



Standard edition

ComplaintTracker

manage customer complaints



Complaint Screen Interface (Trial edition)

Step by step guide to use tools like Search, Date Filter in ComplaintTracker Standard.

1

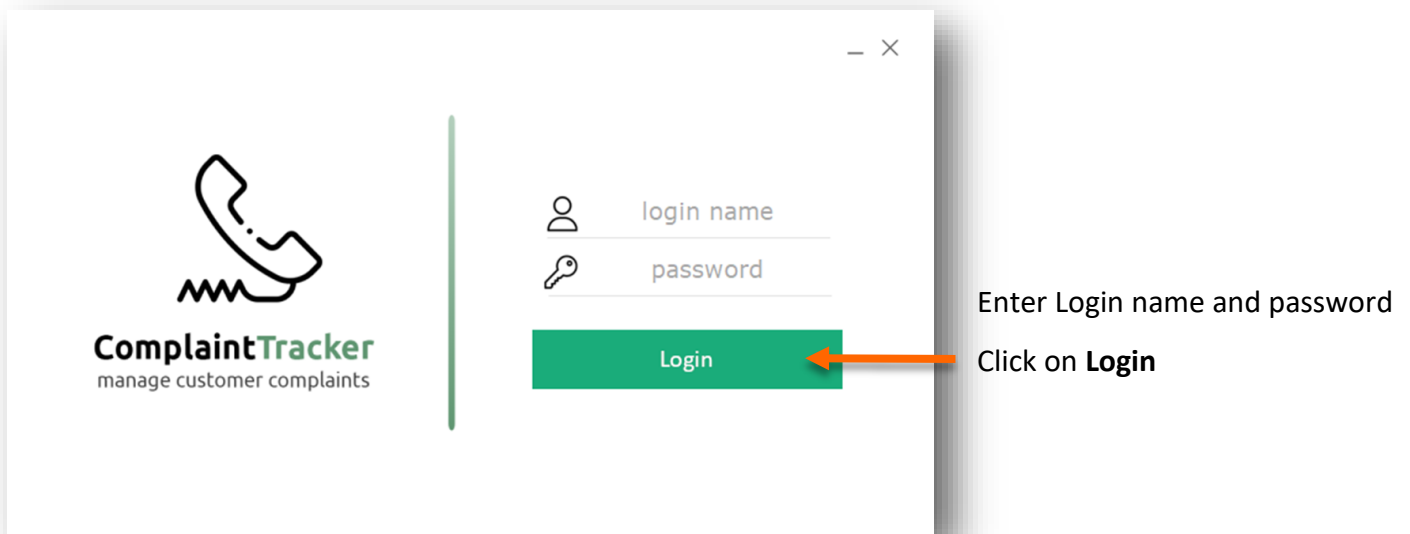
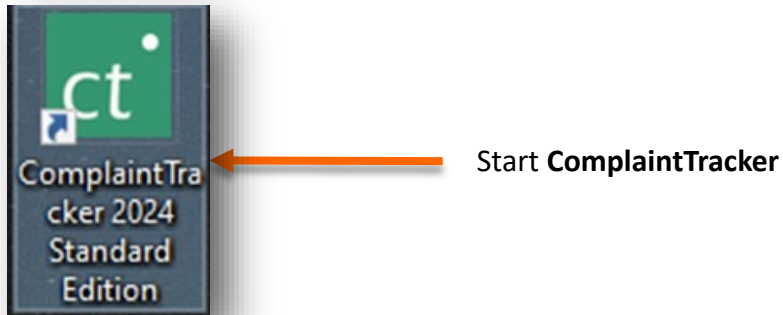
INDEX

Steps

1. Index	_____	Pg 2
2. Login	_____	Pg 3
3. Additional Information	_____	Pg 4

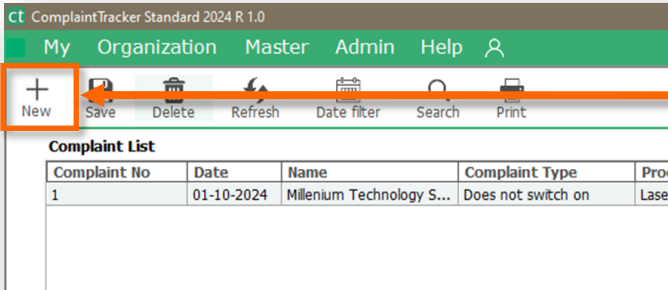
2

LOGIN

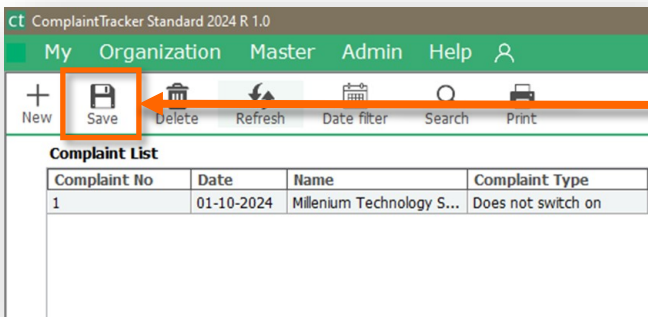


3

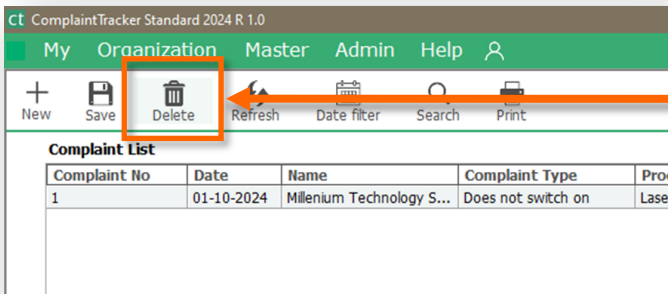
Complaint Screen Interface



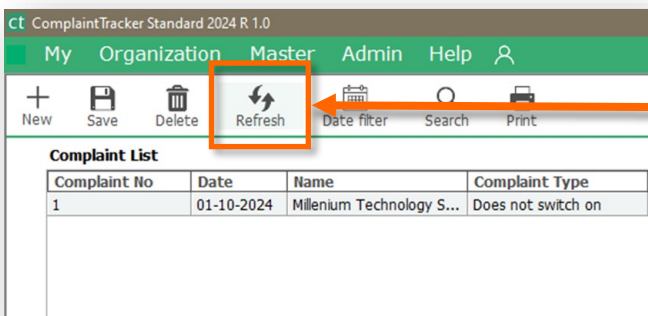
New : this button will clear the fields and set them as blank. Used while entering a new complaint



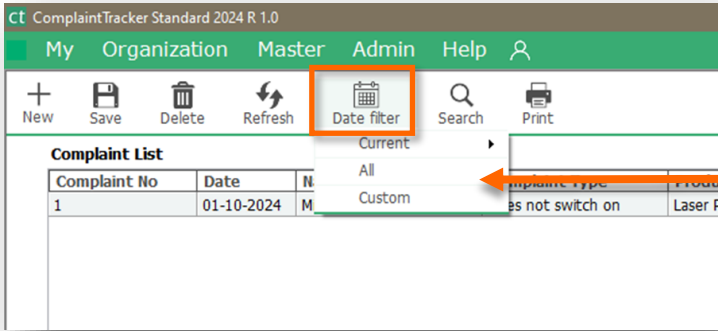
Save: To save the complaint.



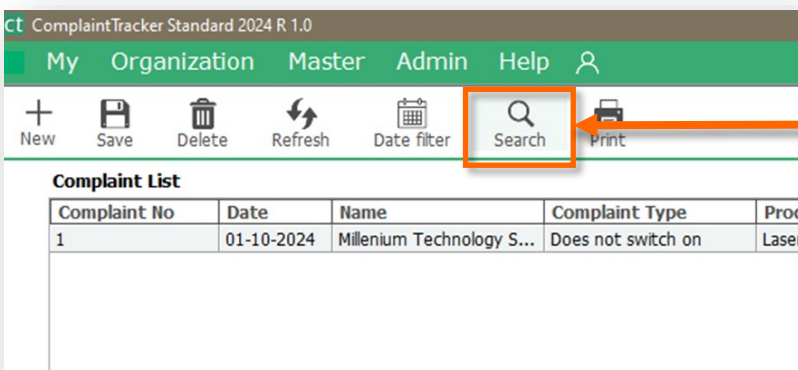
Delete: to delete a Complaint
Select a record from the list then click on **delete**.



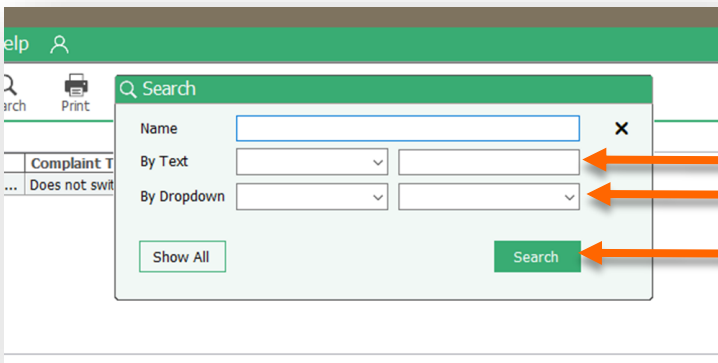
Refresh:
Refresh the screen.



Current: Date Filter Current: Fetch only current month or week's data
Date Filter: Filter the records by date.
Custom Date Filter: Fetch records from a specific period of time.

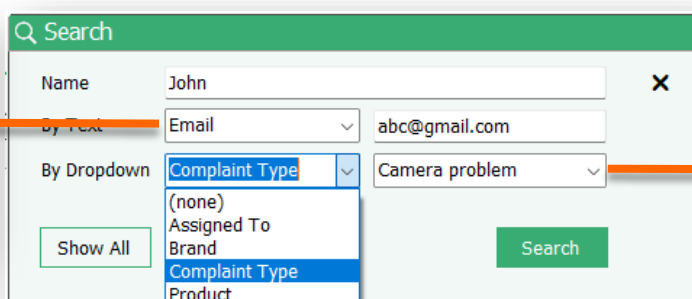


Search: Find or search complaint by name, Customer Name, Address, Tel No., etc.

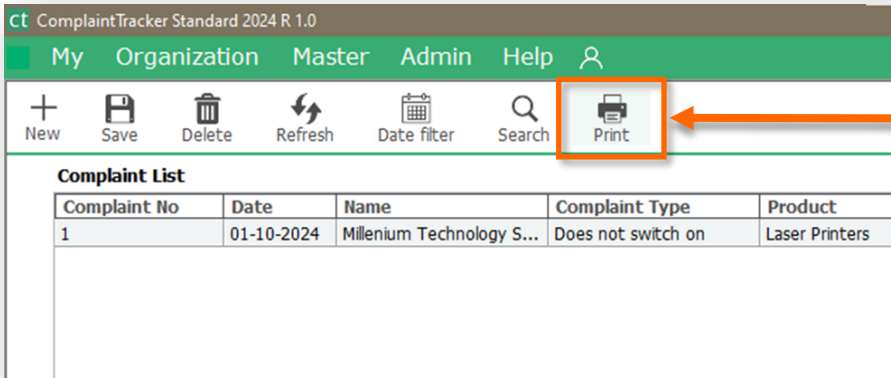


Search by email, model no. etc.
 Search by selecting from brand, product, etc.
 Enter name or select from the list to find then click on **Search**.

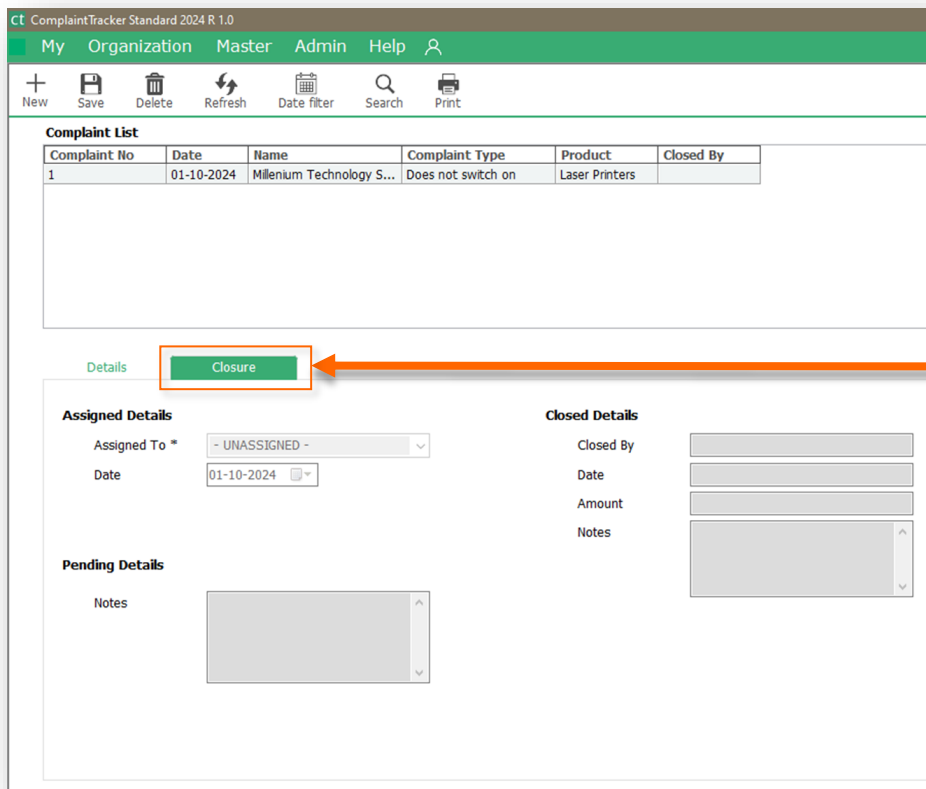
- (none)
- Address
- Complaint Details
- Contact Person
- Email**
- Mobile
- Model
- Serial No
- Telephone



- Automatically gets switched
- Camera problem**
- Charging problems
- Display problem
- Does not switch on
- Software update



Print: Print your complaint, which can be given to service technicians for their reference



Closure Tab:

The details in Closure Tab will be filled by the system once the complaint is closed.

Thank you

For more information

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

For more info visit: spinso.com

SPINSO

Celebrating

25

years in business

Other software products



SalesTracker

manage leads & follow-ups



ServiceDesk

manage warranties & AMC



TimeTracker

manage timesheet & approvals



QuotationTracker

create professional quotation

SPINSO

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

91.99 201 401 00

sales@spinso.com
www.SPINSO.in