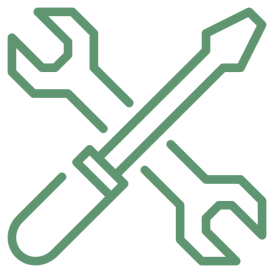




SPINSO[®]



Standard edition

ServiceDesk

manage warranties & AMC



Closing a Complaint (Trial edition)

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

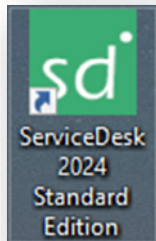
1 INDEX

Steps

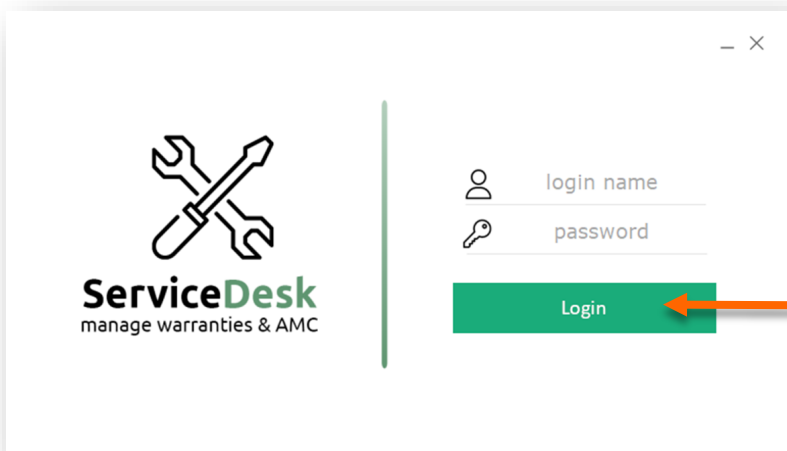
1. Index _____ Pg 2
2. Login _____ Pg 3
3. Close a Complaint _____ Pg 4

2

LOGIN



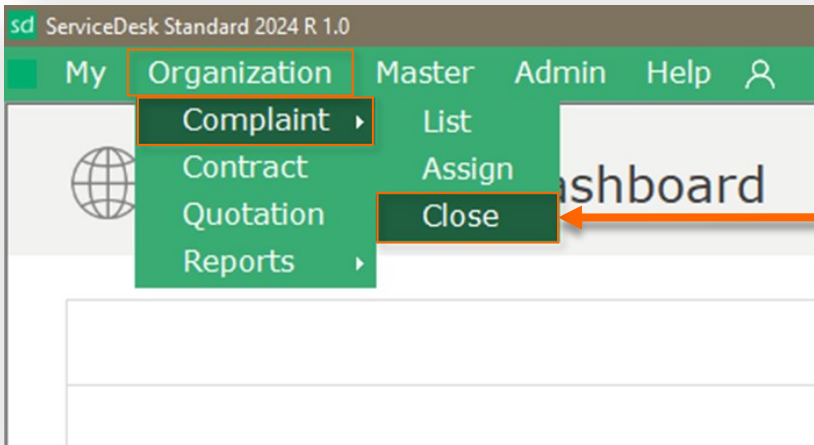
Double Click on **ServiceDesk** icon, on your desktop.



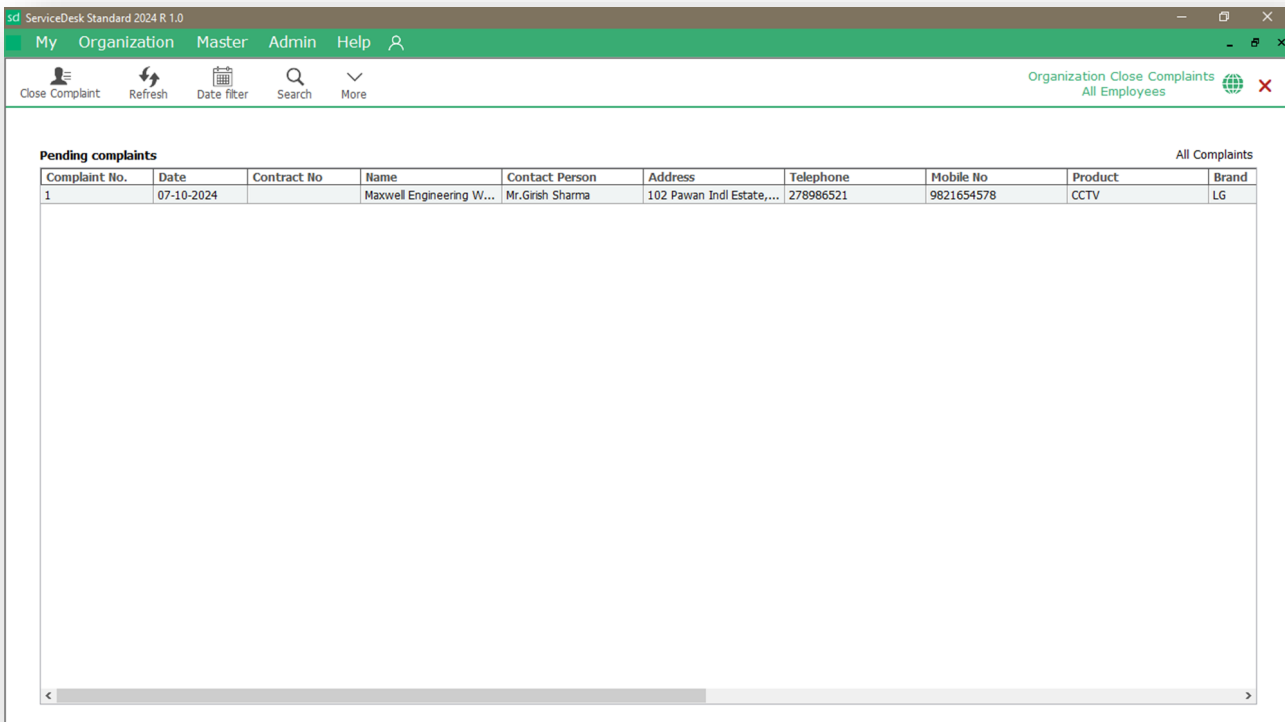
Enter Login name and password
Click on **Login**

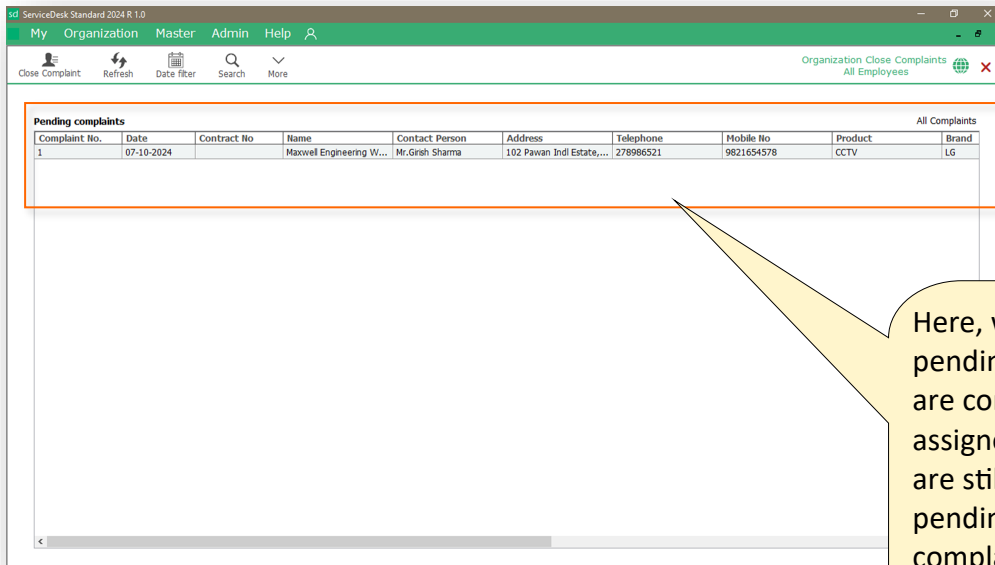
3

Close a Complaint

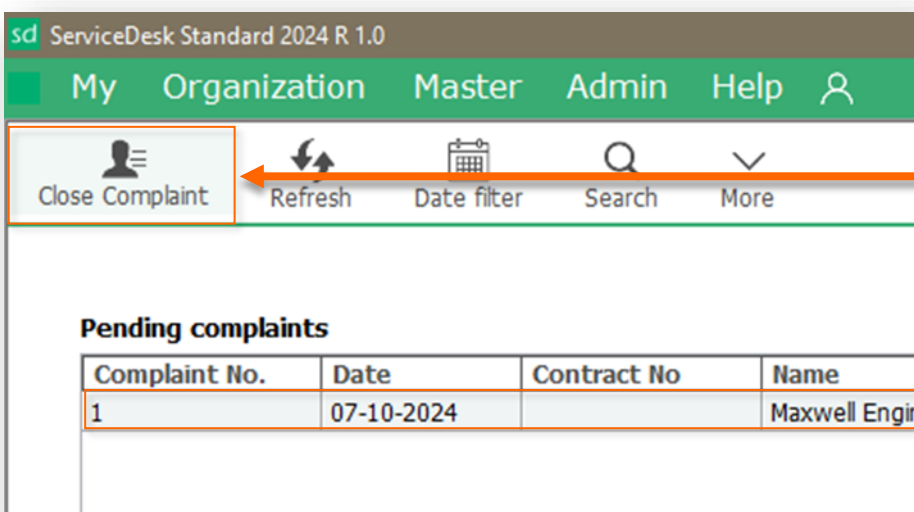


Go to
Organization > Complaint > Close





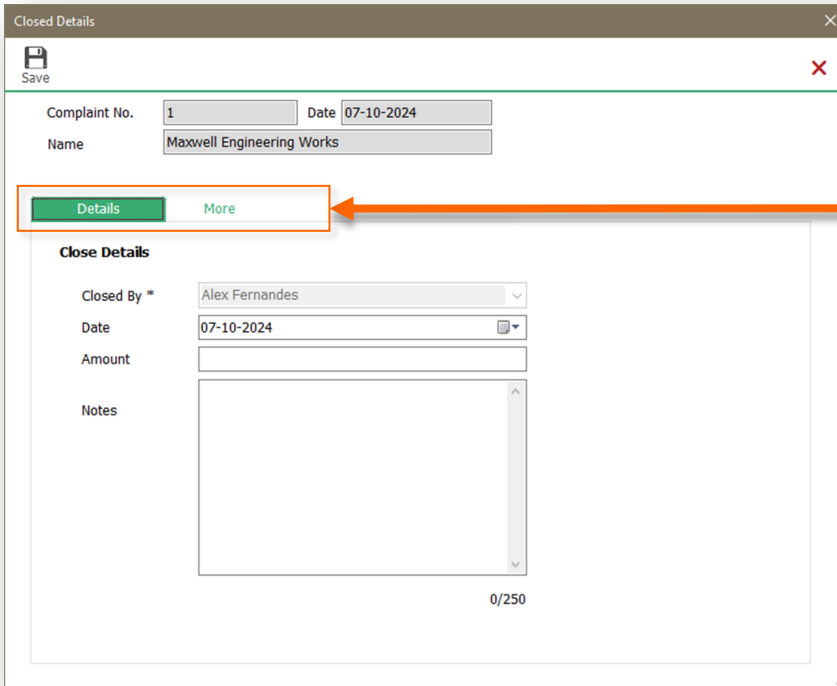
Here, we can see the list of pending complaints. These are complaints that are assigned to employees and are still open i.e. they are pending or unsolved complaints.



To Close a complaint.

1. Select a pending complaint from the list
2. Click on **Close Complaint**

Closed Details Window will open.



Closed Details

Save

Complaint No. Date

Name

Details More

Close Details

Closed By *

Date

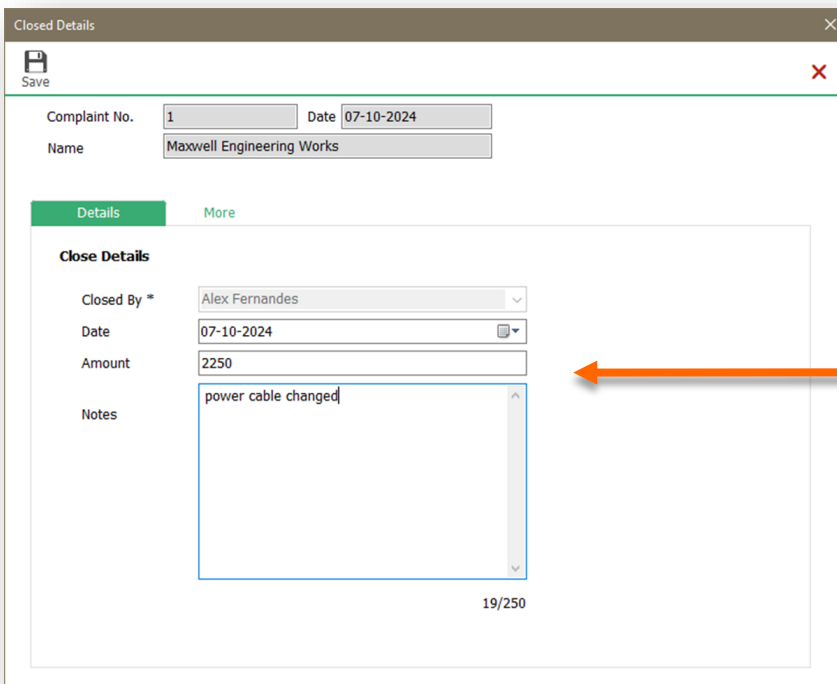
Amount

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

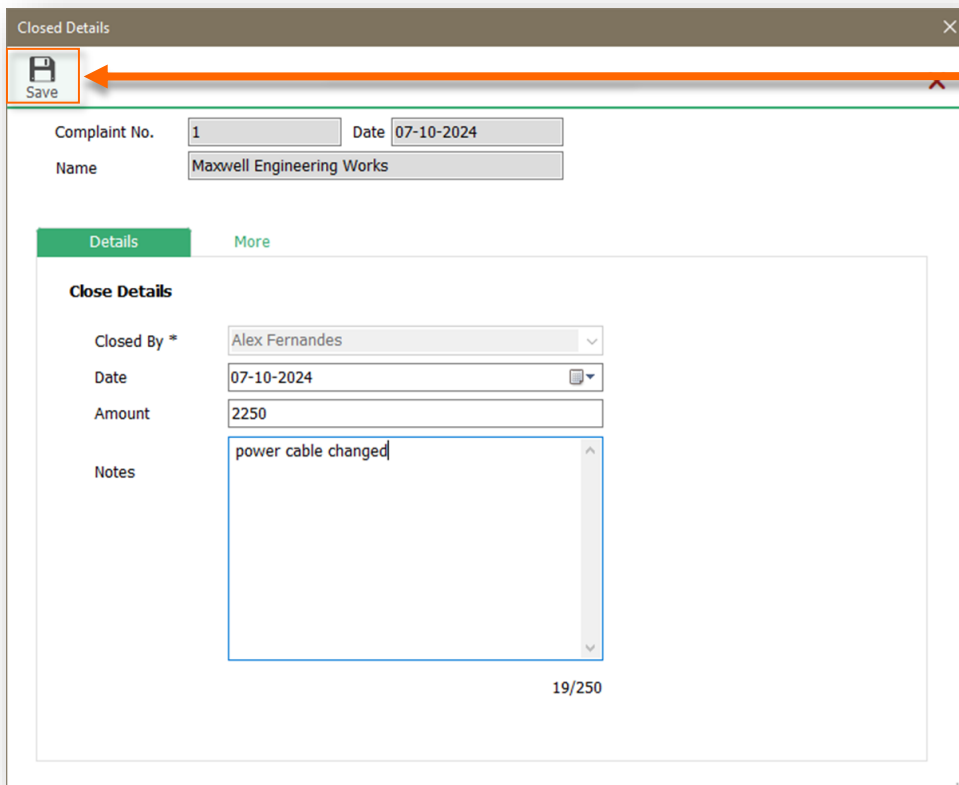
Amount

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 *

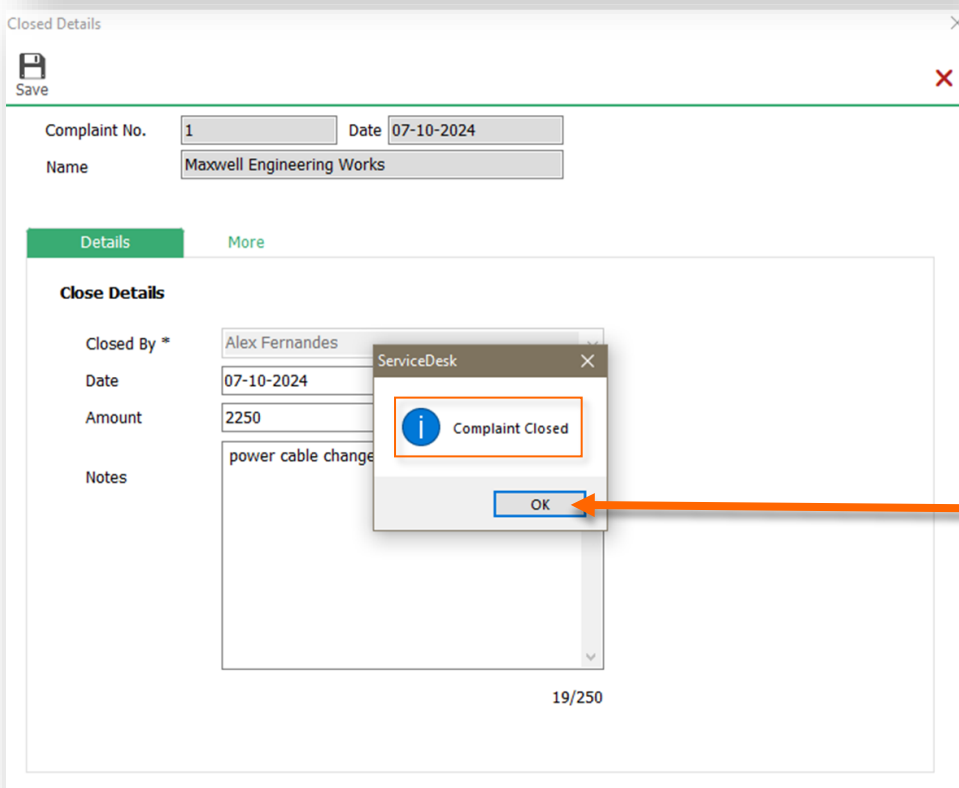
Date

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

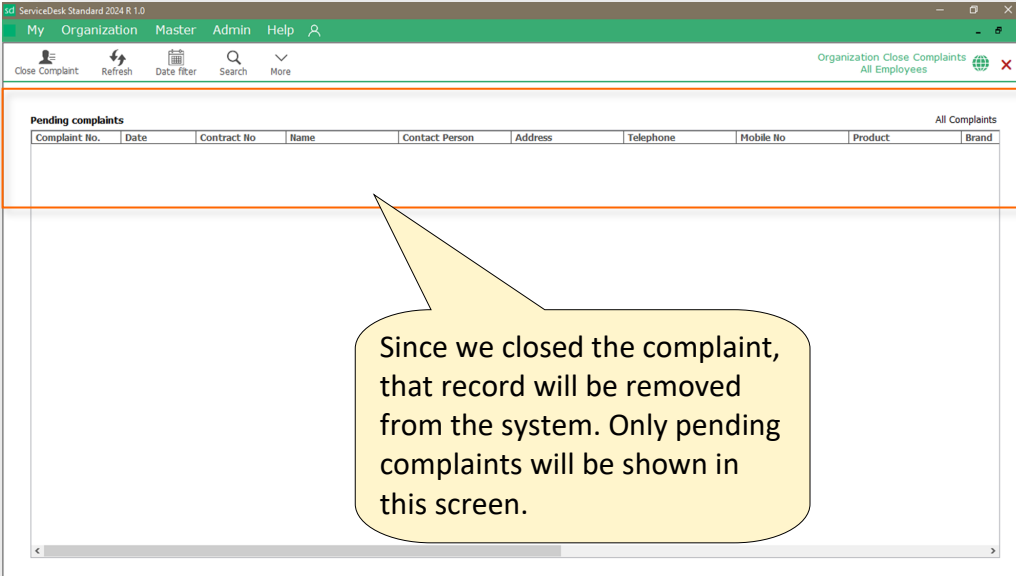
19/250

ServiceDesk

Complaint Closed

OK

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



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

For more information

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

For more info visit: spinso.com

Next step



First Quotation

how to quickly enter your first quotation in ServiceDesk Standard

[SD STD Entering-First-Quotation.pdf](#)

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years in business

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