



Standard edition

## ComplaintTracker

manage customer complaints

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## View Report (Trial edition)

Step by step guide on how to view reports and dashboard in ComplaintTracker Standard.

# 1

# INDEX

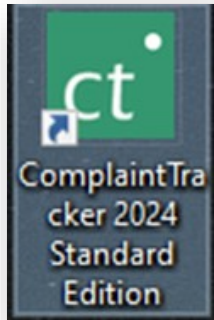
## Steps

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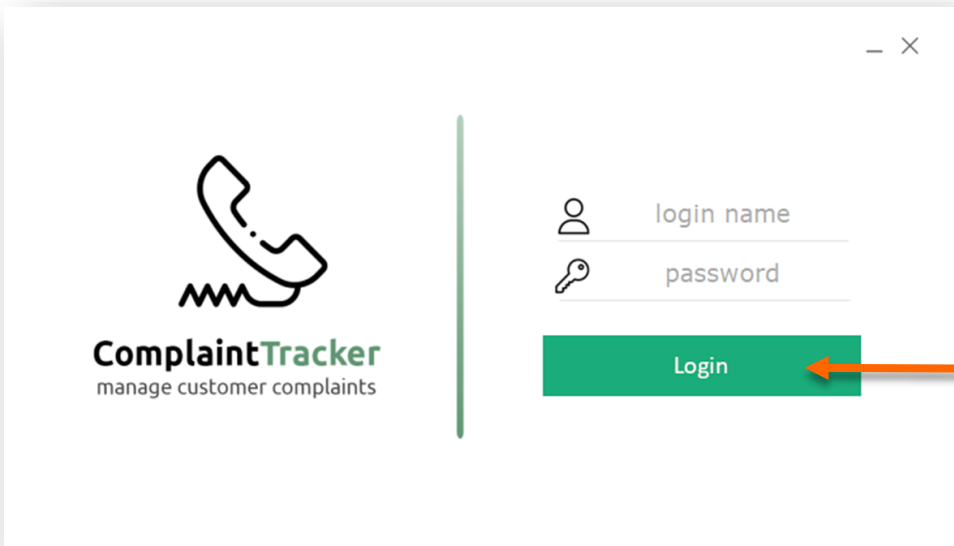
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# 2

# LOGIN



Start ComplaintTracker

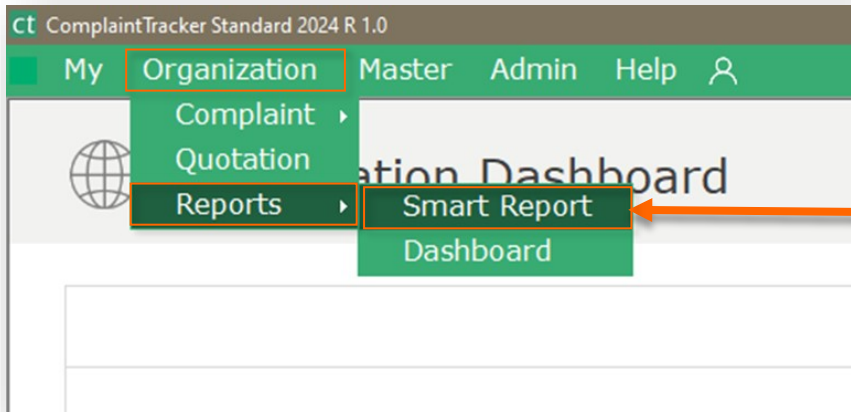


Enter Login name and password

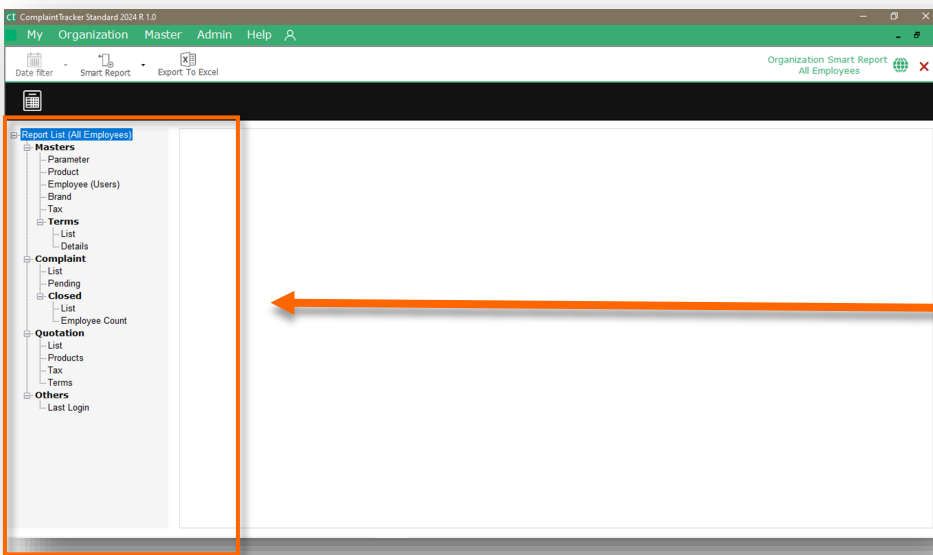
Click on **Login**

# 3

## Smart Report



Go to  
**Organization > Reports > Smart Report**



We can see a list on the left side of the screen. Select an item on the list to view the records.

CT ComplaintTracker Standard 2024 R 1.0

My Organization Master Admin Help

Date filter Smart Report Export To Excel

Organization Smart Report All Employees

**Complaint - List** Complaint date for the period 01-Oct-24 to 31-Oct-24

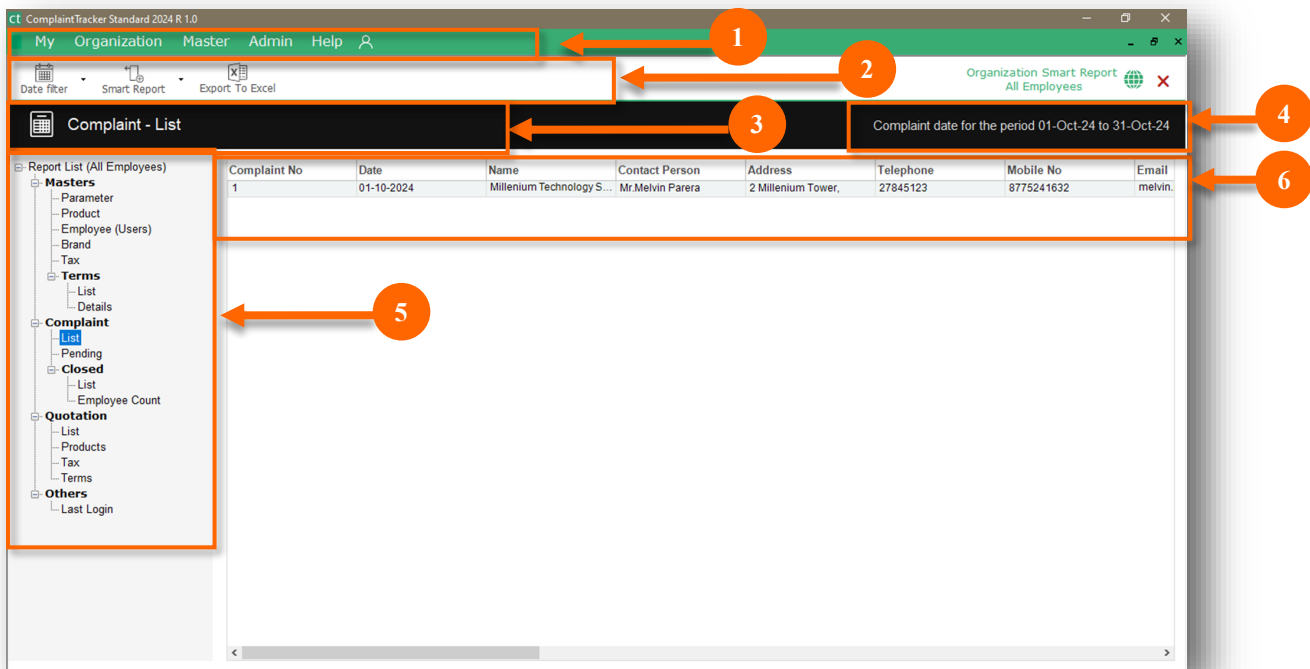
Complaint No	Date	Name	Contact Person	Address	Telephone	Mobile No	Email
1	01-10-2024	Millenium Technology S...	Mr.Melvin Parera	2 Millenium Tower,	27845123	8775241632	melvin.

Report List (All Employees)

- Masters
  - Parameter
  - Product
  - Employee (Users)
  - Brand
  - Tax
- Terms
  - List
  - Details
- Complaint**
  - List**
  - Pending
  - Closed
    - List
    - Employee Count
- Quotation
  - List
  - Products
  - Tax
  - Terms
- Others
  - Last Login

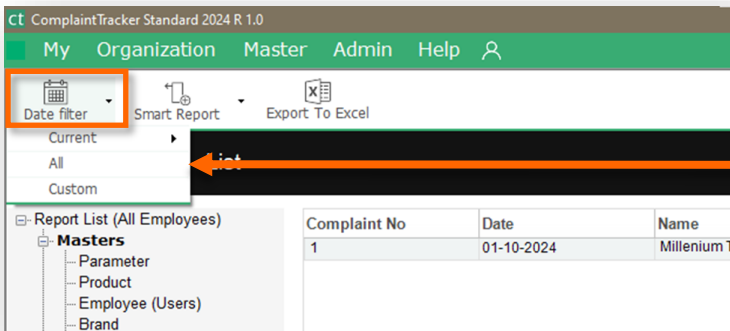
Example:  
to see Complaint List  
Select **Complaint > List**

# Smart Report Interface



- 1 Menu Bar: Navigate to different screens through these menus.
- 2 Tool Bar: Smart tools to help manage complaint easier and faster.
- 3 Title: Title name of the list that is open is shown here.
- 4 Time Period: Time period for which the list is fetched. The time period can be changed from Date filter.
- 5 Report List: Select from this to view the respective list.
- 6 List: Selected list is shown here.

## Smart Report Tools

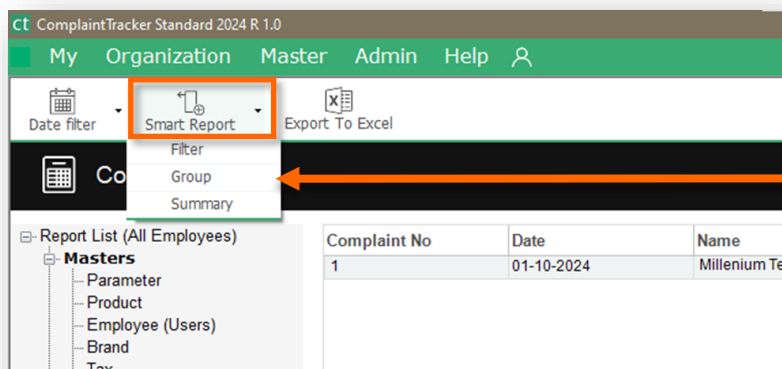


**Current Data filter** : To view current month's or week's data

**Date Filter All** :

This will show the entire list of data.

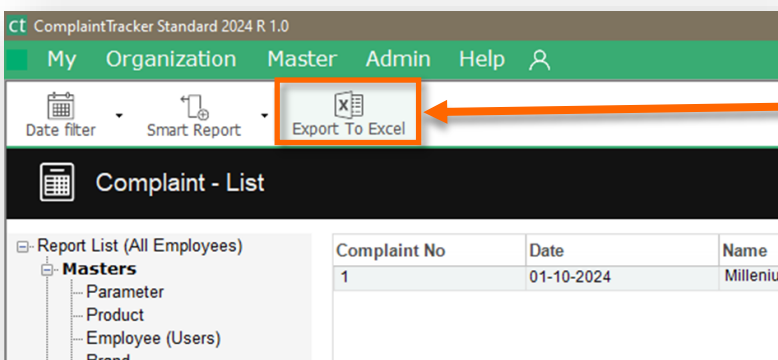
**Custom date filter** lets you to view data of a particular period of time.



**Filter**: This button helps you to filter data and show only the specific records.

**Group**: Lets you group a list by value.

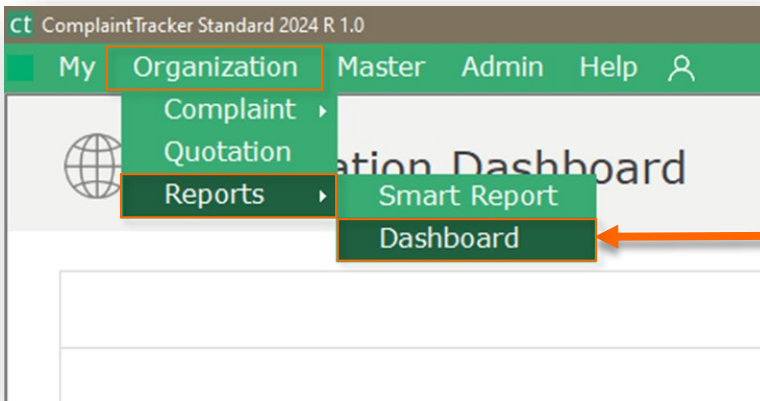
**Summary**: Perform math aggregate functions such as sum, average, count, etc.



Click here to export data to excel. The exported file can be saved for reference.

# 4

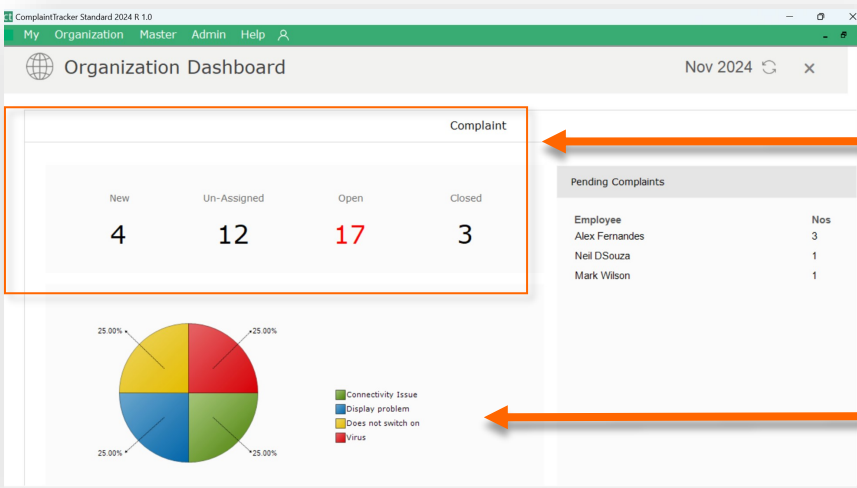
# Dashboard



Go to  
**Organization > Reports > Dashboard**

## Dashboard Screen

- Complaint Count
- Pie Chart of Complaint Type
- Employee wise pending complaints



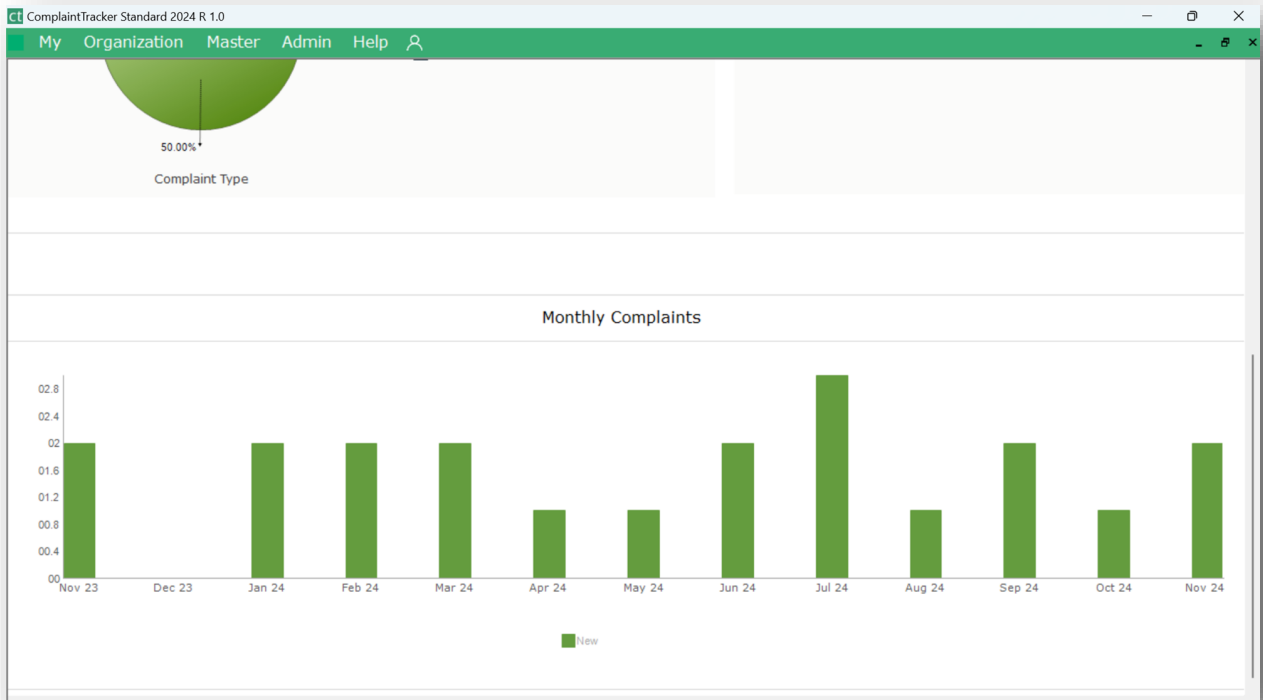
- **New** shows the count of the new complaints for the current month.
  - **Unassigned** shows the count of the complaint that are not assigned to an employee .
  - **Open** shows the count of the complaints that are assigned to an employee and not closed.
  - **Close** shows the count of complaints that are closed.

- Pie-Chart** : The Complaint Type pie chart is a pictorial representation of the Complaints with its types of the current month.

- Pending Complaints** shows the list of complaints that are pending to close.



## Bar graph of Monthly Complaints.



Pictorial representation of monthly complaints of 13 months in a graph. Example, if current month is November, then the graph shows the data from Previous year's November to Current this year's November.

# 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



#### **Complaint Screen Interface**

simple guide on Complaint Screen Interface in ComplaintTracker Standard

[CT STD Complaint-Screen-Interface.pdf](#)

# SPINSO

Celebrating

v

# 25

years in business

## Other software products

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### SalesTracker

manage leads & follow-ups



### ServiceDesk

manage warranties & AMC



### TimeTracker

manage timesheet & approvals



### QuotationTracker

create professional quotation

# SPINSO

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