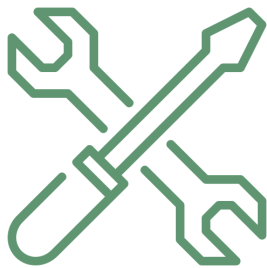




SPINSO[®]



Standard edition

ServiceDesk

manage warranties & AMC



Entering a Complaint (Trial edition)

Step by step guide to enter a Complaint in ServiceDesk Standard.

1

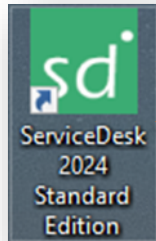
INDEX

Steps

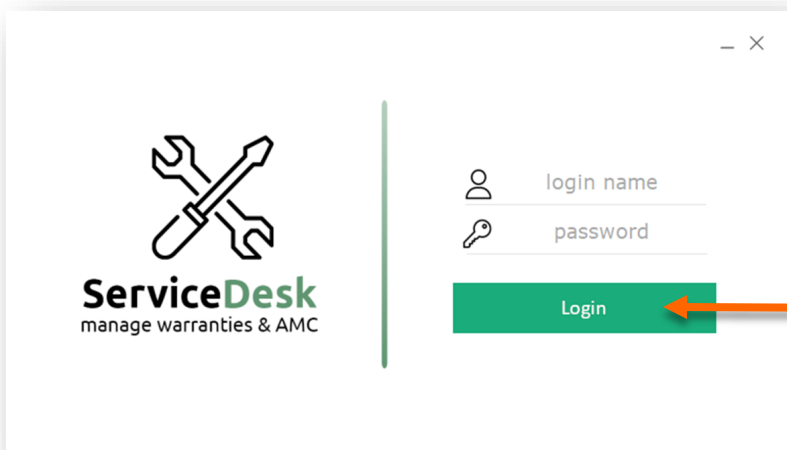
- 1. Index _____ Pg 2
- 2. Login _____ Pg 3
- 3. Complaint with Contract _____ Pg 4
- 4. Complaint without Contract _____ Pg 11

2

LOGIN



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

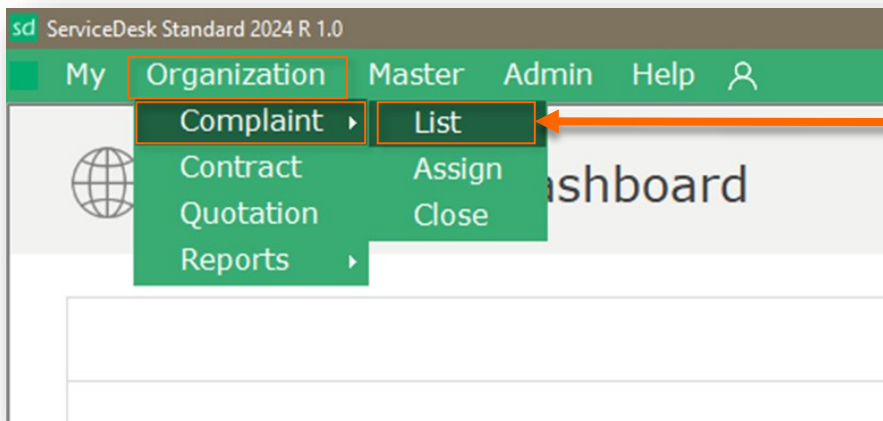


Enter Login name and password

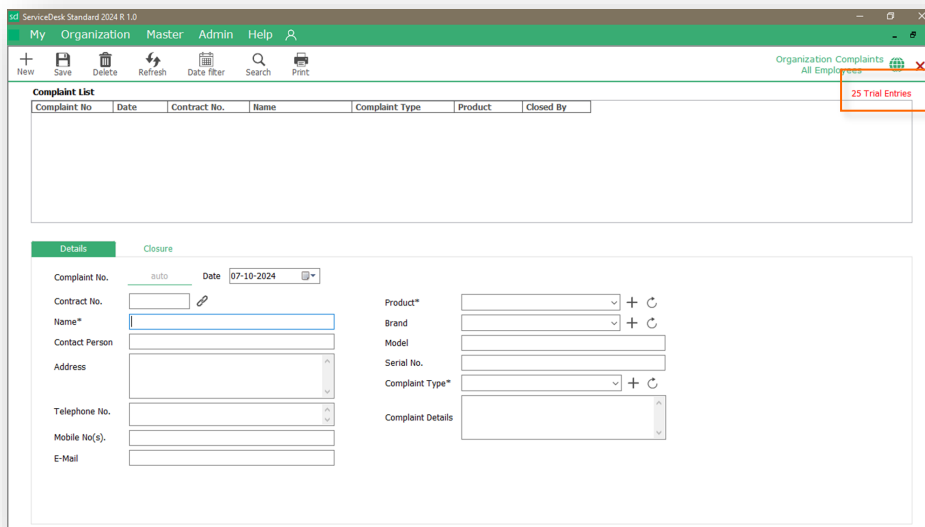
Click on **Login**

3

Complaint with contract

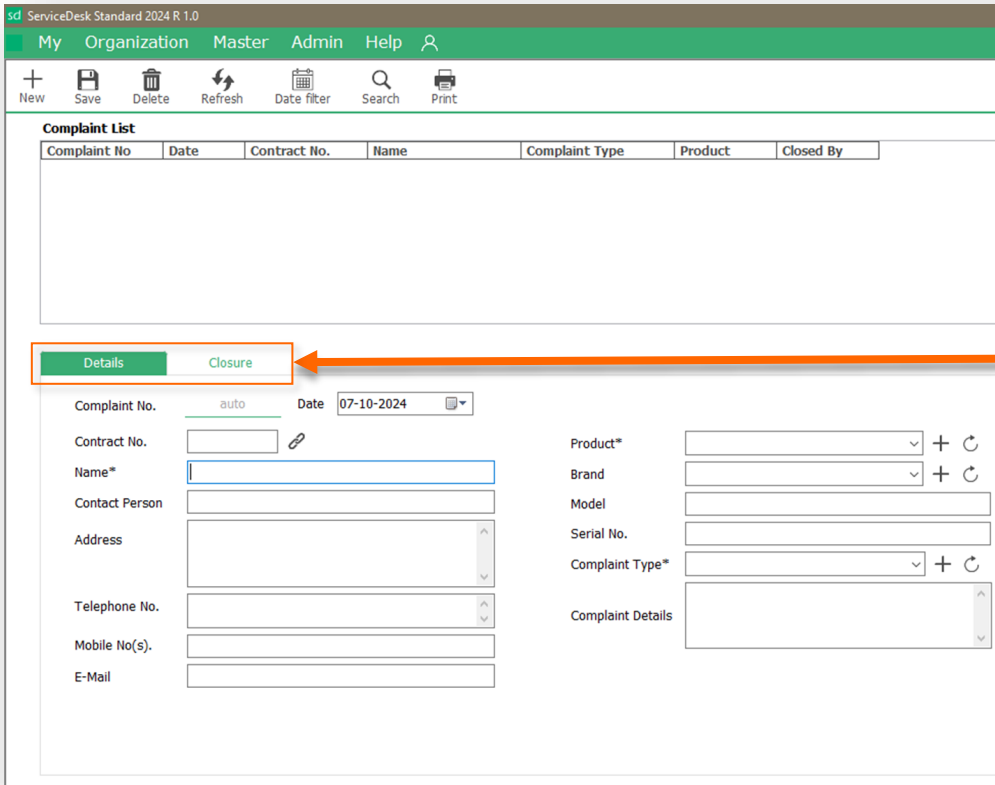


Go to
Organization > Complaint > List



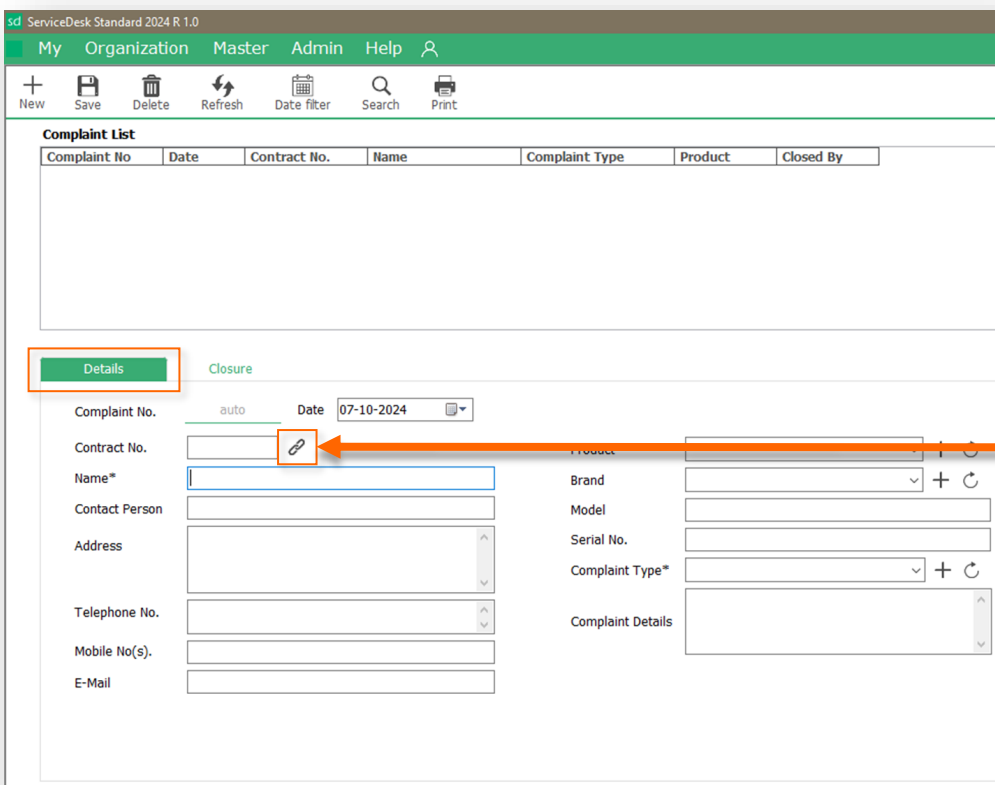
Please note: this is a trial edition, has a cap of 25 trial entries.

In serviceDesk there are two ways to enter a complaint. Complaints can be managed for customers who are in service contract, as well as one-time customers, both the options are shown in this help file.



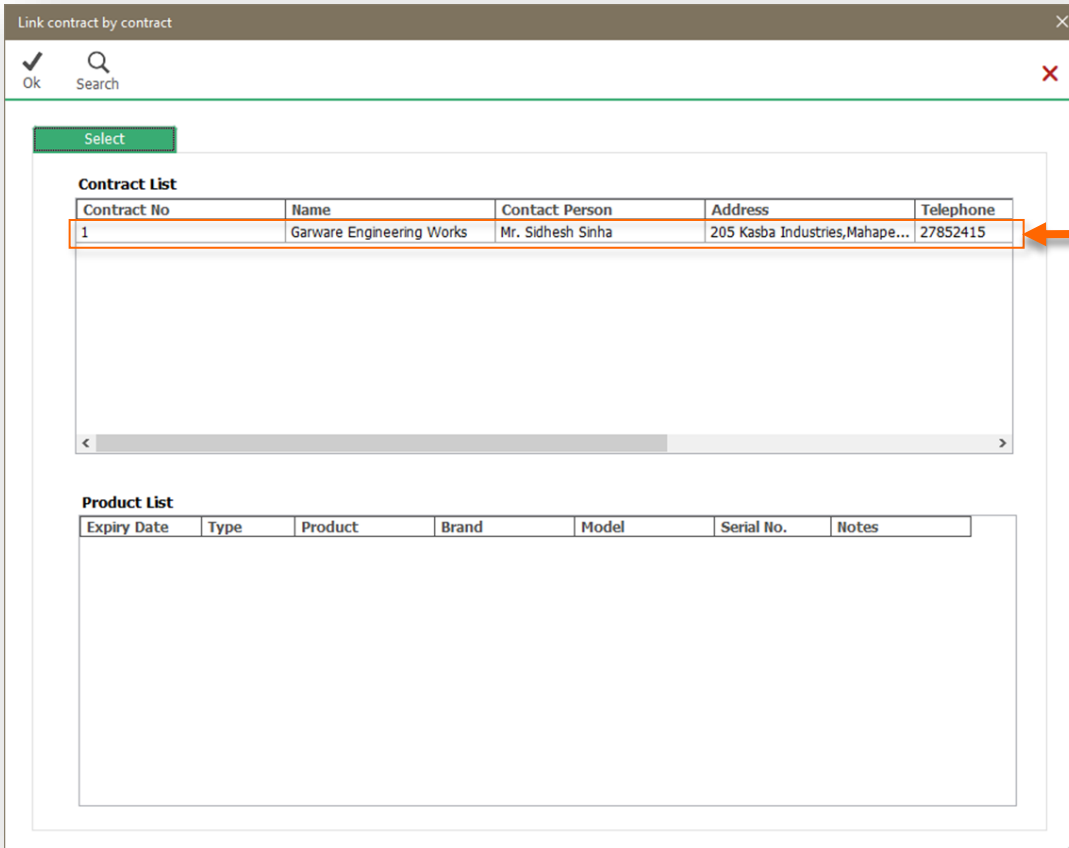
Here, we can see two tabs:

- **Details:** Complaint Details such as Customer contact and product details, etc.
- **Closure:** Complaint Closed details.

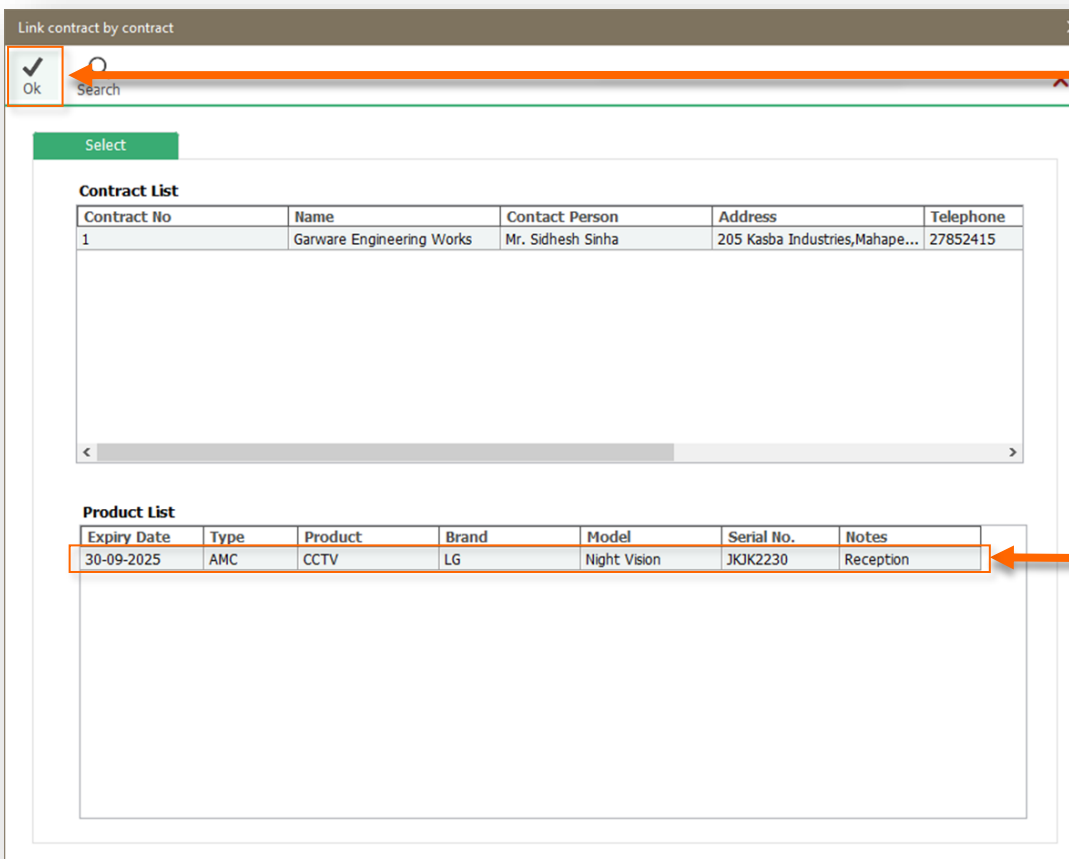


Link Complaint to a contract by clicking on link icon then select a contract with product.

Note: This is optional. We can enter a complaint



Select a contract from the list to view its product list.



1. Select a contract product from the list.
2. Click on **Ok**.

sd ServiceDesk Standard 2024 R 1.0

My Organization Master Admin Help

New Save Delete Refresh Date filter Search Print

Complaint List

Complaint No	Date	Contract No.	Name	Complaint Type	Product	Closed By

Details Closure

Complaint No. auto Date 07-10-2024

Contract No. 1 AMC Expires on 30 Sep 2025

Name* Garware Engineering Works

Contact Person Mr. Sidhesh Sinha

Address 205 Kasba Industries, Mahape, Vashi.

Telephone No. 27852415

Mobile No(s). 9594253614

E-Mail sidhesh.sinha@garwareind.com

Product* CCTV

Brand LG

Model Night Vision

Serial No. JJK2230

Complaint Type*

Complaint Details

Contact and product information will be fetched from contract.

sd ServiceDesk Standard 2024 R 1.0

My Organization Master Admin Help

New Save Delete Refresh Date filter Search Print

Complaint List

Complaint No	Date	Contract No.	Name	Complaint Type	Product	Closed By

Details Closure

Complaint No. auto Date 07-10-2024

Contract No. 1 AMC Expires on 30 Sep 2025

Name* Garware Engineering Works

Contact Person Mr. Sidhesh Sinha

Address 205 Kasba Industries, Mahape, Vashi.

Telephone No. 27852415

Mobile No(s). 9594253614

E-Mail sidhesh.sinha@garwareind.com

Product* CCTV

Brand LG

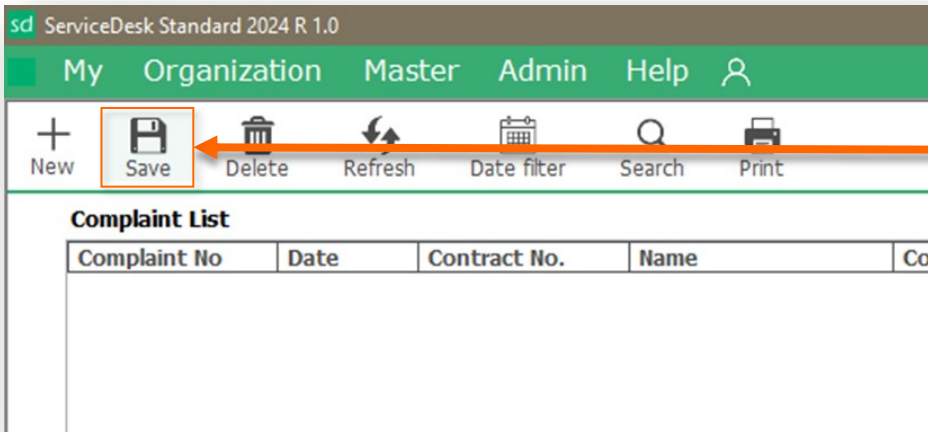
Model Night Vision

Serial No. JJK2230

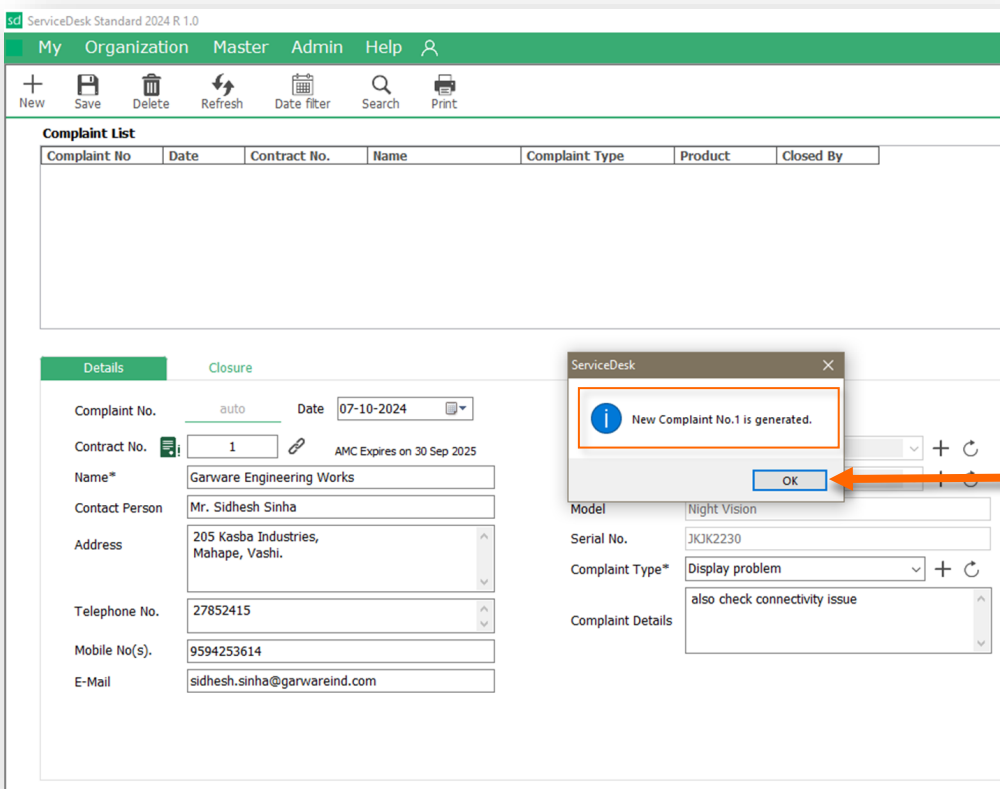
Complaint Type* Display problem

Complaint Details also check connectivity issue

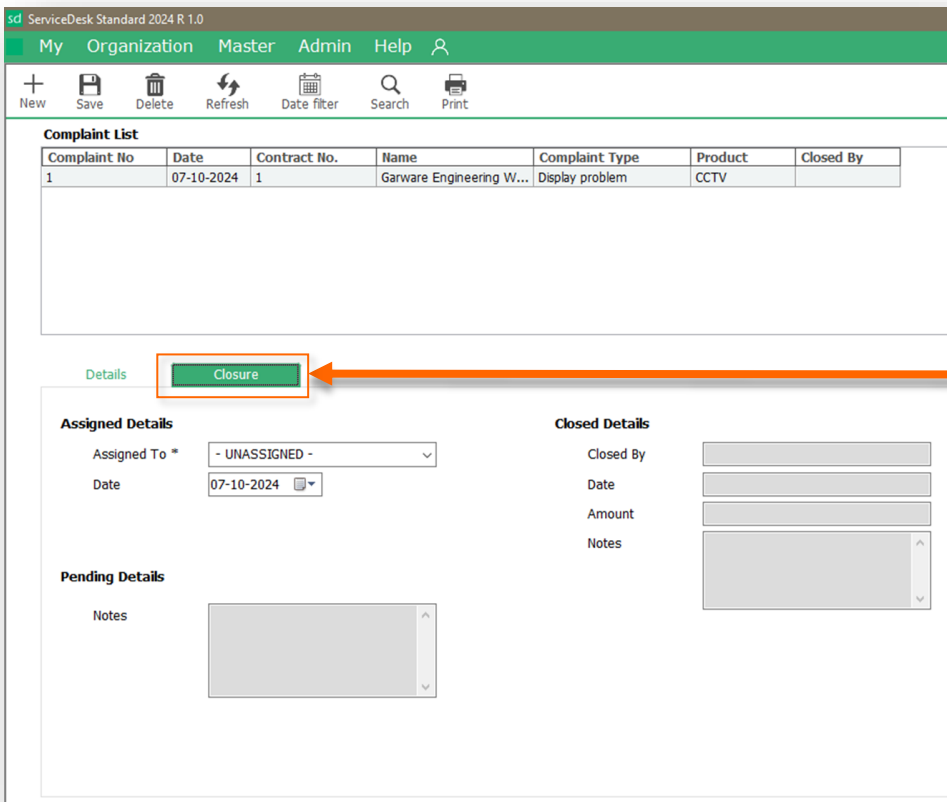
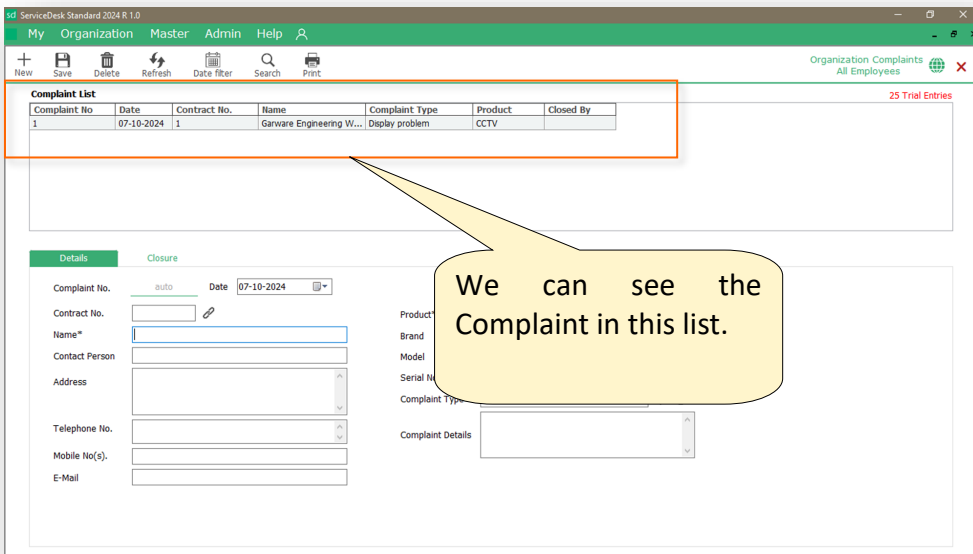
Select Complaint Type. Enter complaint Details.



Click on **Save**.



Complaint No. 1 generated.
Complaint saved Successfully.
Click on **OK**.



Closure Tab:

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

4

Complaint without Contract

sd ServiceDesk Standard 2024 R.1.0

My Organization Master Admin Help

New Save Delete Refresh Date filter Search Print

Complaint No	Date	Contract No.	Name	Complaint Type	Product	Closed By

Details Closure

Complaint No. auto Date 07-10-2024

Contract No.

Name*

Contact Person

Address

Telephone No.

Mobile No(s).

E-Mail

Product*

Brand

Model

Serial No.

Complaint Type*

Complaint Details

Fill details tab:

- Name
- Contact person
- Address
- Telephone No.
- Mobile No.
- E-mail
- Select Product
- Select Brand
- Model
- Serial No.
- Select Complaint Type
- Complaint Details

sd ServiceDesk Standard 2024 R.1.0

My Organization Master Admin Help

New Save Delete Refresh Date filter Search Print

Complaint No	Date	Contract No.	Name	Complaint Type	Product	Closed By

Details Closure

Complaint No. auto Date 07-10-2024

Contract No.

Name* Maxwell Engineering Works

Contact Person Mr.Girish Sharma

Address 102 Pawan Indl Estate, Mahape, Vashi

Telephone No. 278986521

Mobile No(s). 9821654578

E-Mail girish.sharma@maxwellengg.com

Product* CCTV

Brand LG

Model EKKE2121

Serial No. 4654ER5454

Complaint Type* Display problem

Complaint Details also connectivity issue

Click on **Save**.

sd ServiceDesk Standard 2024 R 1.0

My Organization Master Admin Help

New Save Delete Refresh Date filter Search Print

Complaint List

Complaint No	Date	Contract No.	Name	Complaint Type	Product	Closed By

Details Closure

Complaint No. auto Date 07-10-2024

Contract No.

Name* Maxwell Engineering Works

Contact Person Mr.Girish Sharma

Address 102 Pawan Indl Estate, Mahape, Vashi

Telephone No. 278986521

Mobile No(s). 9821654578

E-Mail girish.sharma@maxwellengg.com

Model EKKE2121

Serial No. 4654ER5454

Complaint Type* Display problem

Complaint Details also connectivity issue

ServiceDesk

New Complaint No.1 is generated.

OK

Complaint No. 1 generated.
Complaint saved Successfully.
Click on **OK**.

sd ServiceDesk Standard 2024 R 1.0

My Organization Master Admin Help

New Save Delete Refresh Date filter Search Print

Organization Complaints All Employees 25 Trial Entries

Complaint List

Complaint No	Date	Contract No.	Name	Complaint Type	Product	Closed By
1	07-10-2024		Maxwell Engineering W...	Display problem	CCTV	

Details Closure

Complaint No. auto Date 07-10-2024

Contract No.

Name*

Contact Person

Address

Telephone No.

Mobile No(s).

E-Mail

Product*

Brand

Model

Serial No.

Complaint Type*

Complaint Details

Complaint can be seen in the list.



Congratulations

You have successfully entered your first Complaint
in ServiceDesk Standard.

Thank you

For more information

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

For more info visit: spinso.com

Next step



Assign Complaint

how to assign a complaint to an employee or service technician with just a few clicks in ServiceDesk Standard

[SD STD sign-Complaint.pdf](#)

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