SPINSO



Closing a Complaint (Trial edition) Step by step guide to Close a Complaint in ServiceDesk Standard.

page 1





Steps

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2 LOGIN





3 Go to Complaint Close Screen



| sd | ServiceDe | esk Standard 2024 R 1.0 | | | |
|----|-----------|-------------------------|-----------|------------|----------------------------------|
| | My | Organization | Master Ad | min Help へ | |
| | | Complaint | List | | |
| | A | Contract | Assign | shboard | Go to |
| | AB | Quotation | Close | Shbourd | Organization > Complaint > Close |
| | | Reports | | | |
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Complaint Close Screen

| sd Ser | viceDesk Standa | d 2024 R 1.0 | | | | | | | | | - | ٥ | × |
|--------|-------------------------|--------------|-------------|-------------|-----------|-----------------------|------------------|------------------------|-----------|------------|---|----------------|------------|
| | 1y Orgar | ization | Master | Admin | Help | <u>8</u> | | | | | | - | <i>a</i> × |
| Clos | L ≡ complaint | Refresh | Date filter | Q Search | ↓ More | | | | | | Organization Close Complai All Employees | ^{nts} | × |
| | | | | | | | | | | | | | |
| | Pending comp | laints | | | | | | | | | All | Complain | its |
| | Complaint No | . Date | | Contract No | | lame | Contact Person | Address | Telephone | Mobile No | Product | Brand | d |
| | 1 | 07-10 | -2024 | | 1 | laxwell Engineering W | Mr.Girish Sharma | 102 Pawan Indl Estate, | 278986521 | 9821654578 | CCTV | LG | |
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Close a Complaint

| My Organization Master Admin Help A - e X Core Company Rafresh Bit Que Complaints Organization Close Complaints Temployees X Pending complaints Date filter Que Contract No Nove Contract Person Address Telephone Model No Product Bitand 1 Organization Organization Nove Contract Person Address Telephone Model No Product Bitand 1 Organization Organization Nove Contract No Address Telephone Model No Product Bitand 1 Organization Organization Nove Contact Person Address Telephone Model No Product Bitand 1 Organization Organization Nove Contact Person Address Telephone Model No Product Bitand 1 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. Interview Nove Nove Nove Nove Nove | sd s | ServiceDesk Stand | ard 2024 R 1.0 | | | | | | | | | | - 0 | × |
|--|------|-------------------|----------------|-----------------|-----------------------------|-------------------------|--|-----------------------------------|--------------------------------|---------------------------|------------------------|--|--------------|-----|
| Image: Serie Complexity <td></td> <td>My Orga</td> <td>nization</td> <td>Master</td> <td>Admin</td> <td>Help</td> <td>A</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>-</td> <td>₽ ×</td> | | My Orga | nization | Master | Admin | Help | A | | | | | | - | ₽ × |
| Pending complaints Date Contract No Name Contract Person Address Telephone Mobile No Product Brand 1 07-10-2024 Ontract No Naevel Engineering W Mr. Grink Sharma 102 Pavon Ind Estate, 278986521 9821654578 Crtv Brand L 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. or unsolved complaints. | d | se Complaint | Refresh | Date filter | Q Search | ∨ More | | | | | | Organization Close Comp All Employees | olaints 🍈 | × |
| Date Contract No Hame Contract Person Address Telephone Mobile No Product Brand 1 07-10-2024 Maxwel Engneering W Mr.Grish Sharma 102 Pawan Ind Estate, 278986521 9821654578 CCTV LG 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. Image: State | | Pending com | plaints | | | | | | | | | , | All Complain | is |
| 1 107-10-2024 Maxwell Engineering W Mr. Gritch Sharma 102 Pawan Ind Estate, 278986521 9821654578 CTV L6 | | Complaint N | o. Date | | Contract No | Na | ame | Contact Person | Address | Telephone | Mobile No | Product | Brand | ī |
| 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. | | 1 | 07-10 | -2024 | | Ma | axwell Engineering W | Mr.Girish Sharma | 102 Pawan Indl Estate, | 278986521 | 9821654578 | CCTV | LG | |
| | | | | He tha or | ere, we at are unsolv | e can assig ved o | see the li gned to en complaints | st of pendin nployees an s. | g complaint: d are still op | s. These a en i.e. the | re complainey are pend | nts ling | | |

| d ServiceDesk Stan | dard 2024 R 1.0 |) | | | |
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| My Orga | anization | Master | Admin | Help | 8 |
| L= | 4 | Ē | Q | \sim | |
| Close Complaint | Refresh | Date filter | Search | More | |
| Pending cor | nplaints | | | | |
| Complaint | No. Date | e | Contract No | Na | me |
| | 07-1 | 0-2024 | | Ma | xwell Engin |



| ed Details | | |
|-----------------|------------------------|---|
| e e | | > |
| Complaint No. 1 | Date 07-10-2024 | |
| Name Ma: | well Engineering Works | |
| Details | More | |
| Close Details | 10 | |
| Closed By * | Alex Fernandes | |
| Date | 07-10-2024 | |
| Amount | | |
| Notes | ^ | |
| | | |
| | ~ | |
| | 0/250 | |
| | 0/250 | |

Here, we can see two tabs:

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

| Closed Details | | × |
|----------------|---------------------------|-----|
| E Save | | × |
| Complaint No. | 1 Date 07-10-2024 | |
| Name | Maxwell Engineering Works | |
| Details | More | |
| Close Details | | |
| Closed By * | Alex Fernandes \sim | |
| Date | 07-10-2024 | |
| Amount | 2250 | |
| Notes | power cable changed | |
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| | 19/250 | |
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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 | × | |
|----------------|---------------------------|-------------------------------------|
| | ~ | - Click on Save to close the |
| Save | | complaint. |
| Complaint No. | 1 Date 07-10-2024 | |
| Name | Maxwell Engineering Works | |
| | | |
| Details | More | |
| Close Details | | |
| Closed By * | Alex Fernandes 🗸 | |
| Date | 07-10-2024 | |
| Amount | 2250 | |
| | power cable changed | |
| Notes | | |
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| Closed Details | X | |
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| Save | × | |
| Complaint No. | 1 Date 07-10-2024 | |
| Name | Maxwell Engineering Works | |
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| Details | More | |
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| Close Details | | |
| Closed By * | Alex Fernandes | |
| Date | 07-10-2024 | |
| Amount | 2250 Complaint Closed | |
| | power cable change | Complaint Closed successfully |
| Notes | | Click on OK |
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| Close Compla | int R | efresh | Date filter | Q Search | More | × | | | | | | | | | Orga | nization (All En | Close Comp nployees | plaints 🌘 |) × |
| Pending | ı complai | nts | | | | | | | | | | | | | | | | All Complai | nts |
| Compla | aint No. | Date | (| Contract No | Na | ime | | Contact I | Person | Address | | Telephone | • | Mobile No | | Produc | t | Brai | d |
| | | | | | | | | | | | | | | | | | | | |
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| | | Sinc | e we | closed | l the | cor | nplair | nt, tha | t recc | ord will | be re | moved | l fror | n the sy | ystem | . Onl | у | | |
| | | pen | ding o | compla | aints | i wil | l be sl | nown | in this | s scree | n. | | | | | | | | |
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Congratulations

You have successfully closed your Complaint in ServiceDesk Standard.

SPINSO

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