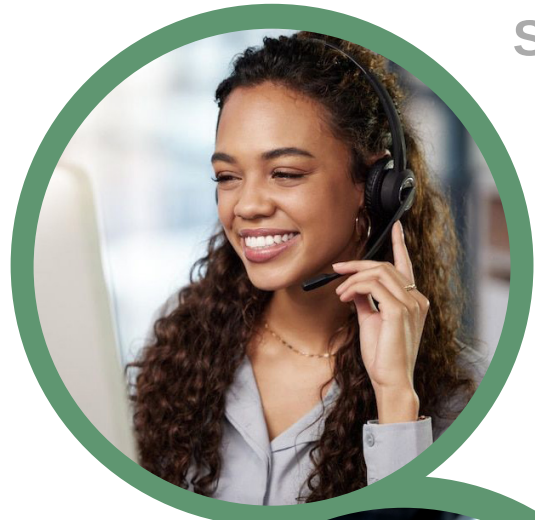# Complaint Tracker

customer complaint management made easy

ComplaintTracker ready to use customer complaint management software that enables you to manage customer complaint lifecycle from complaint initiation, assignment to closure in a very simple way.

## manage your customer complaints in 3 easy steps

Register complaint → Assign complaint → Close complaint

| 27 + | 1,000+ | 30+ |
|---|---|---|
| years | customers | countries |

# Benefits

- ✓ Centralized complaint tracking
- ✓ Faster response & resolution
- ✓ Improved accountability
- ✓ Better customer satisfaction
- ✓ MIS & dashboard reports
- ✓ Flexible deployment
- ✓ Scalable editions
- ✓ Cost-effective & transparent pricing
- ✓ Easy to use
- ✓ Data security & backup options

# Why Use a ComplaintTracker?

### 1. Never lose track of complaints
Having a centralized system means every complaint is logged, given a unique ID, assigned, monitored until resolution. No more complaints slipping through cracks due to emails forgotten, paper lost, or staff unavailable.

### 2. Quicker response & resolution
With escalations, and clear workflows, you reduce delays. Stakeholders know what to do and when, which lowers response times.

### 3. Improved customer satisfaction & loyalty
When customers see their issues acknowledged, transparently handled, and resolved, trust grows. Turn a negative customer experience into an opportunity to impress.

### 4. Operational efficiency & cost savings
Reduces manual work, duplication, and wasted effort. Teams can focus on solving issues rather than managing the process. Over time, this reduces cost per complaint.

### 5. Better visibility and analytics
Insights from complaint data allow spotting patterns frequent issues, repeat offenders, product defects, or weak spots in service. That enables proactive improvements.

## Choose the right edition for your business

**Basic**
Budget friendly edition for Individual & Startups

**Standard**
Value for money edition for Small & Medium Business

**Professional**
Most popular edition with power packed features

**Premium**
Supports Volume data for large business

**Enterprise**
Complete solution with more advanced features

# Features of Complaint**Tracker**

ComplaintTracker offers several benefits in terms of complaint management such as it enables you to centrally manage all the complaints. A unique number is generated for every complaint which can be shared with customers as it becomes handy for easy tracking. You get the pending list of complaints that are yet to be assigned, for quick allocation to service executive to ensure that every complaint is attended.

### complaint management
manage complaints received from various sources such as email, telephone, website etc.

### assign & re-assign complaints
assign complaints to technician. You can also re-assign or transfer complaints to another technician.

### complaint status
track status of complaint whether it is solved or pending along with reason.

### quotation
create quotation for your complaint repairs, spare part replacement or for any services.

### smart reports
smart reporting utility that lets you group, aggregate and filter data.

### import/export to excel
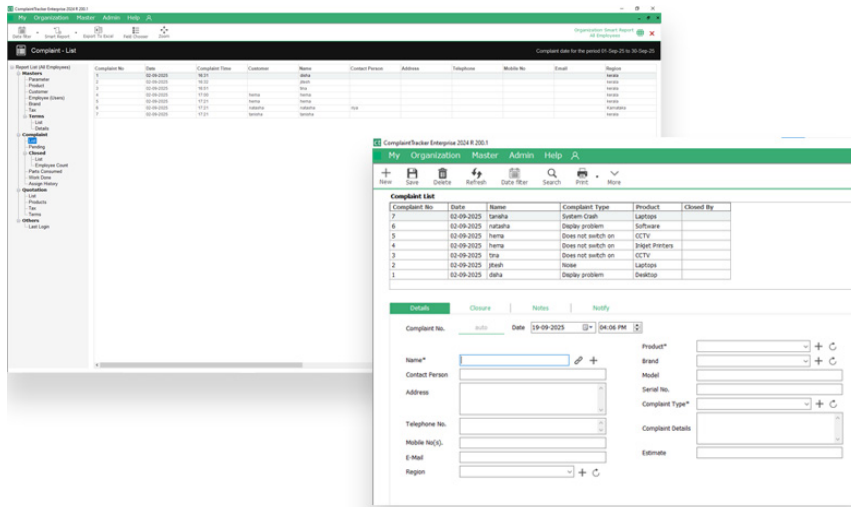import and export data to excel for further visualization and analysis.

### dashboard
at-a-glance view of overall complaints & its status.

### data backup
safeguard your data with easy backup utility.

# Complaint**Tracker** UI



## SIMPLE, QUICK & EASY

Track every complaint with ease through a centralized complaint list. Gain instant insights with smart, ready-to-use reports. Monitor progress and improve service quality effortlessly.

## MIS & DASHBOARD

Get a complete 360° view of business performance at a glance. Powerful MIS reports for informed and faster decision making. Interactive dashboards to monitor KPIs and track progress in real time.
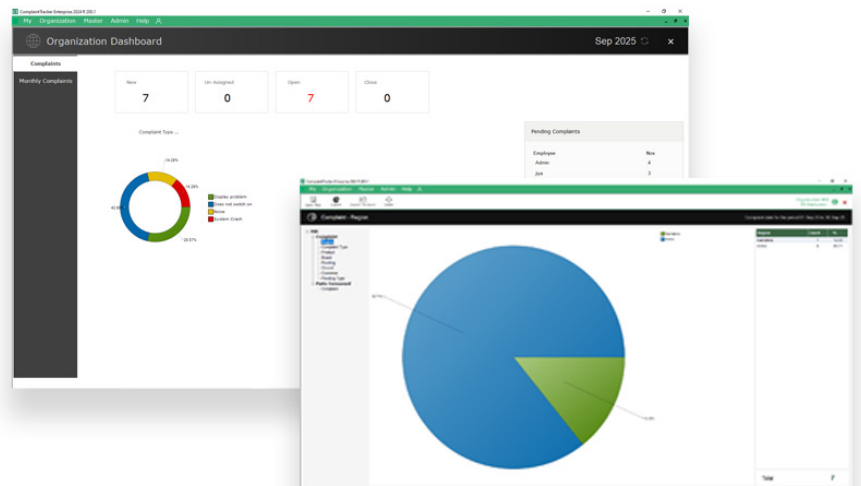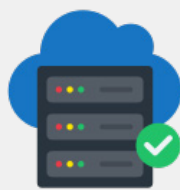


## MULTIPLE DATA STORAGE OPTIONS
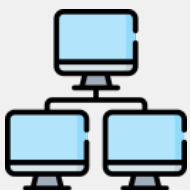


**on-premise**
store data on your PC, laptop or Server.

**online**
store data on Spinso's cloud & access on the go.

**private cloud**
store data on your server with public IP

**public cloud**
store data on Azure, AWS or Google cloud.

# Other Software

## simple solutions for every business needs

### ServiceDesk

ServiceDesk has all the core features required to manage warranties, renewal, AMC, preventative maintenance service, complaints, renewal quotations, one time service quotations and more.

### QuotationTracker

QuotationTracker is simple & ready to use software to create and manage a professional quotation in few clicks.

### SalesTracker

SalesTracker is software specially designed for sales executive to manage their leads and follow-ups.

### TimeTracker

TimeTracker is a simple and easy to use tool for any business to manage their timesheet and its approval.

## SPINSO
*softwares*

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Road No 9, Wagle Estate,
Thane 400 604.
Maharashtra, INDIA

spinso.in | spinso.com

## Scan
to know more

Please scan the QR code to know more about ComplaintTracker Software

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