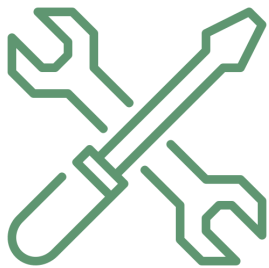


SPINSO[®]



Standard edition

ServiceDesk

manage warranties & AMC



Closing a Complaint (Trial edition)

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

1

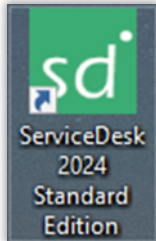
INDEX

Steps

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

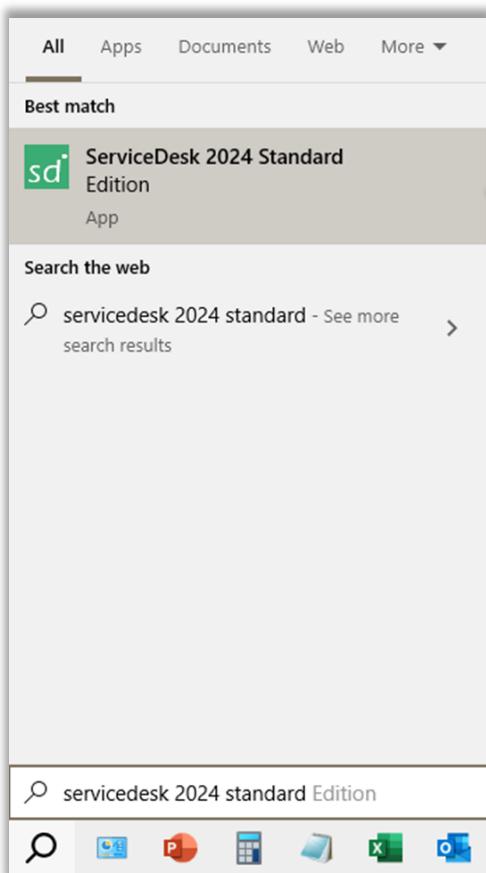
2

LOGIN

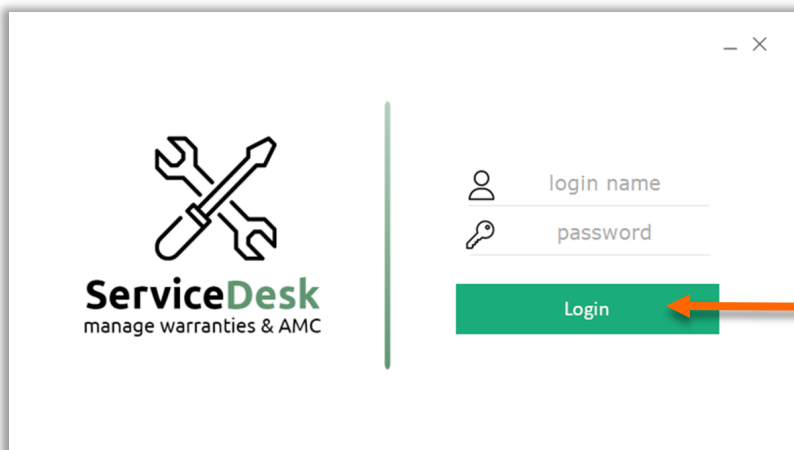


Double Click on **ServiceDesk** icon, on your desktop.

or



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

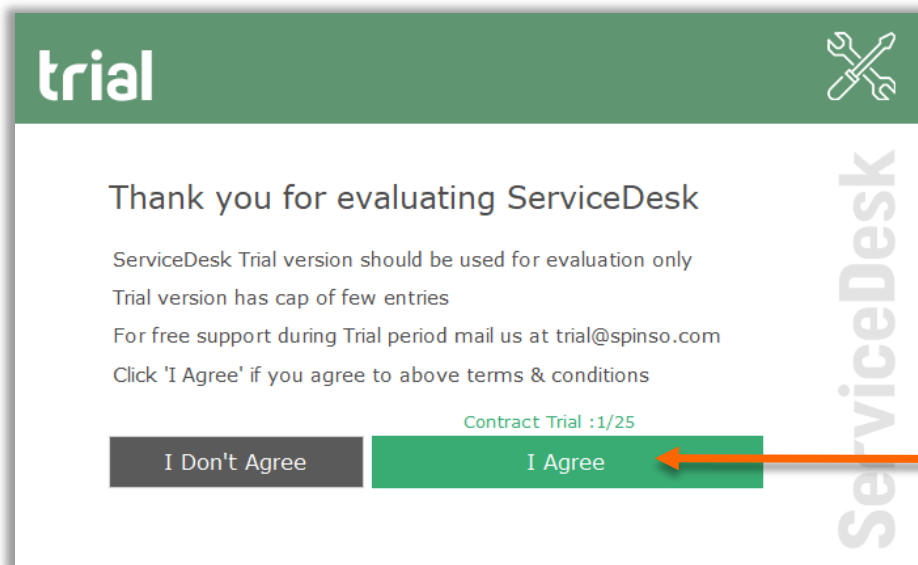


Enter Login name and password

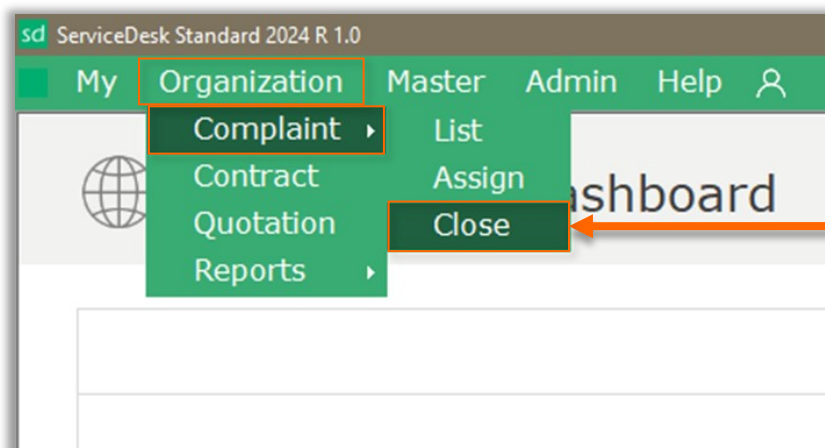
Click on **Login**

3

Go to Complaint Close Screen



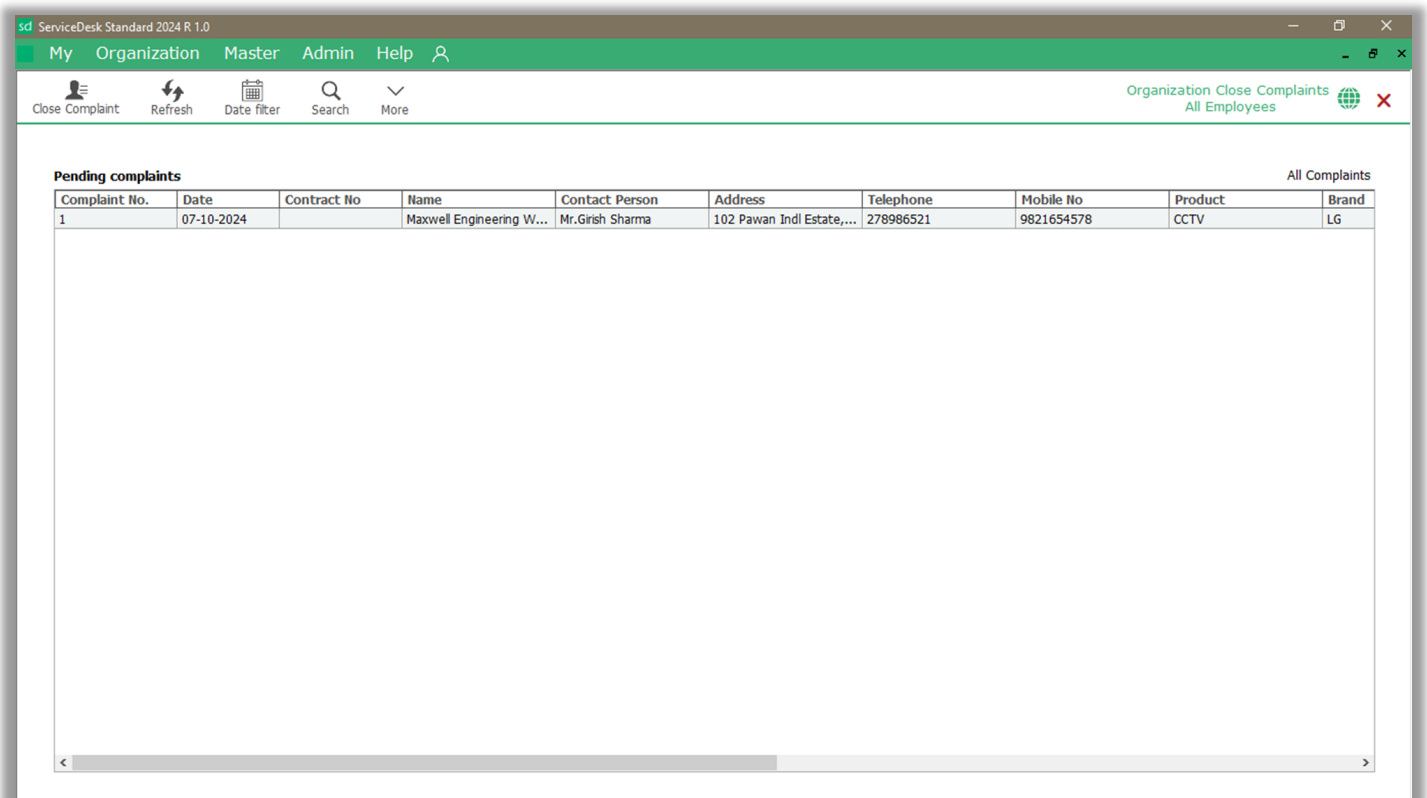
Click on I Agree



Go to

Organization > Complaint > Close

Complaint Close Screen



sd ServiceDesk Standard 2024 R 1.0

My Organization Master Admin Help

Close Complaint Refresh Date filter Search More

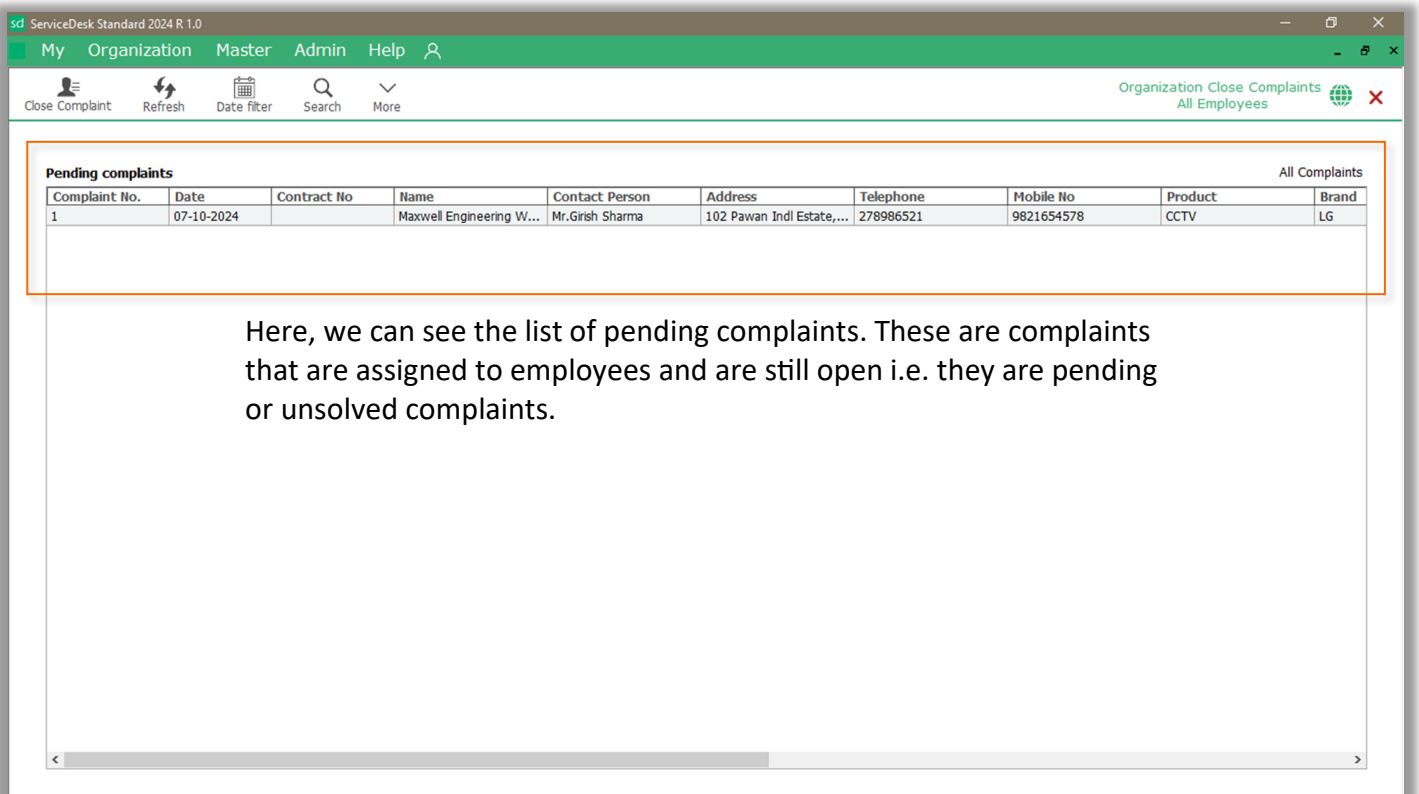
Organization Close Complaints All Employees

Pending complaints All Complaints

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

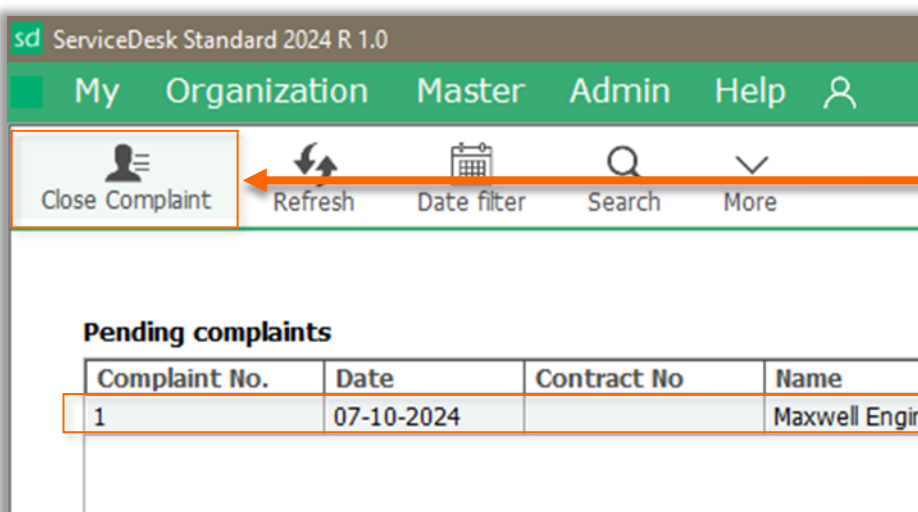
4

Close a Complaint



Here, we can see the list of pending complaints. These are complaints that are assigned to employees and are still open i.e. they are pending or unsolved complaints.

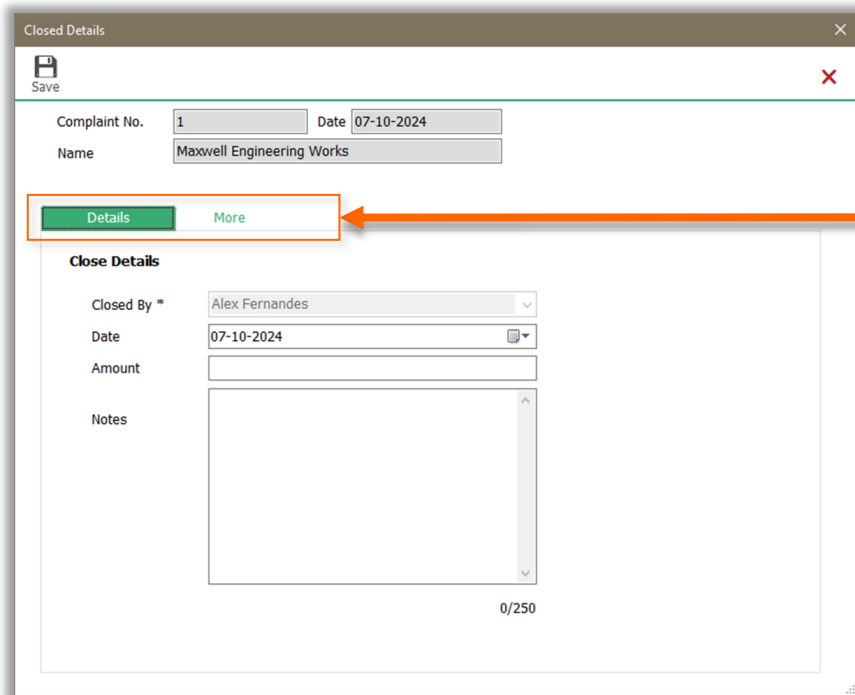
Complaint No.	Date	Contract No	Name	Contact Person	Address	Telephone	Mobile No	Product	Brand
1	07-10-2024		Maxwell Engineering W...	Mr.Girish Sharma	102 Pawan Indl Estate,...	278986521	9821654578	CCTV	LG



To Close a complaint.

- Select a pending complaint from the list
- Click on **Close Complaint**

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



Closed Details

Save

Complaint No. Date

Name

Details More

Close Details

Closed By *

Date

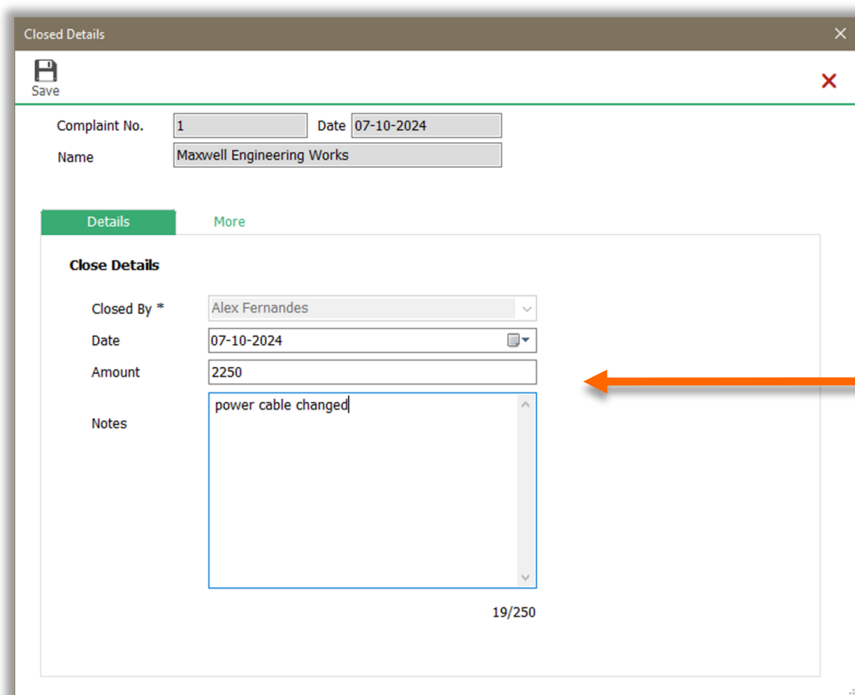
Amount

Notes

0/250

Here, we can see two tabs:

- **Details** Tab: Complaint Closed details
- **More** Tab: has information on the complaint.



Closed Details

Save

Complaint No. Date

Name

Details More

Close Details

Closed By *

Date

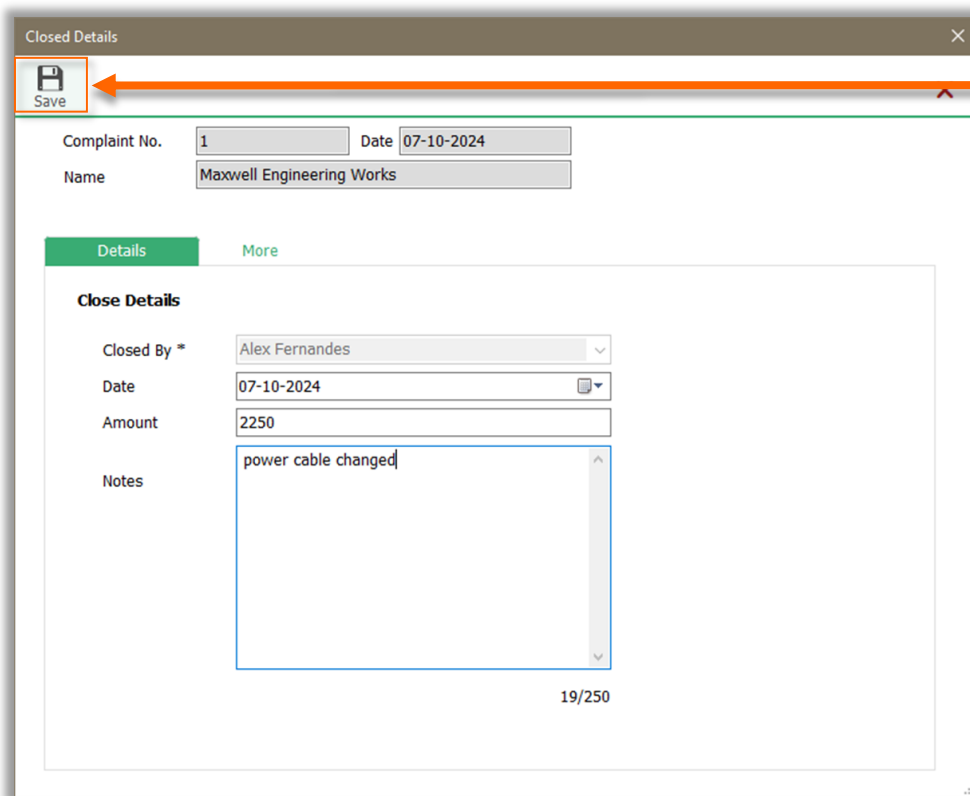
Amount

Notes

19/250

Details Tab:

- Complaint Assigned employee's name will be fetched as **Closed by** employee.
- Change Date if required.
- Enter Amount, if any.
- Enter Notes or Remarks for Complaint Closed details if any.



Closed Details

Save

Complaint No. Date

Name

Details More

Close Details

Closed By *

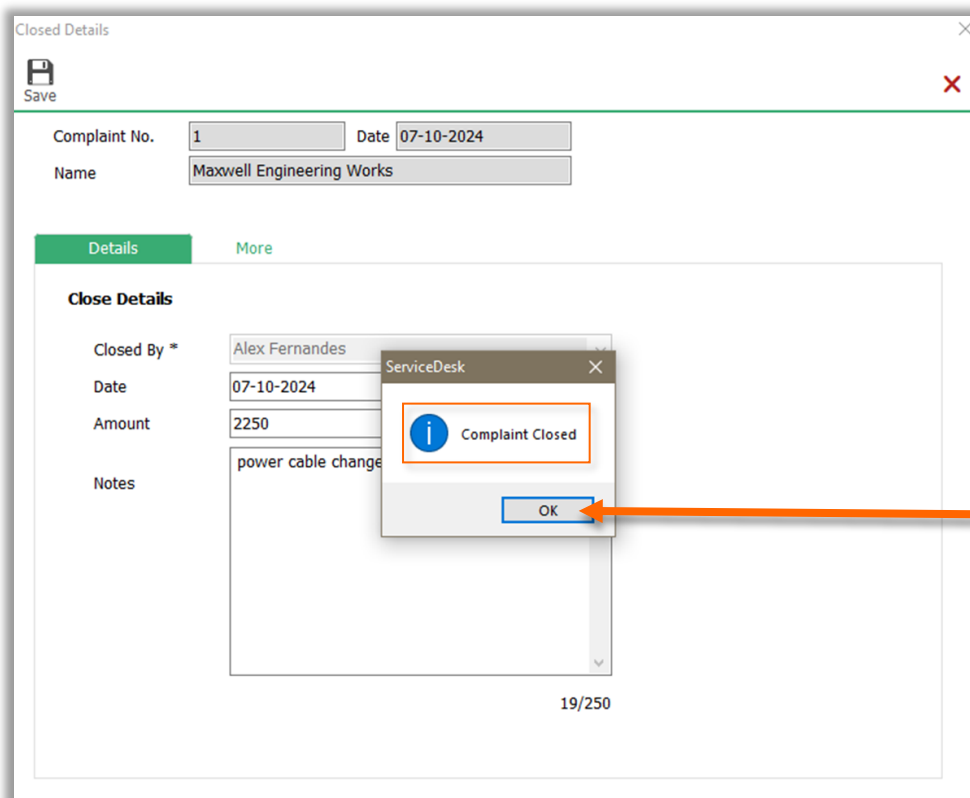
Date

Amount

Notes

19/250

Click on **Save** to close the complaint.



Closed Details

Save

Complaint No. Date

Name

Details More

Close Details

Closed By *

Date

Amount

Notes

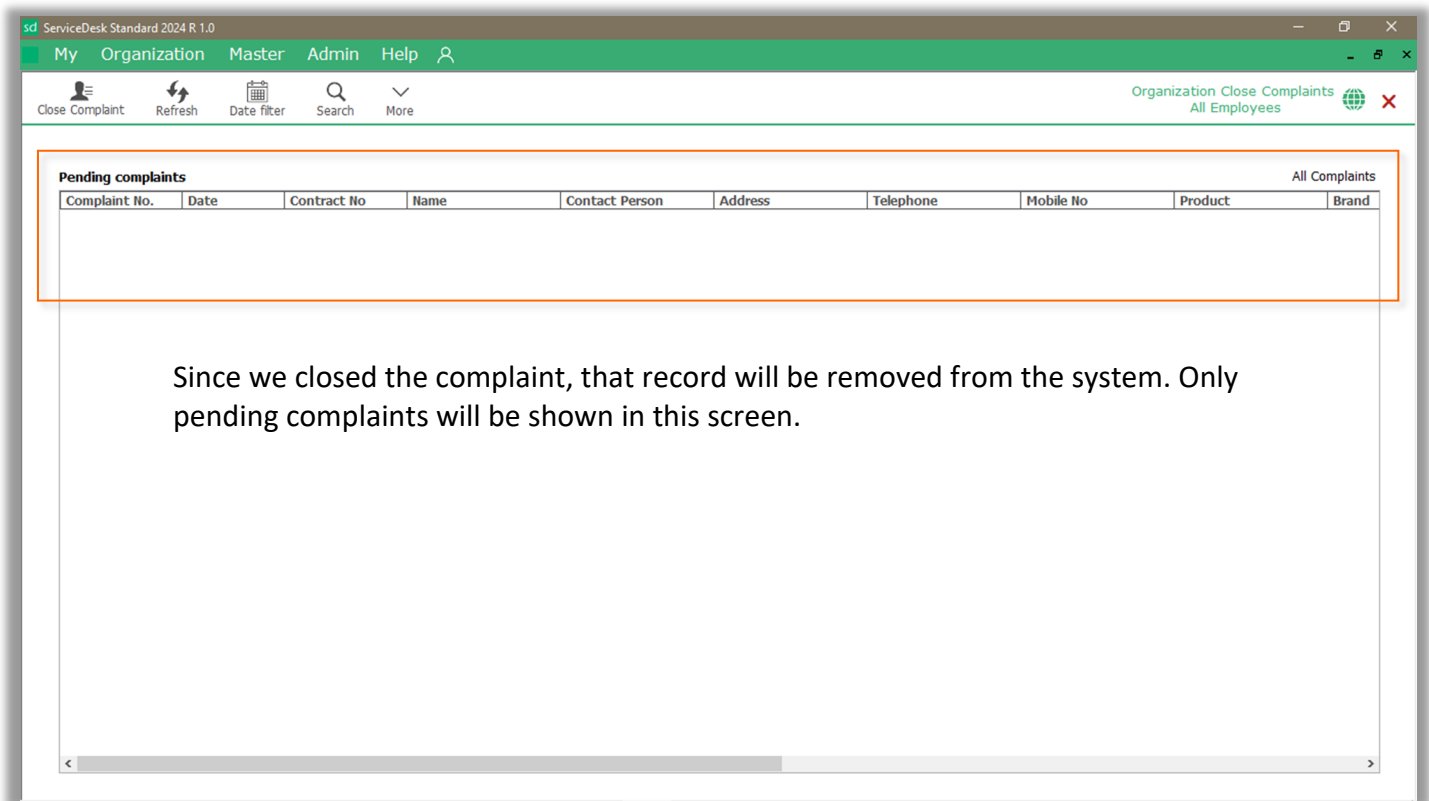
19/250

ServiceDesk

Complaint Closed

OK

Complaint Closed successfully. Click on **OK**.



sd ServiceDesk Standard 2024 R 1.0

My Organization Master Admin Help

Close Complaint Refresh Date filter Search More

Organization Close Complaints All Employees

Pending complaints All Complaints

Complaint No.	Date	Contract No	Name	Contact Person	Address	Telephone	Mobile No	Product	Brand
---------------	------	-------------	------	----------------	---------	-----------	-----------	---------	-------

Since we closed the complaint, that record will be removed from the system. Only pending complaints will be shown in this screen.

Congratulations

You have successfully closed your 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 **Entering your first Quotation** Help file Next.

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