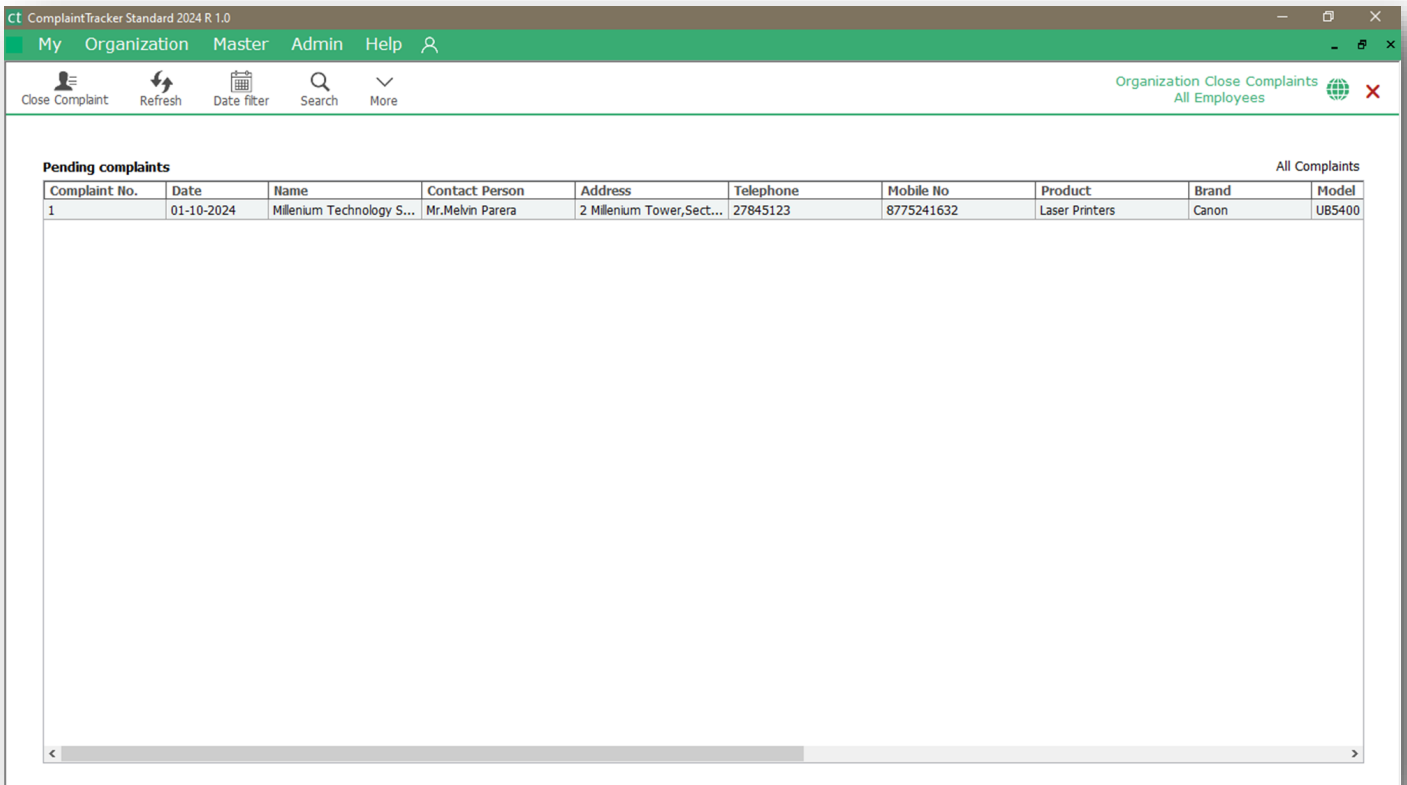
# 3

# Close a Complaint



Go to

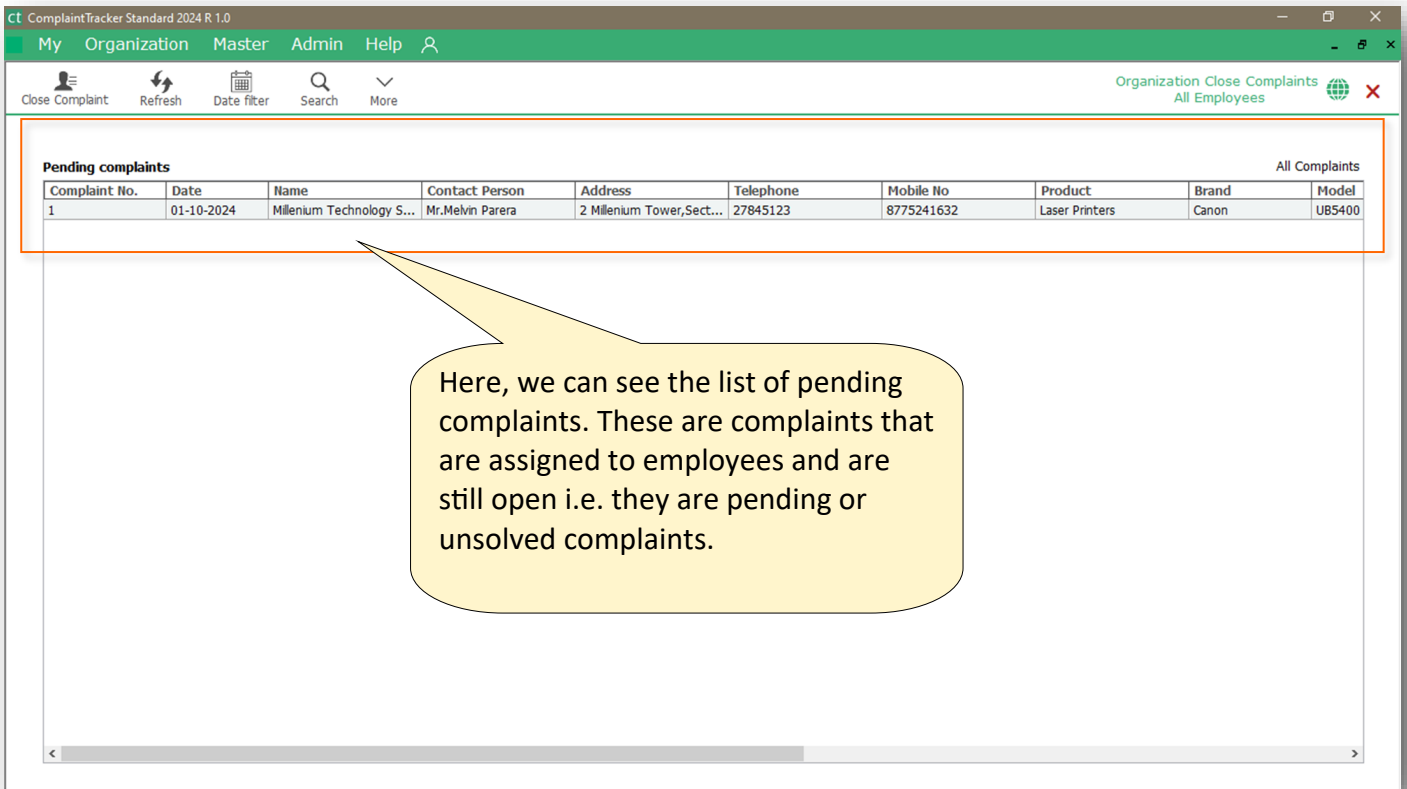
**Organization > Complaint > Close**



Organization Close Complaints  
All Employees

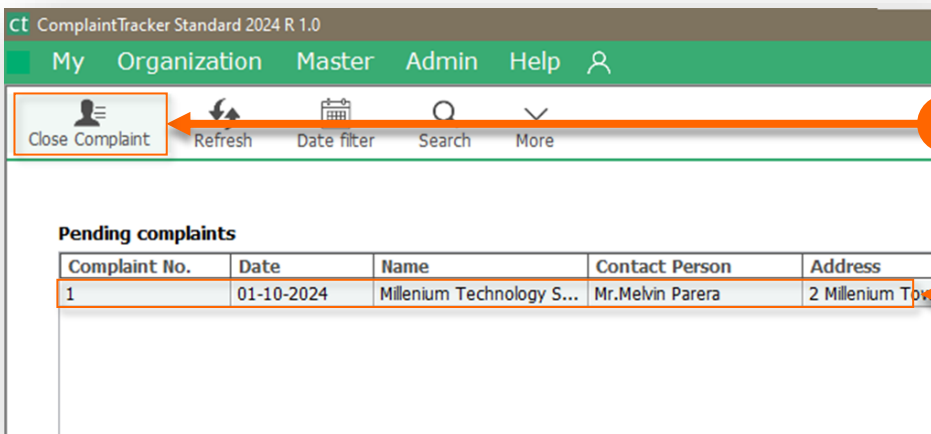
Pending complaints All Complaints

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

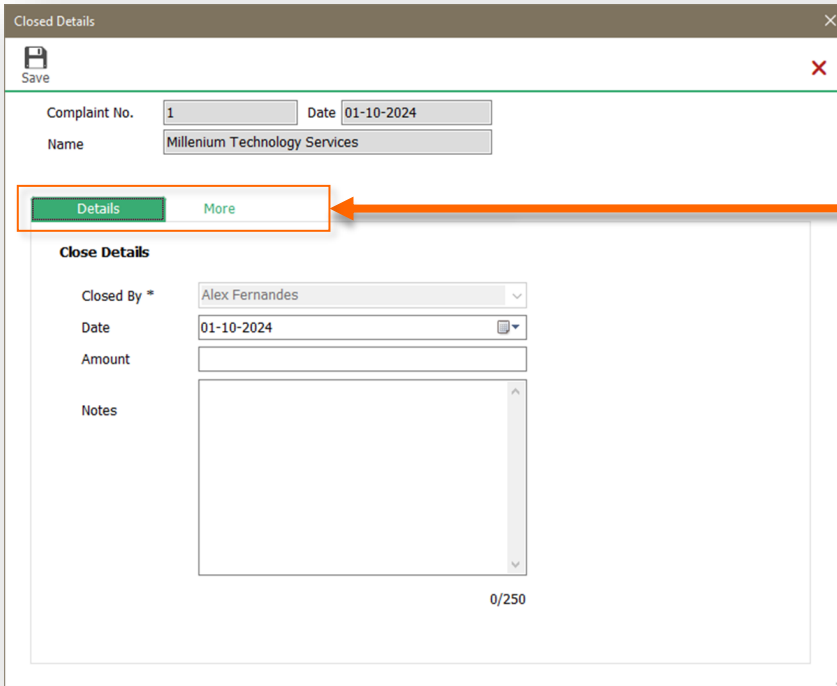


Here, we can see the list of pending complaints. These are complaints that are assigned to employees and are still open i.e. they are pending or unsolved complaints.

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



- To Close a complaint.
1. Select a pending complaint from the list
  2. Click on **Close Complaint**



Closed Details

Save

Complaint No. 1 Date 01-10-2024

Name Millenium Technology Services

Details More

**Close Details**

Closed By \* Alex Fernandes

Date 01-10-2024

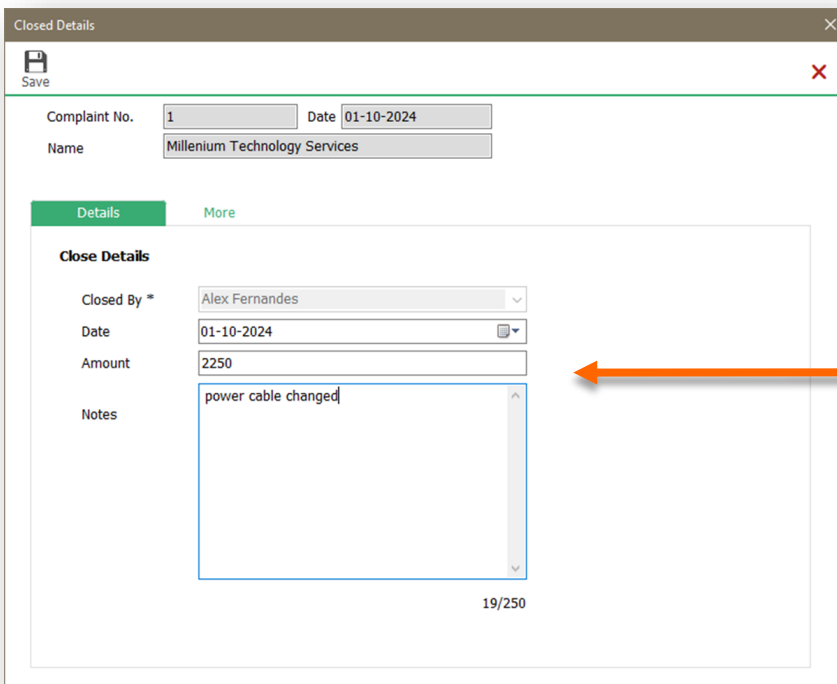
Amount

Notes

0/250

Here, we can see two tabs:

- **Details** Tab: Complaint Closed details
- **More** Tab: has information on the complaint.



Closed Details

Save

Complaint No. 1 Date 01-10-2024

Name Millenium Technology Services

Details More

**Close Details**

Closed By \* Alex Fernandes

Date 01-10-2024

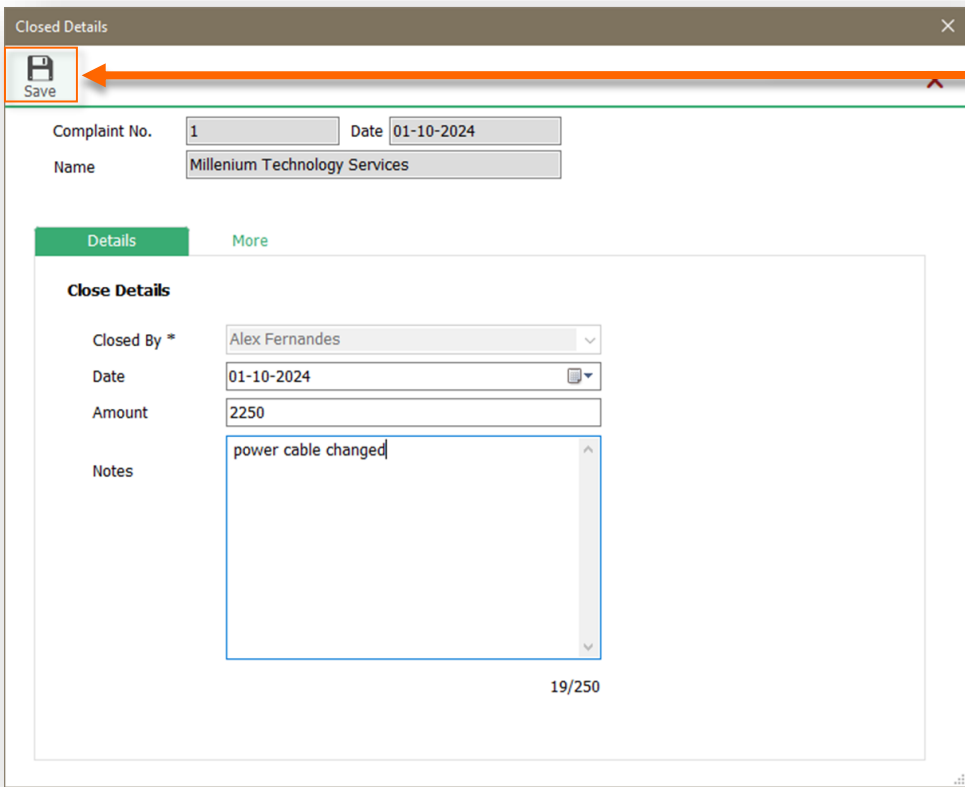
Amount 2250

Notes power cable changed

19/250

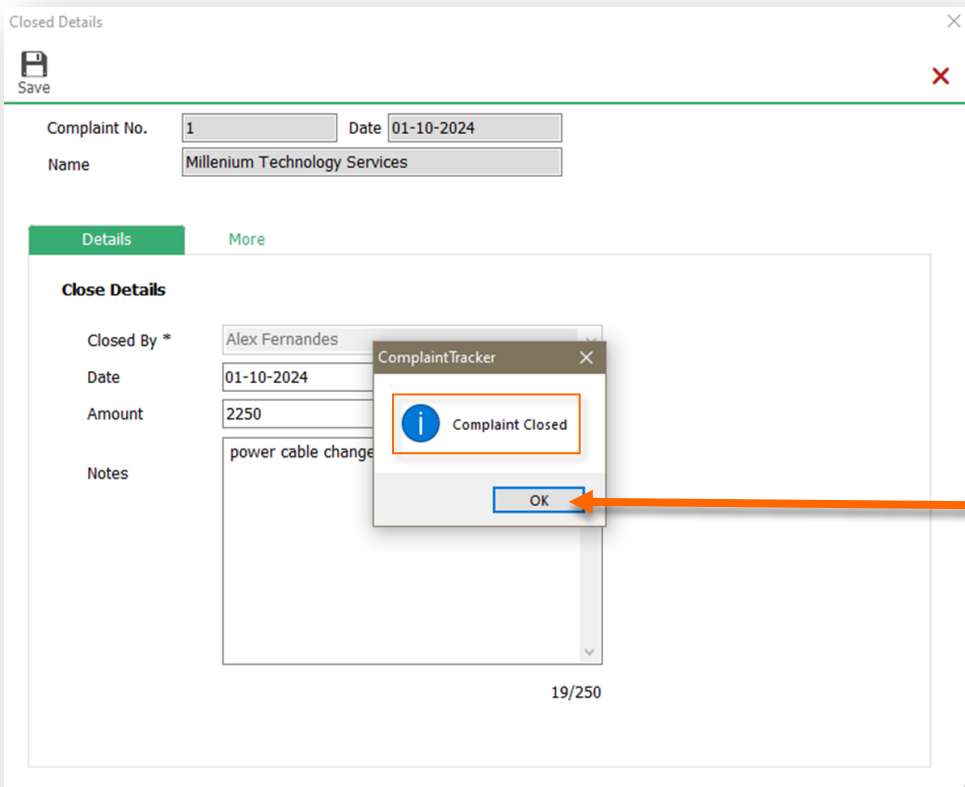
#### Details Tab:

- Complaint Assigned employee's name will be fetched as **Closed by** employee.
- Change Date if required.
- Enter Amount, if any.
- Enter Notes or Remarks for Complaint Closed details if any.



The screenshot shows a web application window titled "Closed Details". At the top left, there is a "Save" button with a floppy disk icon, highlighted by an orange box and an orange arrow pointing to it from the right. Below the header, there are input fields for "Complaint No." (value: 1), "Date" (value: 01-10-2024), and "Name" (value: Millenium Technology Services). Underneath, there are tabs for "Details" and "More". The "Details" tab is active, showing a section titled "Close Details" with fields for "Closed By \*" (value: Alex Fernandes), "Date" (value: 01-10-2024), "Amount" (value: 2250), and "Notes" (value: power cable changed). A character count "19/250" is visible at the bottom right of the notes area.

Click on **Save** to close the complaint.



This screenshot shows the same "Closed Details" form as above, but with a modal dialog box overlaid in the center. The dialog box is titled "ComplaintTracker" and contains an information icon (i) and the text "Complaint Closed". Below the text is an "OK" button, which is highlighted by an orange arrow pointing to it from the right. The background form is dimmed, and the "Save" button in the top left corner now has a red 'X' over it.

Complaint Closed successfully. Click on **OK**.

ComplaintTracker Standard 2024 R 1.0

My Organization Master Admin Help

Close Complaint Refresh Date filter Search More

Organization Close Complaints All Employees

**Pending complaints** All Complaints

Complaint No.	Date	Name	Contact Person	Address	Telephone	Mobile No	Product	Brand	Model
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Since we closed the complaint, that record will be removed from the system. Only pending complaints will be shown in this screen.





# Congratulations

You have successfully closed your 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



#### **First Quotation**

how to quickly enter your first Quotation in ComplaintTracker Standard

[CT STD Entering-First-Quotation.pdf](#)

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Celebrating

# 25

years in business

## Other software products

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### ServiceDesk

manage warranties & AMC



### TimeTracker

manage timesheet & approvals



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create professional quotation

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Road No 9, Wagle Estate,  
Near Old Passport Office,  
Thane 400 604.  
Maharashtra, INDIA

# 91.99 201 401 00

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