

Comdesk

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# Comdesk

User Complaint Management System



# USER MANUAL

## COMDESK: USER COMPLAINT MANAGEMENT SYSTEM

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## 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.

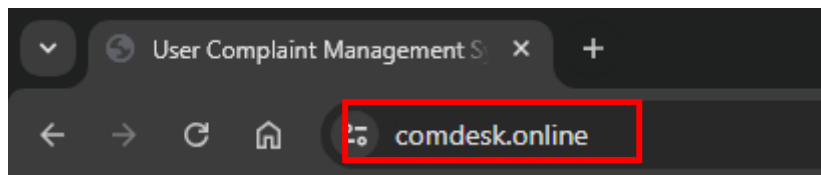
## 2. System Requirements

- 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.



Comdesk

[Login](#) [Register](#)

Register

Name

Company

Please select from the list

Floor

Phone Number

Email Address

Password

Confirm Password

Register

### Logging In

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

Comdesk

Login

Register

User Login

Email Address

Password

☐ Remember Me

Login

[Forgot Your Password?](#)

#### 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

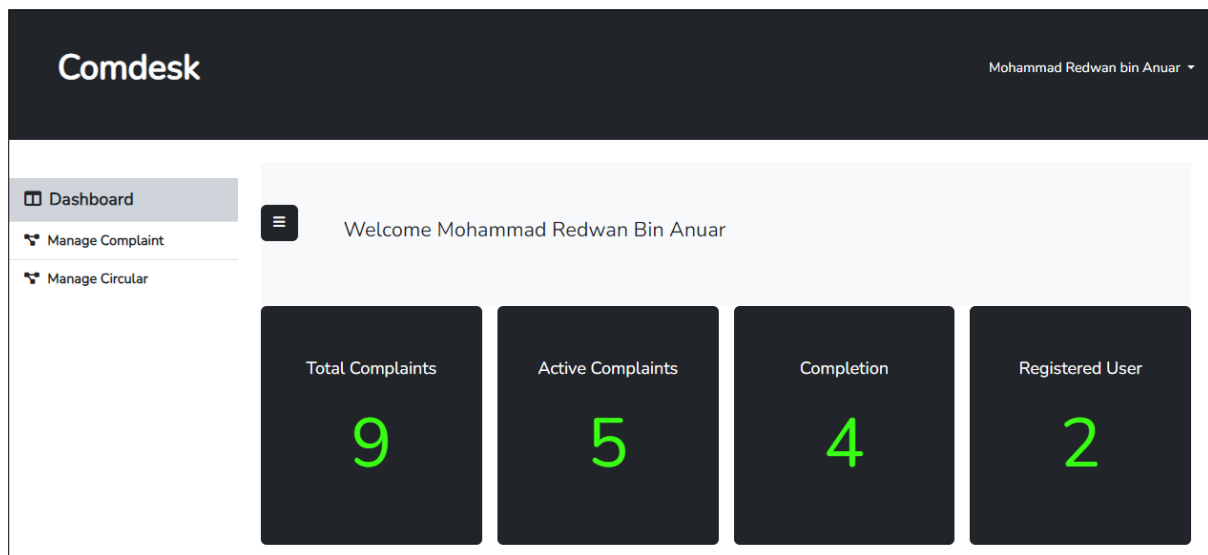
1. Can submit new complaints and page the status of their own complaints.
2. Can page and download announcements.

#### 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.

The screenshot shows the Comdesk user interface. At the top, there is a dark header with the 'Comdesk' logo on the left and the user name 'Ahmad Bin Luthfi' with a dropdown arrow on the right. Below the header, the main content area has a light gray background. In the center, there is a welcome message 'Welcome, Ahmad Bin Luthfi'. Below this, there are two side-by-side white boxes with gray borders. The left box is titled 'Lodge Your Complaint' and contains the text 'Submit a new complaint to our system.' and a blue button with a white plus icon and the text 'Lodge Complaint'. The right box is titled 'Search Complaint' and contains the text 'Please enter your email to search your complaint.' and a search input field with the placeholder text 'Email address' and a magnifying glass icon.

## 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.

This screenshot is identical to the one above, showing the Comdesk user interface. However, the 'Lodge Your Complaint' box on the left is highlighted with a red rectangular border. This box contains the title 'Lodge Your Complaint', the text 'Submit a new complaint to our system.', and the blue 'Lodge Complaint' button.

Comdesk

Ahmad Bin Luthfi

Please fill up the complaint form below

Date\*

dd/mm/yyyy

Category\*

Open this select menu

Floor\*

Write your complaint here

By submitting a complaint through the Building Management Complaint System,

### 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.

Comdesk

Ahmad Bin Luthfi

Welcome, Ahmad Bin Luthfi

Lodge Your Complaint

Submit a new complaint to our system.

Lodge Complaint

Search Complaint

Please enter your email to search your complaint.

Email address

Comdesk						Ahmad Bin Luthfi ▾
Search results for ufh210112@umccd.edu.my						
Complaint List						
Content	Category	Floor	Report Date	Status	Date	
Testing	Food Court	21	2024-07-26	Job Completed	2024-07-12 01:53:32	
Cockroaches at the foodcourt, stall 4.	Pest Control	5	2024-07-13	Job Completed	2024-07-13 01:23:52	
Cockroaches at the foodcourt, stall 4.	Pest Control	5	2024-07-13	Pending	2024-07-12 18:58:09	
Toilets are dirty, please clean it up. Thank you.	Cleaning	7	2024-07-14	Pending	2024-07-12 19:01:14	
leaking	Plumbing	7	2024-07-23	Pending	2024-07-12 19:04:05	
leaking	Plumbing	7	2024-07-23	Pending	2024-07-12 19:31:43	
<a href="#">← Back</a>						

## Administrator

### Viewing Complaints

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

Comdesk					Mohammad Redwan bin Anuar ▾
<div> <div>Dashboard</div> <div>Manage Complaint</div> <div>Manage Circular</div> </div>					<div>Welcome Mohammad Redwan Bin Anuar</div> <div> <div>Total Complaints</div> <div>9</div> </div> <div> <div>Active Complaints</div> <div>5</div> </div> <div> <div>Completion</div> <div>4</div> </div> <div> <div>Registered User</div> <div>2</div> </div>



Comdesk

Mohammad Redwan bin Anuar

Dashboard

Manage Complaint

Manage Circular

Manage Complaint

Active Complaints

Complaint	Complaint Date	Floor	Category	PIC	Status	Action
Cockroaches at the foodcourt, stall 4.	2024-07-13	5	Pest Control		Pending	<a href="#">View</a>
Cockroaches at the foodcourt, stall 4.	2024-07-13	5	Pest Control		Pending	<a href="#">View</a>

### 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.

Comdesk

Mohammad Redwan bin Anuar

Dashboard

Manage Complaint

Manage Circular

Manage Complaint

Active Complaints

Complaint	Complaint Date	Floor	Category	PIC	Status	Action
Cockroaches at the foodcourt, stall 4.	2024-07-13	5	Pest Control		Pending	<a href="#">View</a>
Cockroaches at the foodcourt, stall 4.	2024-07-13	5	Pest Control		Pending	<a href="#">View</a>

Manage Complaint/Show Complaint

Complaint Details

Complaint Date

2024-07-13

Last Updated at

2024-07-12 18:57:50

Email

ufh210112@umcced.edu.my

Name

Ahmad Bin Luthfi

Category

Pest Control

Floor

5

Person In Charge

Content

Cockroaches at the foodcourt, stall 4.

Click Edit to assign the Person In Charge and Update Current Status

← Back

Edit

Manage Complaint/Show Complaint/Edit

Complaint Details

Complaint Date

2024-07-13

Last Updated at

2024-07-12 18:57:50

Email

ufh210112@umcced.edu.my

Name

Ahmad Bin Luthfi

Category

Pest Control

Floor

5

Content

Cockroaches at the foodcourt, stall 4.

FOR ADMIN USE ONLY

Person In-Charge

Choose...

Current Status

Choose...

← Back

Submit

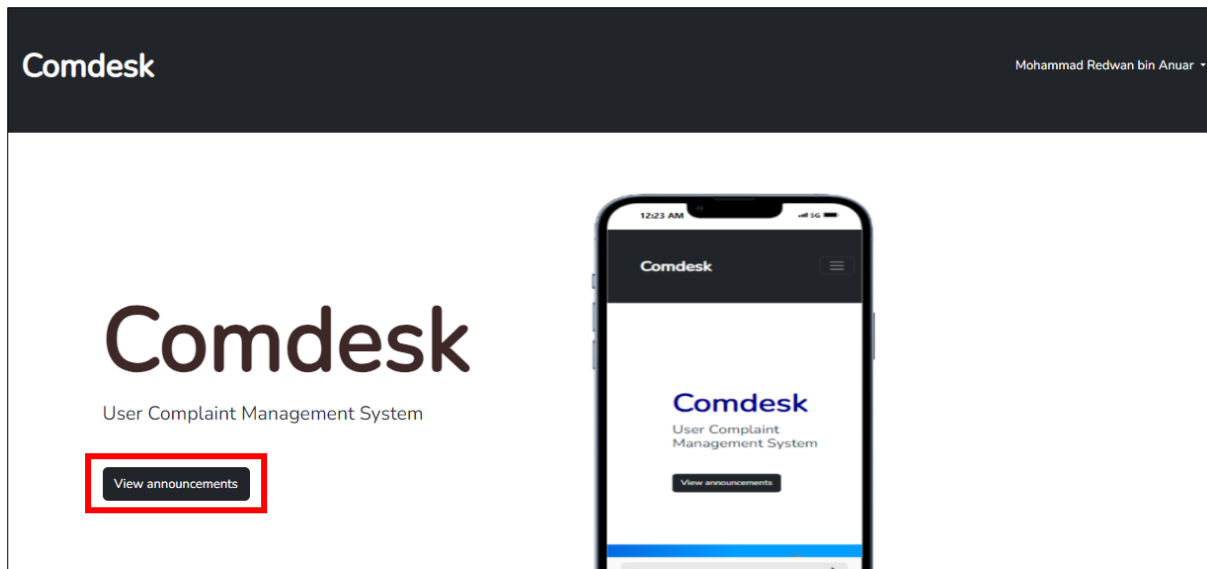
Clear

## 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

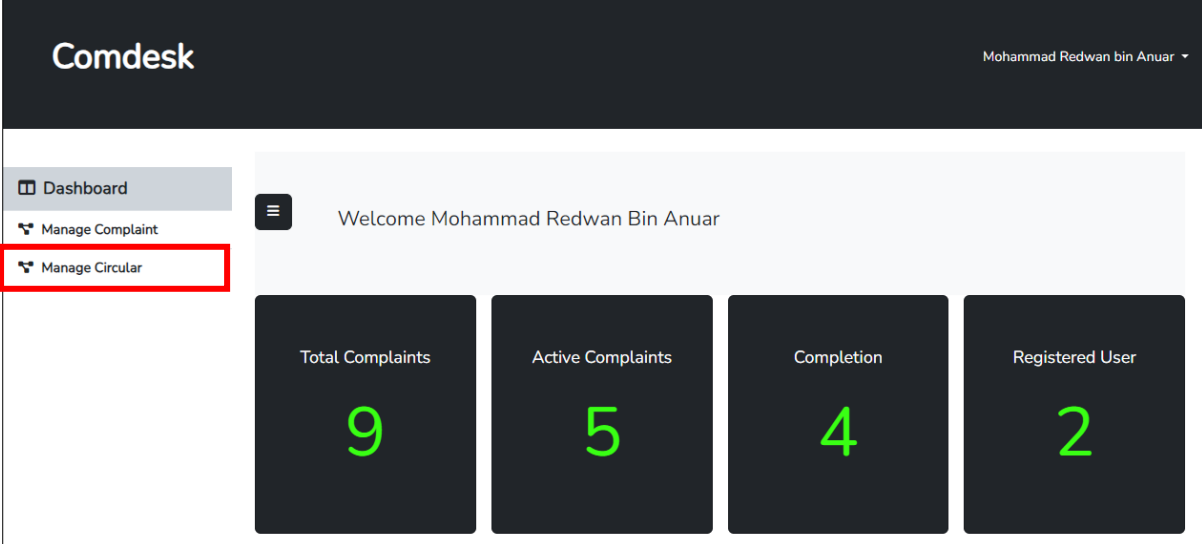
1. In Home page, click View Announcements to view all announcement/circular available.
2. Click the Download button to start downloading.

Comdesk				
Mohammad Redwan bin Anuar				
Circular List				
Title	Author	Category	Created_at	Action
inspection by DBKL	redwan anuar	maintenance	2024-07-11 04:25:23	<a href="#">Download</a>
Circular No.16_2024_Closure of Building Management Office_Agong's Birthday_3rd June 2024	redwan anuar	holiday	2024-07-12 01:55:12	<a href="#">Download</a>
Gentle Reminder_Circular No.11_2024_Annual Fire Inspection_2 May 2024	Mohammad Redwan bin Anuar	maintenance	2024-07-12 18:52:48	<a href="#">Download</a>
Circular No.14_2024_New Motorcycle Parking Rate effective 1st May 2024	Mohammad Redwan bin Anuar	public-service	2024-07-12 18:53:41	<a href="#">Download</a>

#### Administrator

##### Viewing Announcement/Circular

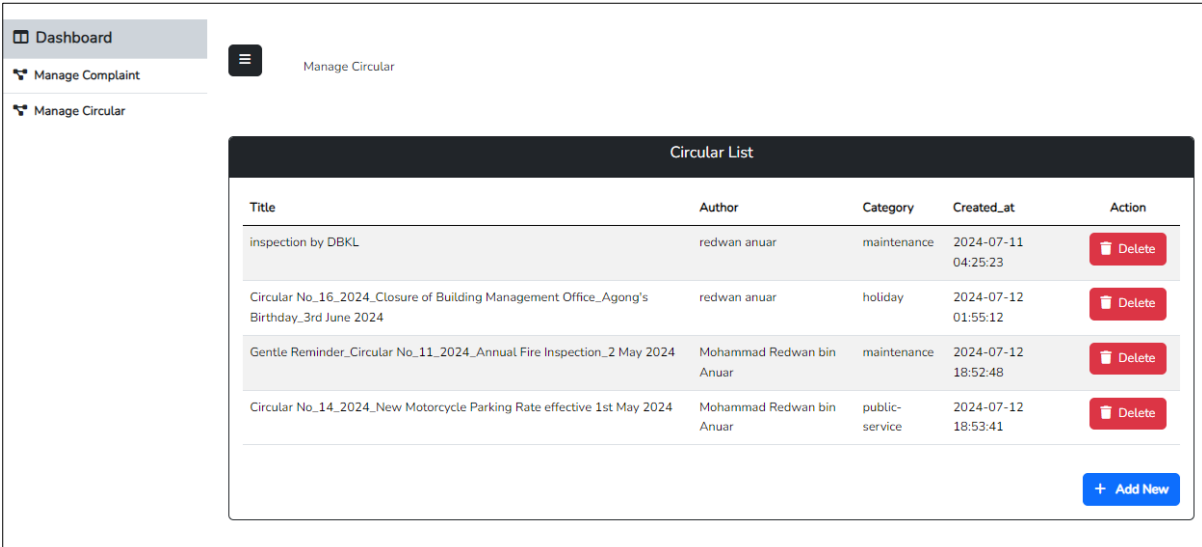
1. Log in as an Administrator.
2. In Dashboard page, navigate to the Manage Circular link from the sidebar menu.



The screenshot shows the Comdesk dashboard. The top navigation bar includes the Comdesk logo and the user name 'Mohammad Redwan bin Anuar'. The left sidebar contains three menu items: 'Dashboard', 'Manage Complaint', and 'Manage Circular', with 'Manage Circular' highlighted by a red box. The main content area displays a welcome message and four summary cards: 'Total Complaints' (9), 'Active Complaints' (5), 'Completion' (4), and 'Registered User' (2).

### 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.



The screenshot shows the 'Manage Circular' page. The left sidebar has 'Manage Circular' selected. The main content area features a table titled 'Circular List' with the following data:

Title	Author	Category	Created_at	Action
inspection by DBKL	redwan anuar	maintenance	2024-07-11 04:25:23	<a href="#">Delete</a>
Circular No_16_2024_Closure of Building Management Office_Agong's Birthday_3rd June 2024	redwan anuar	holiday	2024-07-12 01:55:12	<a href="#">Delete</a>
Gentle Reminder_Circular No_11_2024_Annual Fire Inspection_2 May 2024	Mohammad Redwan bin Anuar	maintenance	2024-07-12 18:52:48	<a href="#">Delete</a>
Circular No_14_2024_New Motorcycle Parking Rate effective 1st May 2024	Mohammad Redwan bin Anuar	public-service	2024-07-12 18:53:41	<a href="#">Delete</a>

At the bottom right of the table, there is a blue button labeled '+ Add New'.

**Add New Circular**

Title:

Category:

Insert File:  No file chosen

Write your content here:

## Deleting a Circular

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

**Circular List**

Title	Author	Category	Created_at	Action
inspection by DBKL	redwan anuar	maintenance	2024-07-11 04:25:23	<input type="button" value="Delete"/>
Circular No_16_2024_Closure of Building Management Office_Agong's Birthday_3rd June 2024	redwan anuar	holiday	2024-07-12 01:55:12	<input type="button" value="Delete"/>
Gentle Reminder_Circular No_11_2024_Annual Fire Inspection_2 May 2024	Mohammad Redwan bin Anuar	maintenance	2024-07-12 18:52:48	<input type="button" value="Delete"/>
Circular No_14_2024_New Motorcycle Parking Rate effective 1st May 2024	Mohammad Redwan bin Anuar	public-service	2024-07-12 18:53:41	<input type="button" value="Delete"/>

## 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](mailto:helpdesk@comdesk.online)

- Phone: 012-3456789