USER MANUAL

COMDESK: USER COMPLAINT MANAGEMENT SYSTEM

Content

Topic	Page

1. Introduction

The Complaint Management System (CMS) is a web-based application designed to streamline the process of handling customer complaints. It allows users to submit, manage, and track complaints efficiently. This manual provides detailed instructions on how to use the CMS effectively.
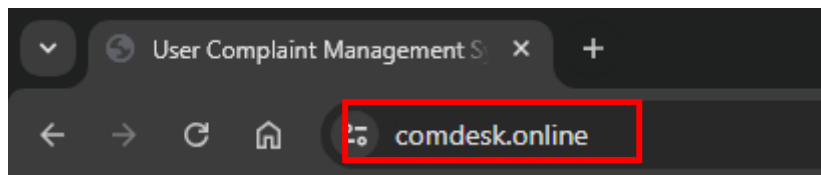
2. System Requirements

- Web Browser: Latest versions of Chrome, Firefox, Safari, or Edge

- Internet Connection: Stable broadband connection

- Device: PC, laptop, tablet, or smartphone

3. Getting Started

Accessing the Web Application System

1. Open your web browser.
2. Enter the CMS URL: `https://www.comdesk.online`.
3. Press Enter to navigate to the web page.

Registration

1. Click the register link at the top right corner.
2. Enter your details.
3. Click the Register button.

Logging In

1. On the login page, enter your username and password.
2. Click the Login button.

4. User Roles and Permissions

Administrator

1. Full access to all system features and settings.
2. Can manage users, complaints, and announcements/circulars section.
3. Can page and update complaints assigned to them.
4. Can add and delete announcements/circulars

Tenant

1. Can submit new complaints and page the status of their own complaints.
2. Can page and download announcements.

5. Dashboard page

Administrator

The dashboard provides a summary of key metrics. It includes:

1. Total number of complaints
2. Complaints by status (e.g., active, pending and completed).
3. Graphs and tables indicate number of complaint vs company or month.
4. summary of type of circular released.
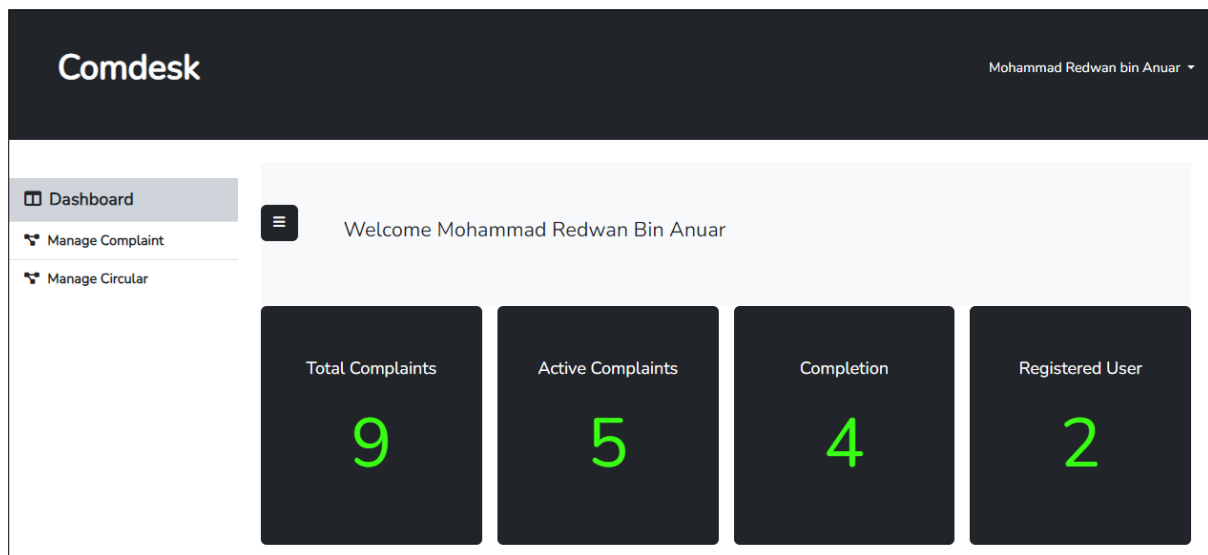
Tenant

User menu is designed for tenant to achieve two main objectives. To lodge a complaint and to search and page the complaint status.

6. Managing Complaint

Tenant

Submitting a Complaint

1. Log in as a tenant.
2. In User Menu page, click on the lodge Complaint button.
3. Fill out the complaint form, providing necessary details such as category, description, and date (if any).
4. Click Submit to file the complaint.

Tracking Complaint

1. Log in as Tenant.
2. In User Menu page, insert email address and click Search.
3. All complaints associated with the email will show up in a table.

Administrator

Viewing Complaints

1. Log in as an Administrator.
2. In Dashboard page, navigate to the Manage Complaint link from the sidebar menu.

Updating Complaint Status

1. Open the complaint you wish to update by clicking the Page button in Action column.
2. In Show Complaint page, Click edit at the button right corner to go to Edit Complaint page.
3. You may assign Person in Charge (PIC) and change status of complaint (pending, In progress, Completed).
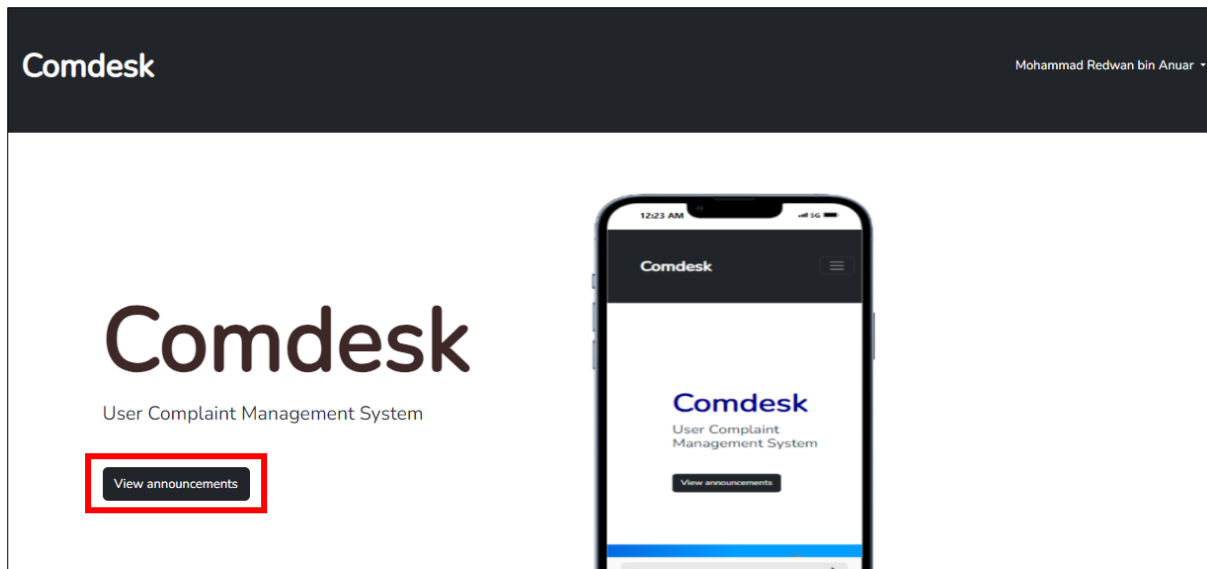4. Click Submit to apply changes.

7. Managing Announcement/Circular

Tenant

Viewing Announcement/Circular

1. In Home page, click View Announcements to view all announcement/circular available.
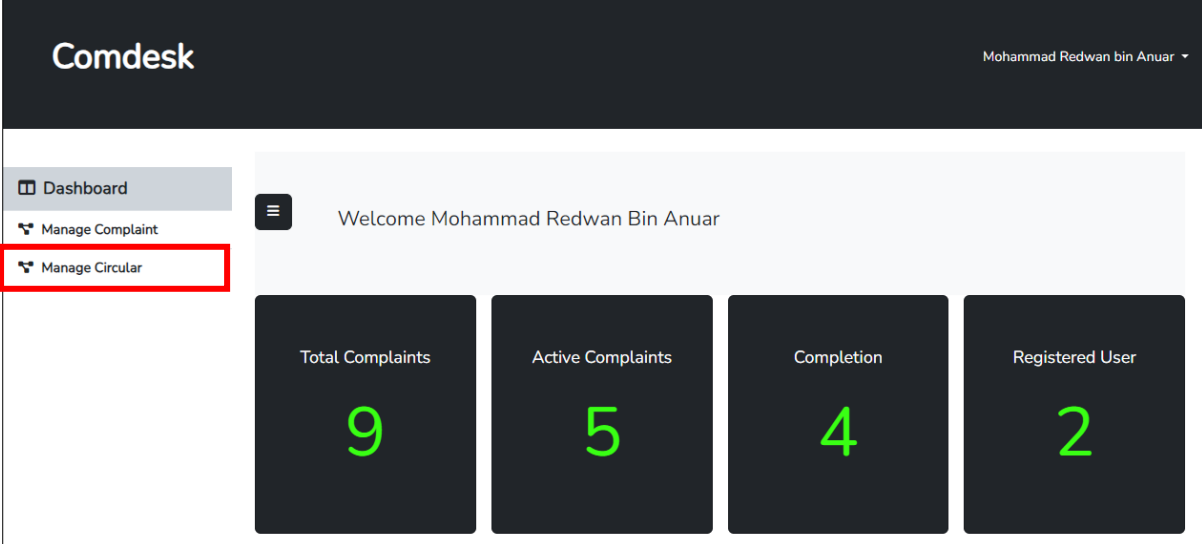
Download Announcement/Circular Attachment

1. In Home page, click View Announcements to view all announcement/circular available.
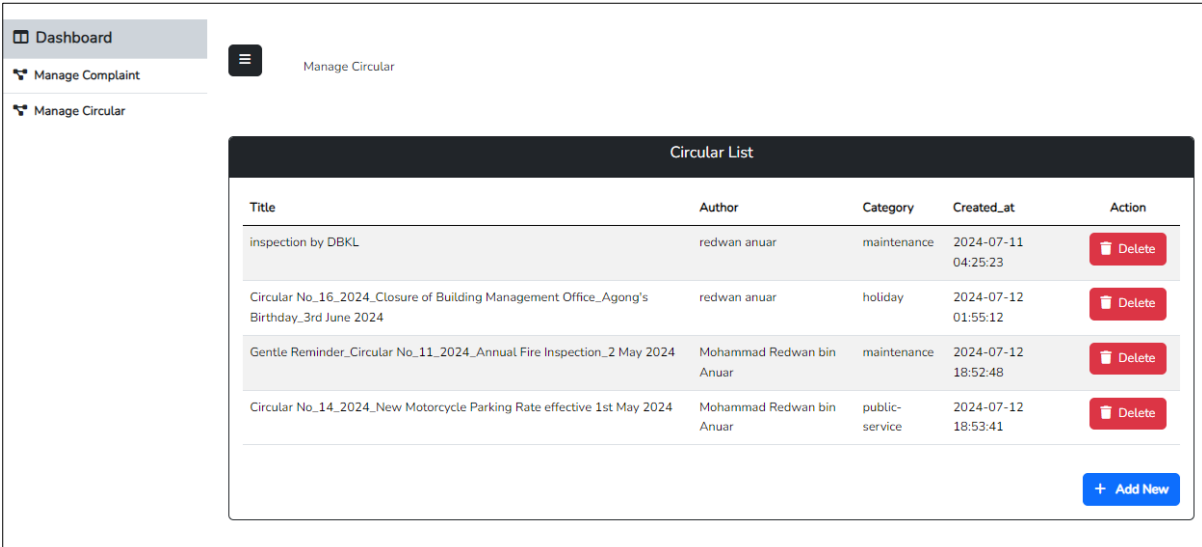2. Click the Download button to start downloading.

Administrator

Viewing Announcement/Circular

1. Log in as an Administrator.
2. In Dashboard page, navigate to the Manage Circular link from the sidebar menu.

Adding New Circular

1. In Circular List page, Click Add New at the button right corner to go to Add New Circular page.
2. Add title, category, content and PDF file accordingly.
3. Click Submit to add. New circular will be added into the Circular List.

Deleting a Circular

1. In Circular List page, Click Delete button to remove and delete the circular from the list.

8. Troubleshooting

- Ensure you have a stable internet connection.

- Clear browser cache if you experience issues loading the system.

- Contact support if you encounter persistent problems.

9. FAQs

Q: Can I edit a submitted complaint?

A: No, users cannot edit their complaints after submitted.

Q: Do I receive any notification upon submitting the complaint?

A: Yes, the system will notify you through your registered email.

Q: How do I know if my complaint is done?

A: You may search your submitted complaint with your email in User Menu page. Please refer to the Status column (pending, in progress, job completed).

Q: Can I complaint on behalf of other?

A: All complaint made is attached to the user credential to avoid fraudulence and false request. We strongly advise you not to file a complaint on behalf of another tenant or guest.

Q: Do I receive any notification upon submitting the complaint?

A: Yes, the system will notify you through your registered email.

10. Support

For additional help, contact our support team:

- Email: helpdesk@comdesk.online

- Phone: 012-3456789