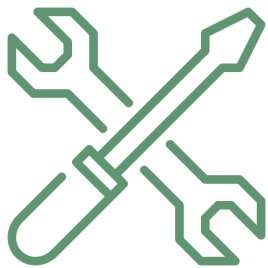




SPINSO[®]



Standard edition

ServiceDesk

manage warranties & AMC



View Report (Trial edition)

Step by step guide on how to view report in ServiceDesk Standard.

1

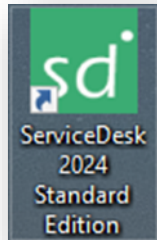
INDEX

Steps

- 1. Index _____ Pg 2
- 2. Login _____ Pg 3
- 3. Smart Report _____ Pg 4
- 4. Dashboard _____ Pg 7

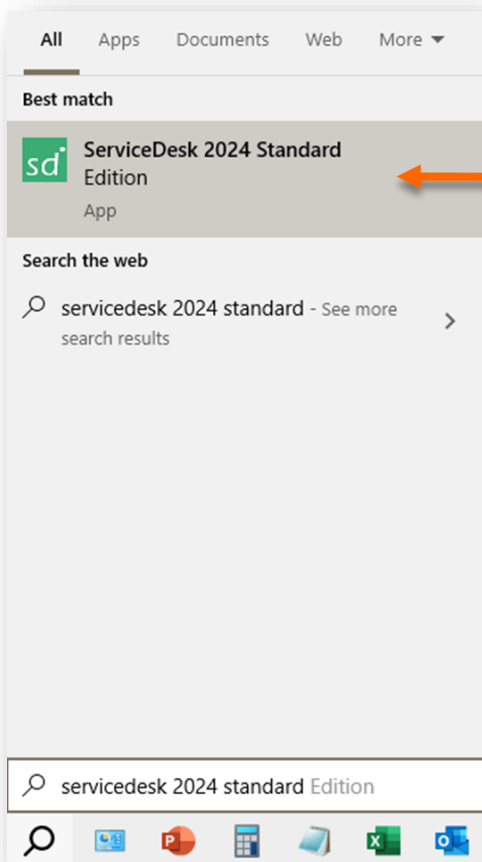
2

LOGIN

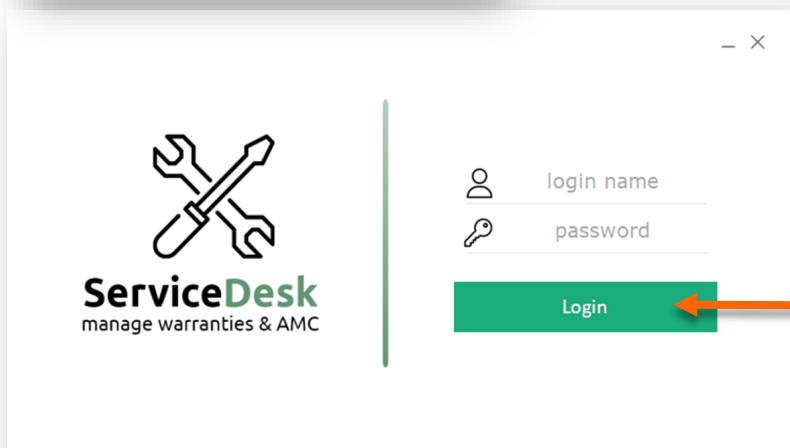


Double click on **ServiceDesk** icon, on your desktop.

or



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



login name

password

Login

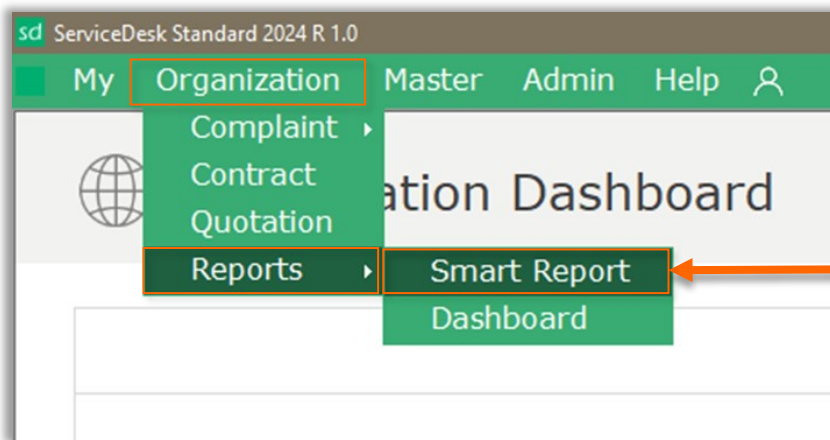


Enter Login name and password

Click on **Login**

3

Smart Report



Go to

Organization > Reports > Smart Report

Smart Report Screen

sd ServiceDesk Standard 2024 R 1.0

My Organization Master Admin Help

Date filter Smart Report Export To Excel

Organization Smart Report All Employees

Report List (All Employees)

- Masters
 - Parameter
 - Product
 - Employee (Users)
 - Brand
 - Tax
- Terms
 - List
 - Details
- Contract
 - List
 - Active
 - Expires
 - Contract Products
- Complaint
 - List
 - Pending
 - Closed
 - List
 - Employee Count
- Quotation
 - List
 - Products
 - Tax
 - Terms
- Others
 - Last Login

We can see a list on the left side of the screen. Select an item on the list to view the records.

Masters - Parameter

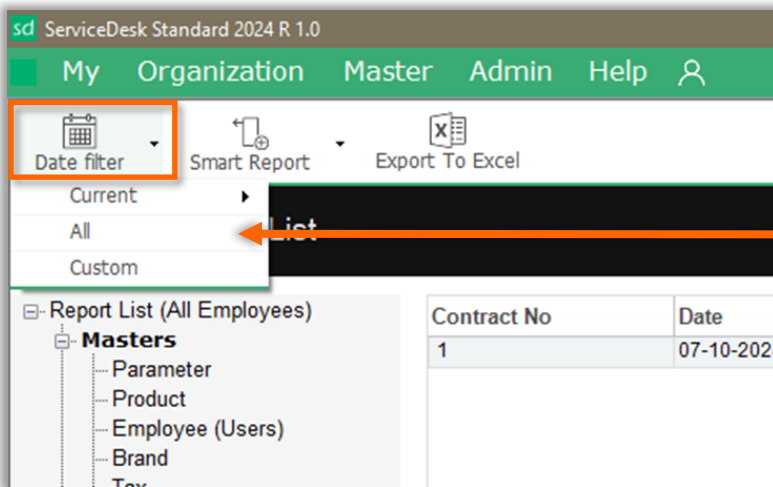
Report List (All Employees)

- Masters
 - Parameter
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- Quotation
 - List
 - Products
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 - Last Login

Type	Name	IsActive
Complaint Type	Blowing Hot Air	<input checked="" type="checkbox"/>
Complaint Type	Does not Start	<input checked="" type="checkbox"/>
Complaint Type	Gas Top-up	<input checked="" type="checkbox"/>
Complaint Type	Installation	<input checked="" type="checkbox"/>
Complaint Type	Noise	<input checked="" type="checkbox"/>
Complaint Type	Not Cooling	<input checked="" type="checkbox"/>
Complaint Type	Odour	<input checked="" type="checkbox"/>
Complaint Type	Remote not working	<input checked="" type="checkbox"/>
Complaint Type	Servicing	<input checked="" type="checkbox"/>
Contract Type	AMC	<input checked="" type="checkbox"/>
Contract Type	Labour only	<input checked="" type="checkbox"/>
Contract Type	Subscription	<input checked="" type="checkbox"/>
Contract Type	Warranty	<input checked="" type="checkbox"/>

Example:
to see Masters Parameter List
Select **Masters > Parameter > List**

Smart Report Tools

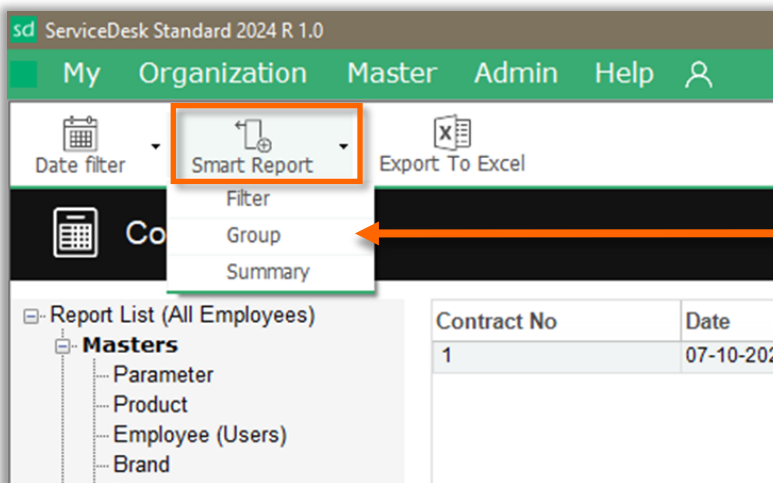


Date Filter All :

This will show the entire list of data.

Date Filter Current: Fetch data of current month week, etc

Custom date filter lets you to view data of a particular period of time.

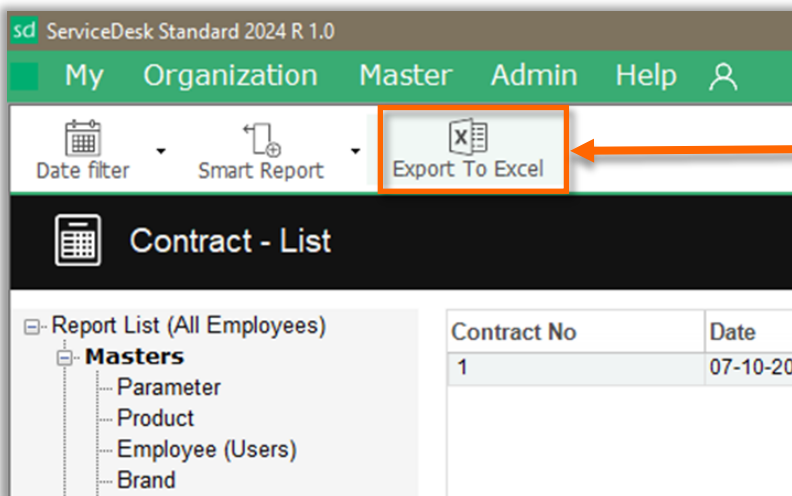


Filter: This button helps you to filter data and show only the specific records.

Group:

Group records with same value in one column. Example- Records with same Contract type, one group.

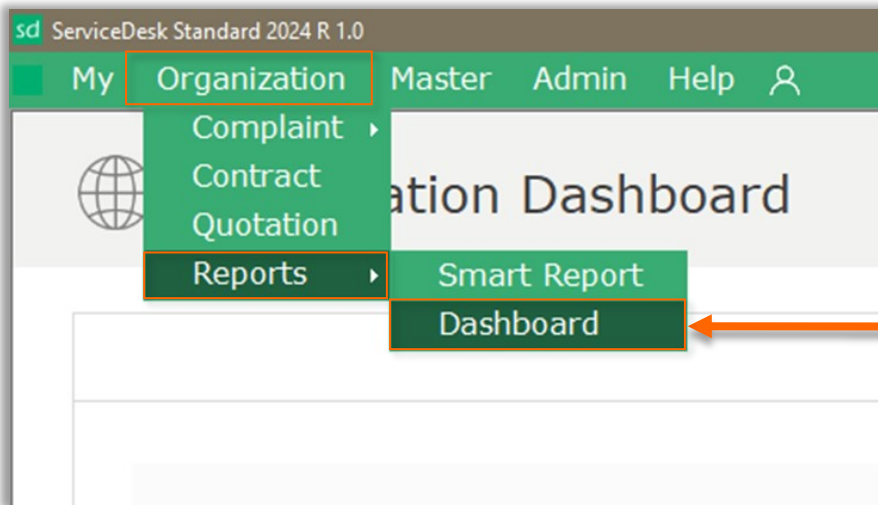
Summary: Perform math aggregate functions such as sum, average, count, etc.



Click here to export data to excel. This excel file can be saved in your device for reference.

4

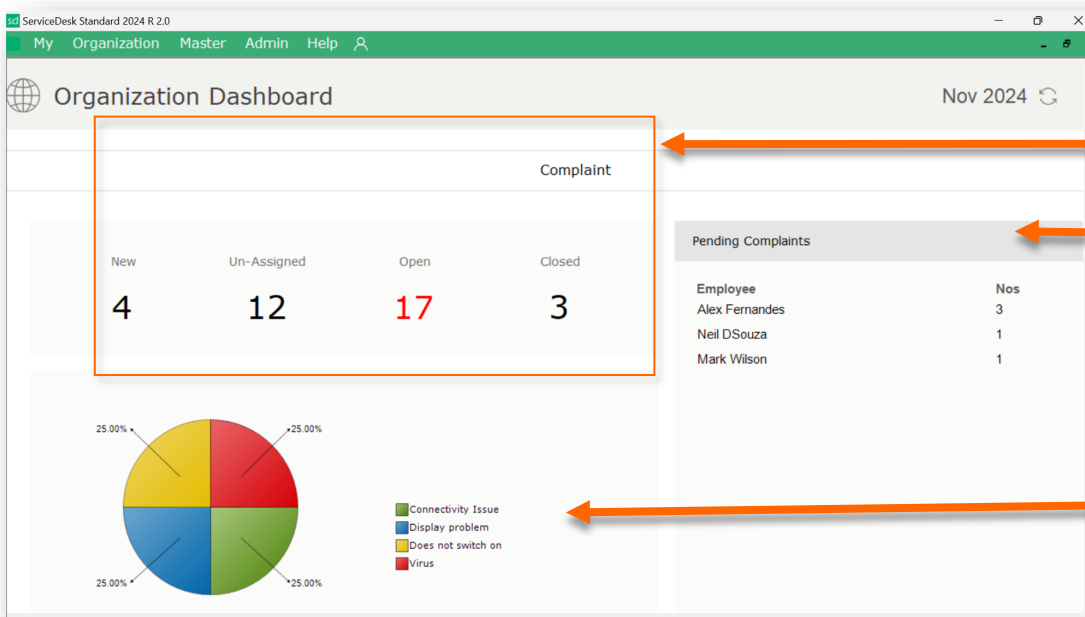
Dashboard



Go to
Organization > Reports > Dashboard

Summary of current month's Complaint

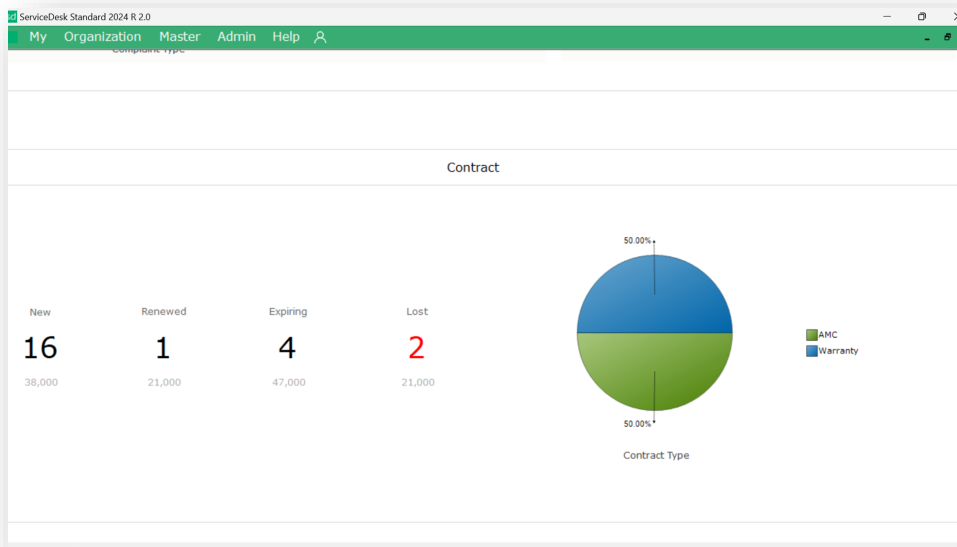
- Count
- Complaint Type Pie Chart
- Pending Complaint List



- **New** shows the count of the new complaints for the current month.
 - **Unassigned** shows the count of the complaint that are not assigned to an employee .
 - **Open** shows the count of the complaints that are assigned to an employee and not closed.
 - **Close** shows the count of complaints that are closed.
- **Pie-Chart** : The Complaint Type pie chart is a pictorial representation of the Complaints with its types of the current month.
- **Pending Complaints** shows the list of complaints that are pending to close.

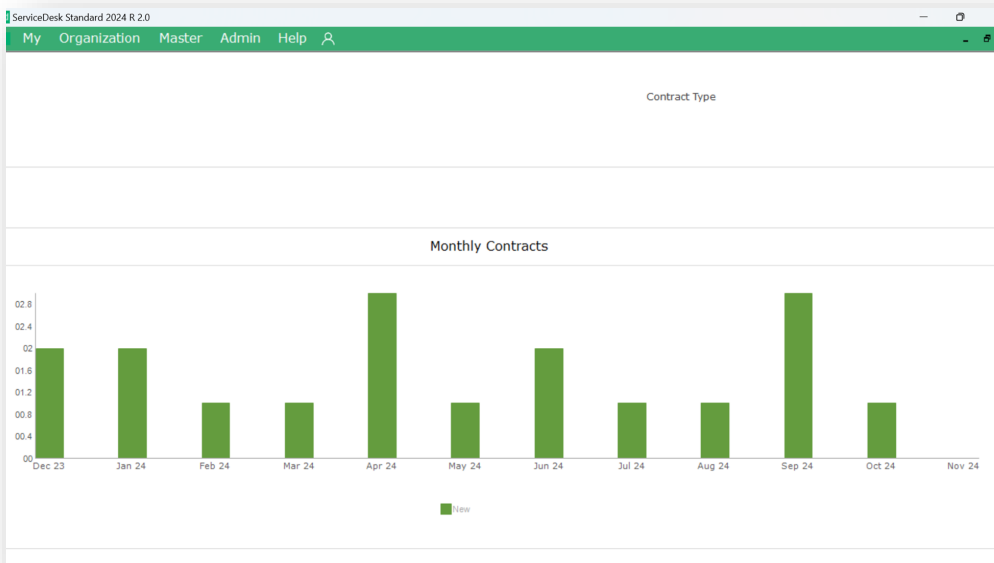
Summary of current month's Contract

- Count with Amount
- Contract Type Pie Chart



- **New** shows the count and amount of the new contracts for the current month.
- **Renewed** : Shows the count with amount of Contracts that were renewed this month
- **Expiring** shows the count and amount of the contracts that will expire on the current month.
- **Lost** shows the count of the contracts that are expired and not renewed.

Bar graph of Monthly Contract.



“Pictorial representation of Contracts by month. The graph shows contracts of 12 months, i.e. current month and the previous 11 months”

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



Contract Screen Interface

simple guide on Contract Screen Interface in ServiceDesk Standard

[SD STD Contract-Screen-Interface.pdf](#)

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