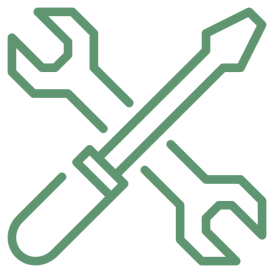




SPINSO<sup>®</sup>



Standard edition

# ServiceDesk

manage warranties & AMC

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## Assign a Complaint (Trial edition)

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

# 1

# INDEX

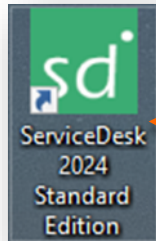
## Steps

---

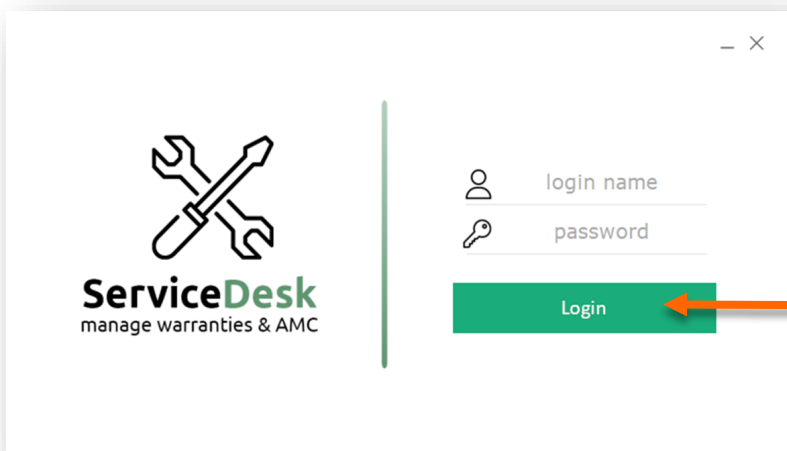
1. Index \_\_\_\_\_ Pg 2
2. Login \_\_\_\_\_ Pg 3
3. Assign Complaint \_\_\_\_\_ Pg 4

# 2

# LOGIN



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

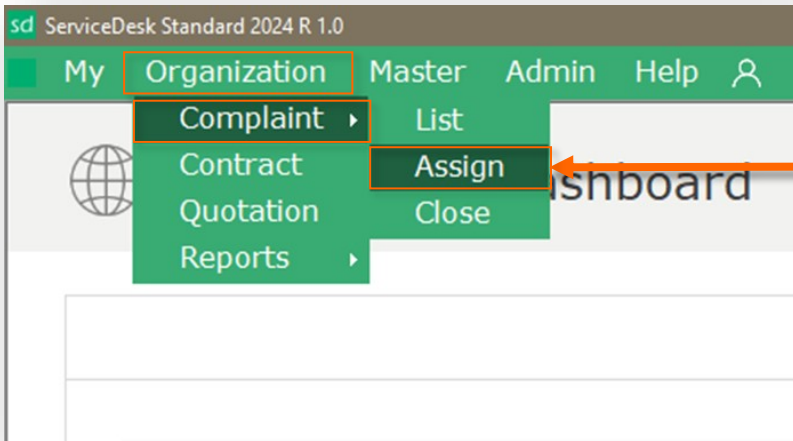


Enter Login name and password

Click on **Login**

## 3

# Assign Complaint



Go to

**Organization > Complaint > Assign**

sd ServiceDesk Standard 2024 R 1.0

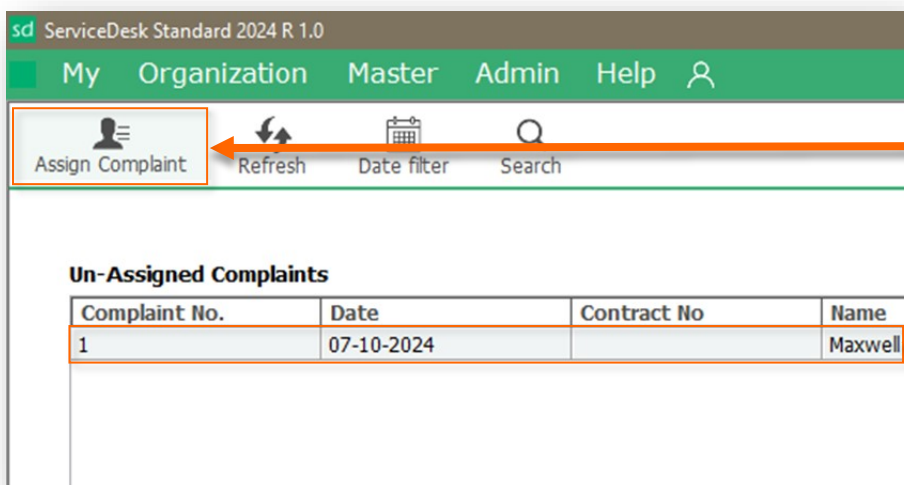
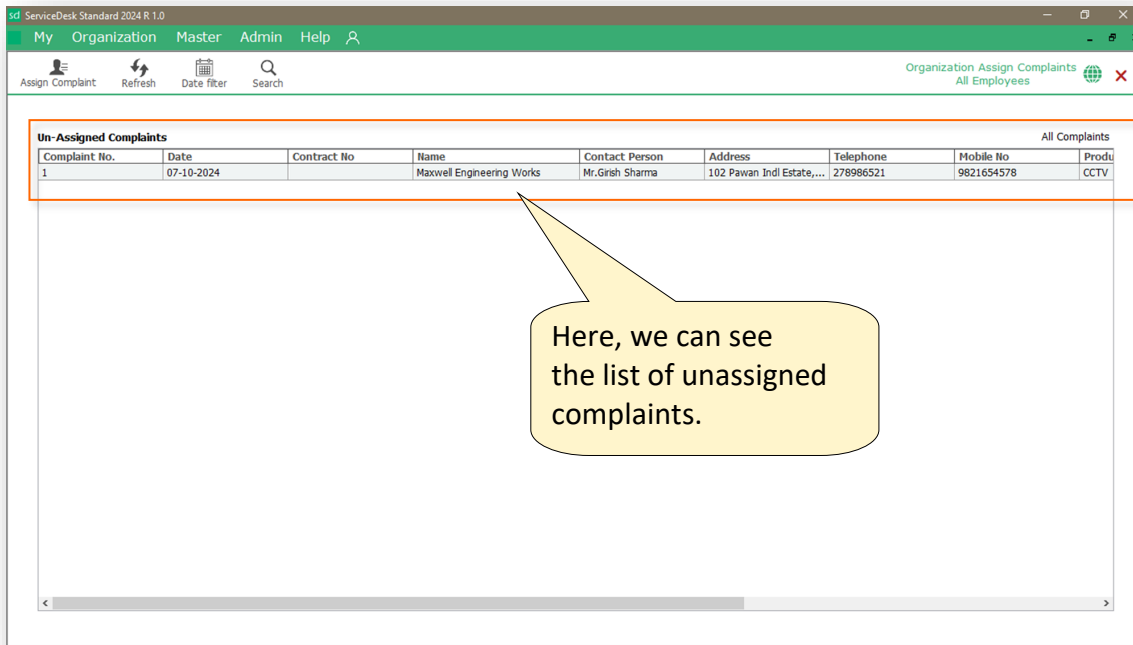
My Organization Master Admin Help

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



To Assign a complaint to an employee.

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

**Assign Details** Window will open.

Assign Details

Save

Complaint No.  Date

Name

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.  Date

Name

Details More

**Assign Details**

Assign To \*  +

Date

Click on **Save**.

Assign Details
✕

Complaint No.

Date

Name

Details
More

**Assign To \***

Date

i
Complaint Assigned

OK

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

Un-Assigned Complaints
All Complaints

Complaint No.	Date	Contract No	Name	Contact Person	Address	Telephone	Mobile No	Prodi
<div style="border: 1px solid #ccc; border-radius: 15px; padding: 10px; background-color: #fff9c4; display: inline-block; margin-top: 20px;"> <p>Once the complaint is assigned that record will be removed from this list. Hence, only unassigned</p> </div>								



# Congratulations

You have successfully assigned a Complaint in ServiceDesk 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



#### **Close a Complaint**

Step by step guide to close a complaint in ServiceDesk Standard

[SD STD How-To-Close-Complaint.pdf](#)

# SPINSO

Celebrating

# 25

years in business

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### SalesTracker

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manage timesheet & approvals



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