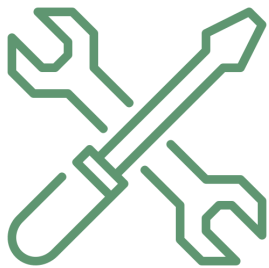


SPINSO[®]



Standard edition

ServiceDesk

manage warranties & AMC



Assign a Complaint (Trial edition)

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

1

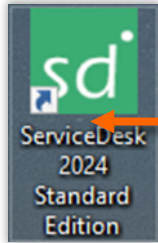
INDEX

Steps

1. Index _____ Pg 2
2. Login _____ Pg 3
3. Go to Assign Complaint Screen _____ Pg 4
4. Assign Complaint _____ Pg 6

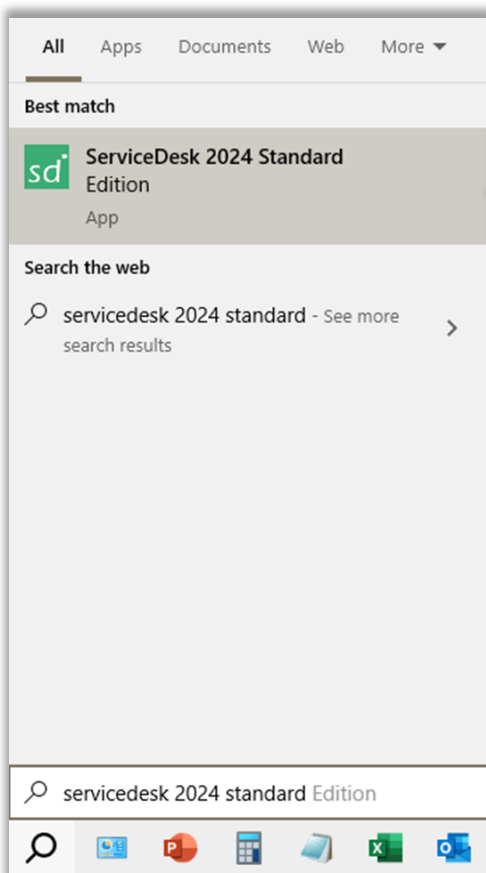
2

LOGIN

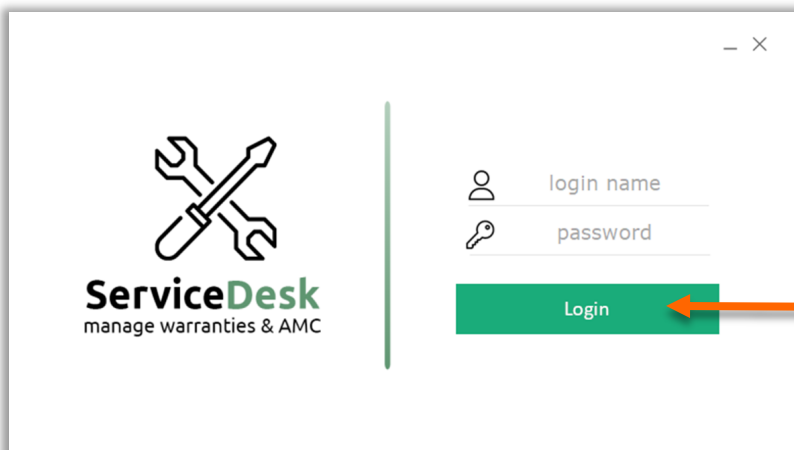


Double Click on **ServiceDesk** icon, on your desktop.

or



You can also launch the application from **Start - Program Files - Spinso - ServiceDesk**

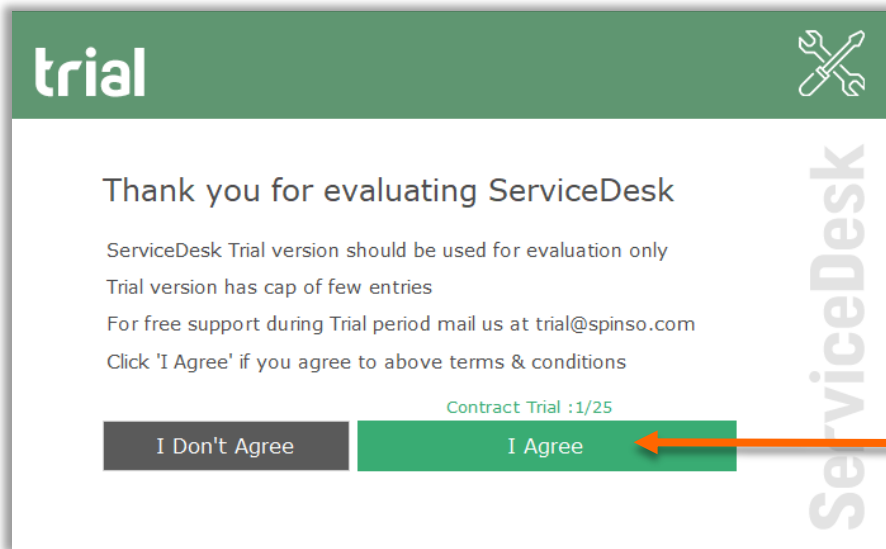


Enter Login name and password

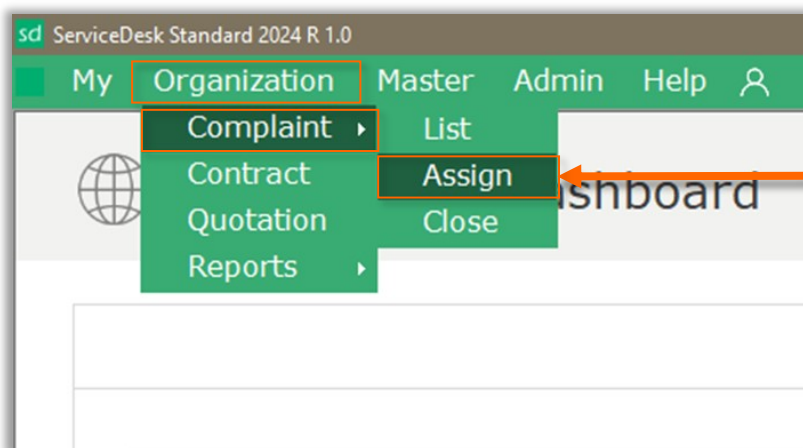
Click on **Login**

3

Go to Complaint Screen



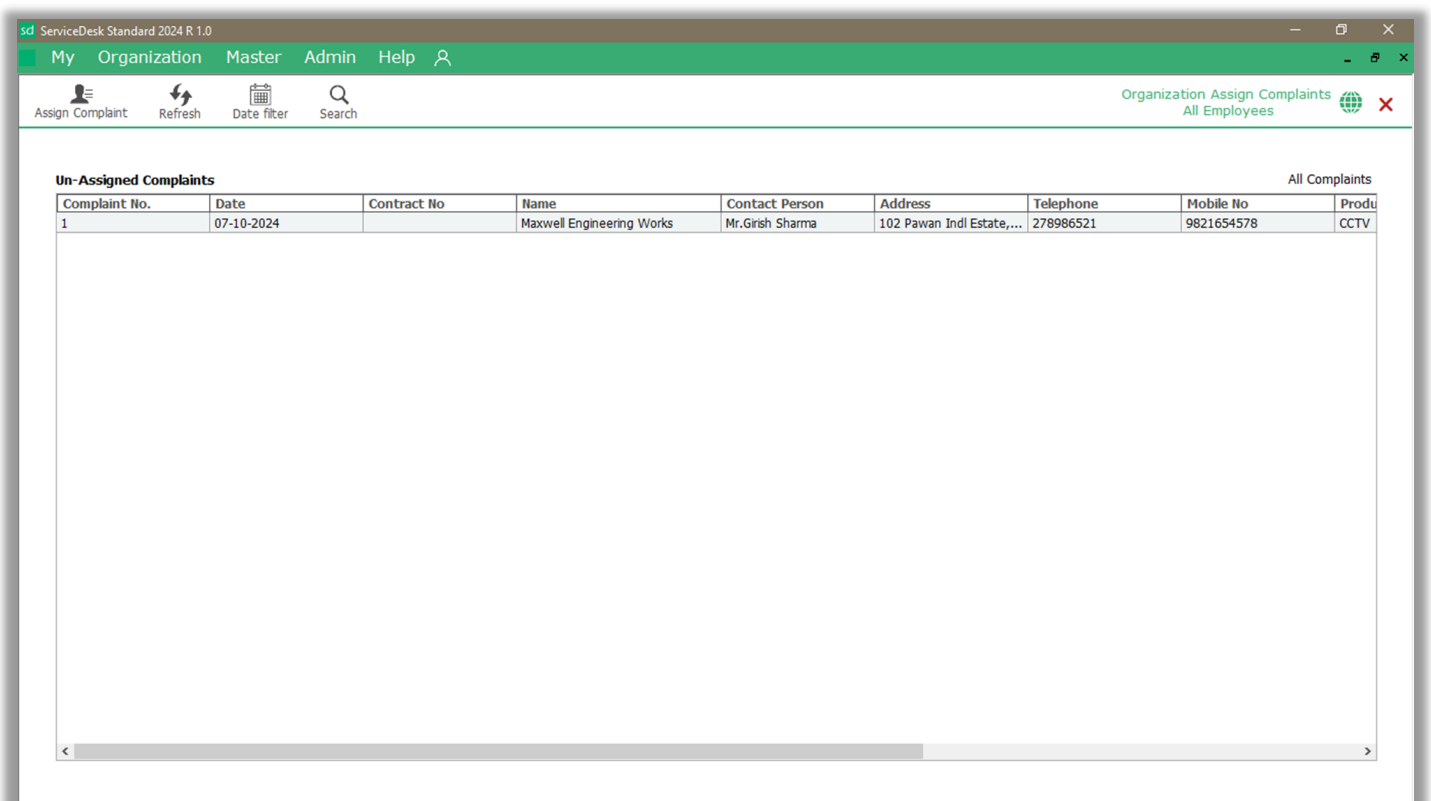
Click on **I Agree**



Go to

Organization > Complaint > Assign

Assign Complaints Screen



sd ServiceDesk Standard 2024 R 1.0

My Organization Master Admin Help

Assign Complaint Refresh Date filter Search

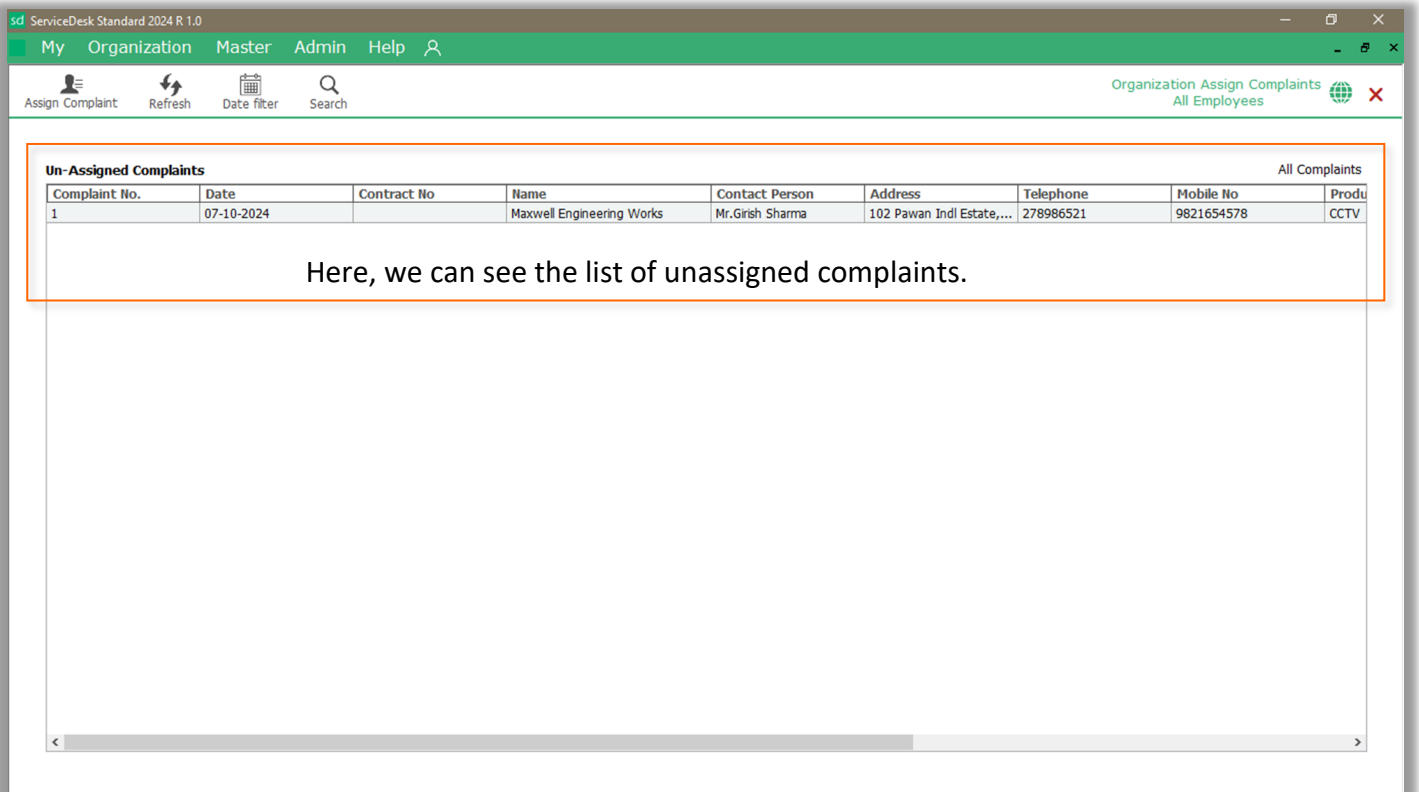
Organization Assign Complaints All Employees

Un-Assigned Complaints All Complaints

Complaint No.	Date	Contract No	Name	Contact Person	Address	Telephone	Mobile No	Produ
1	07-10-2024		Maxwell Engineering Works	Mr. Grish Sharma	102 Pawan Indl Estate,...	278986521	9821654578	CCTV

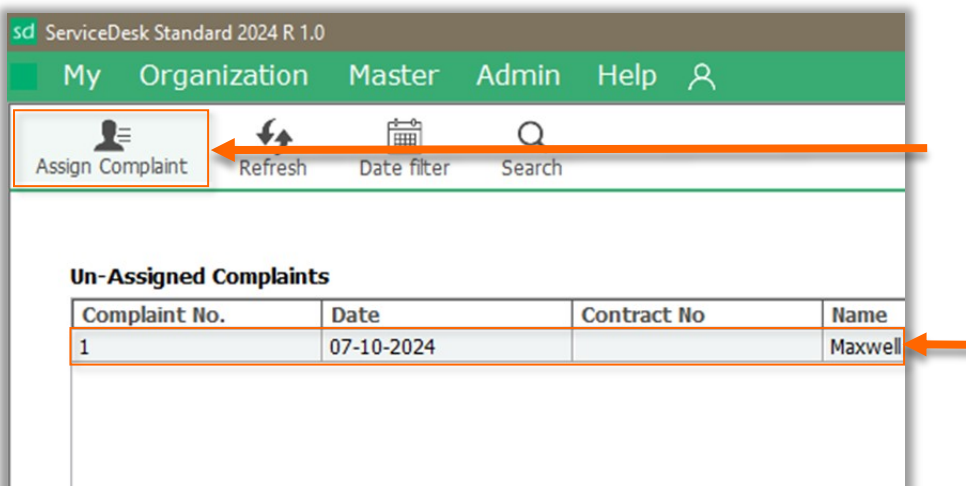
4

Assigning a Complaint



Here, we can see the list of unassigned complaints.

Complaint No.	Date	Contract No	Name	Contact Person	Address	Telephone	Mobile No	Product
1	07-10-2024		Maxwell Engineering Works	Mr. Grish Sharma	102 Pawan Indl Estate,...	278986521	9821654578	CCTV



Assign Complaint

Refresh Date filter Search

Un-Assigned Complaints

Complaint No.	Date	Contract No	Name
1	07-10-2024		Maxwell

To Assign a complaint to an employee.

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

Assign Details Window will open.

Assign Details

Save

Complaint No. 1 Date 07-10-2024

Name Maxwell Engineering Works

Details More

Assign Details

Assign To *
Date

- Alex Fernandes
- Mark Wilson
- Riya DSouza

Select an employee to assign the complaint.

Assign Details

Save

Complaint No. 1 Date 07-10-2024

Name Maxwell Engineering Works

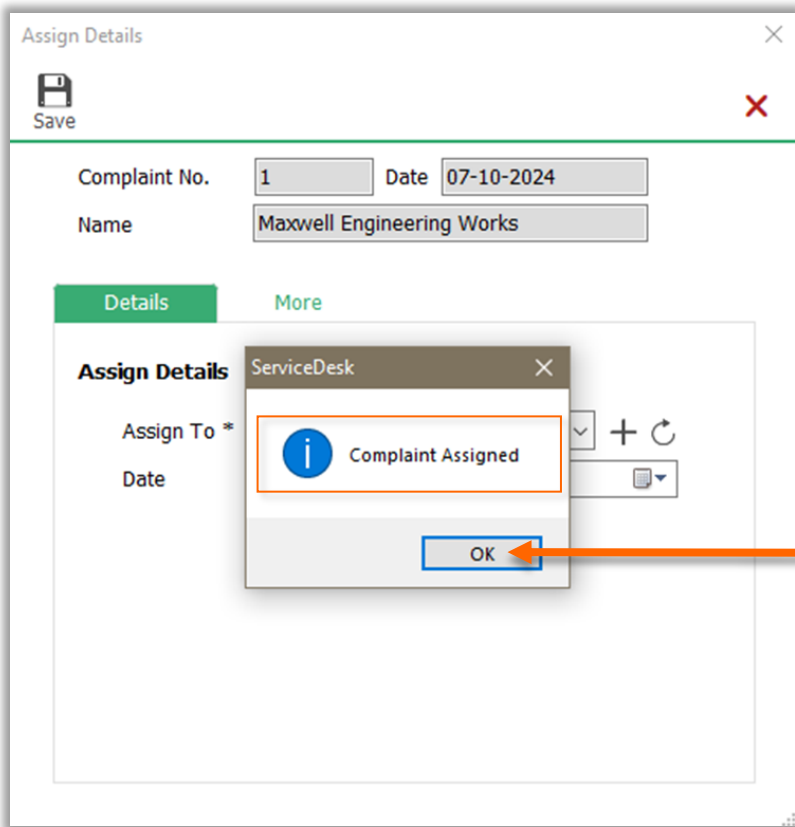
Details More

Assign Details

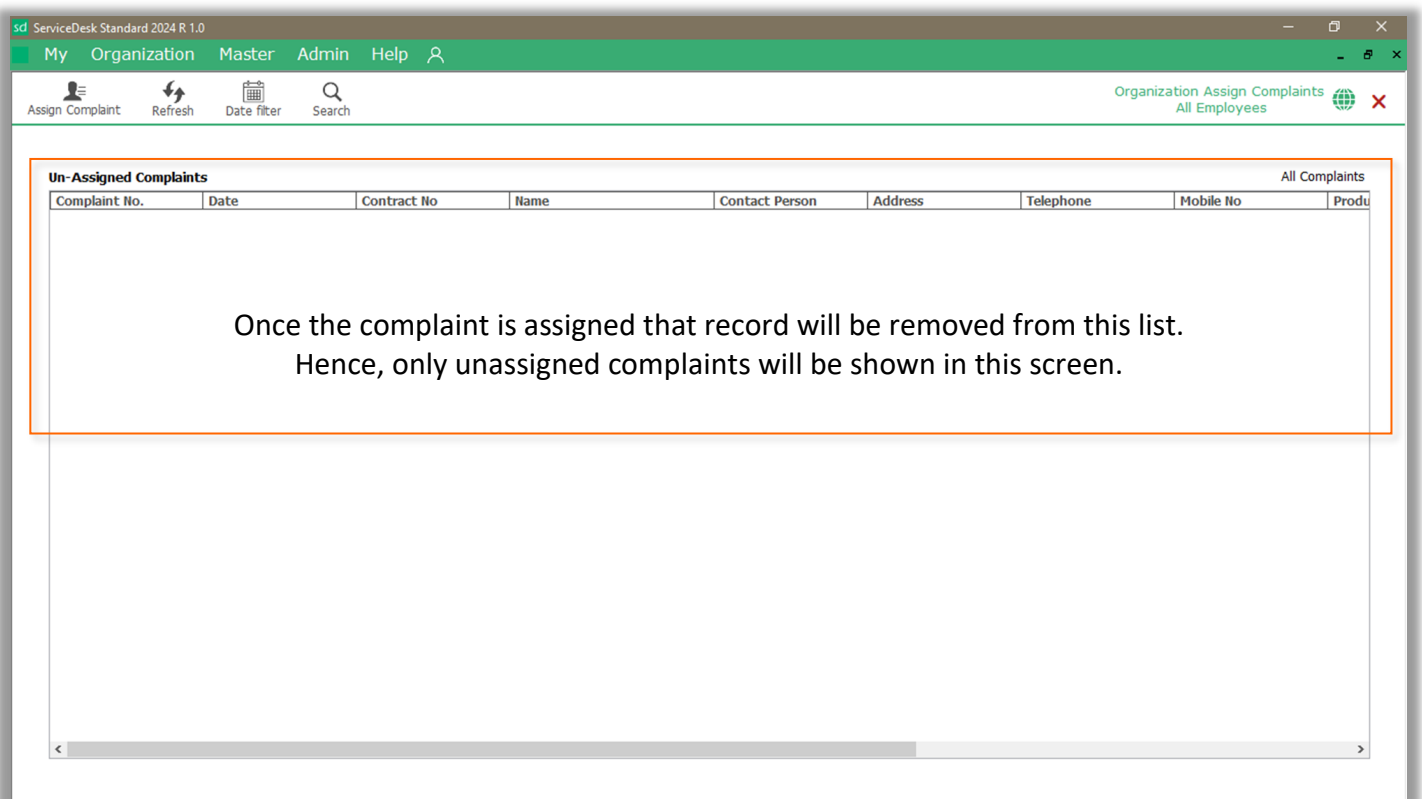
Assign To * Alex Fernandes + ↻

Date 07-10-2024

Click on **Save**.



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



Congratulations

You have successfully assigned a Complaint in
ServiceDesk Standard.

Thank you

We hope this was helpful. Kindly Call us or WhatsApp +91.99 201 401 00 for any queries.

We recommend you to see our **How to Close a Complaint** Help file Next.

For more info visit: <https://www.spinso.com>