

# Management User Guide: Complaints

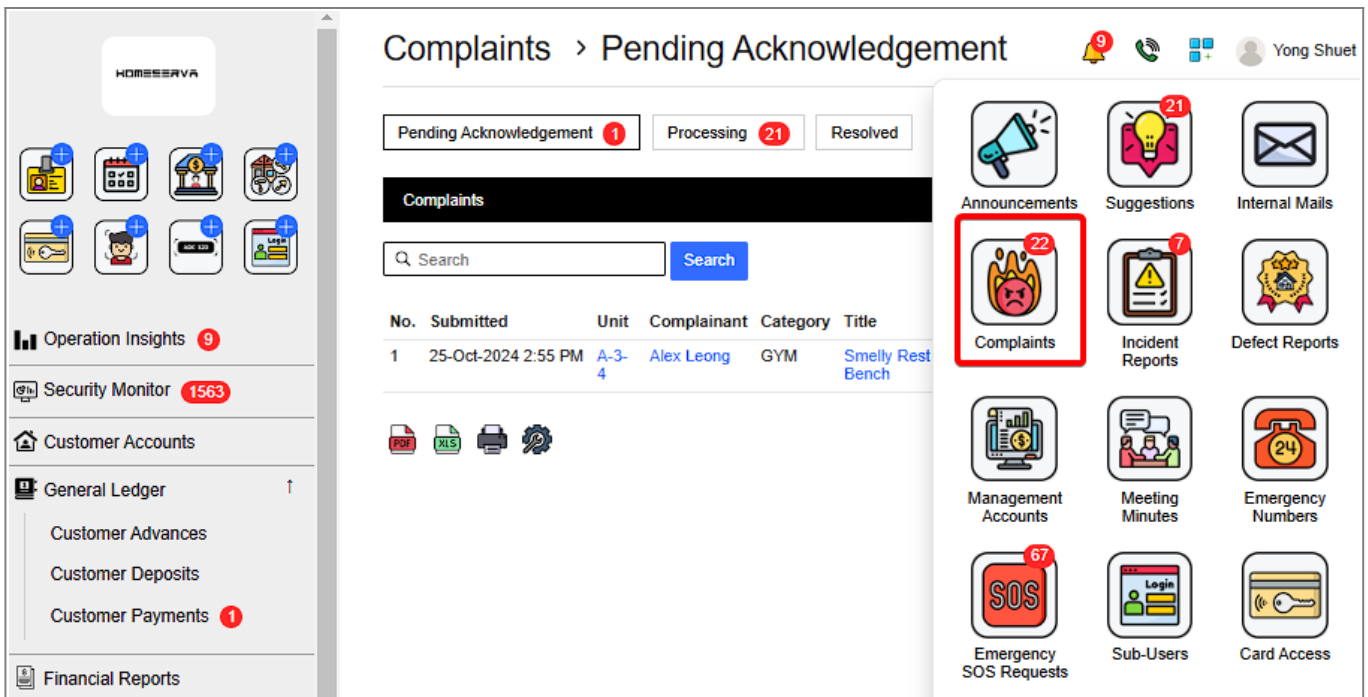
## 1. Introduction

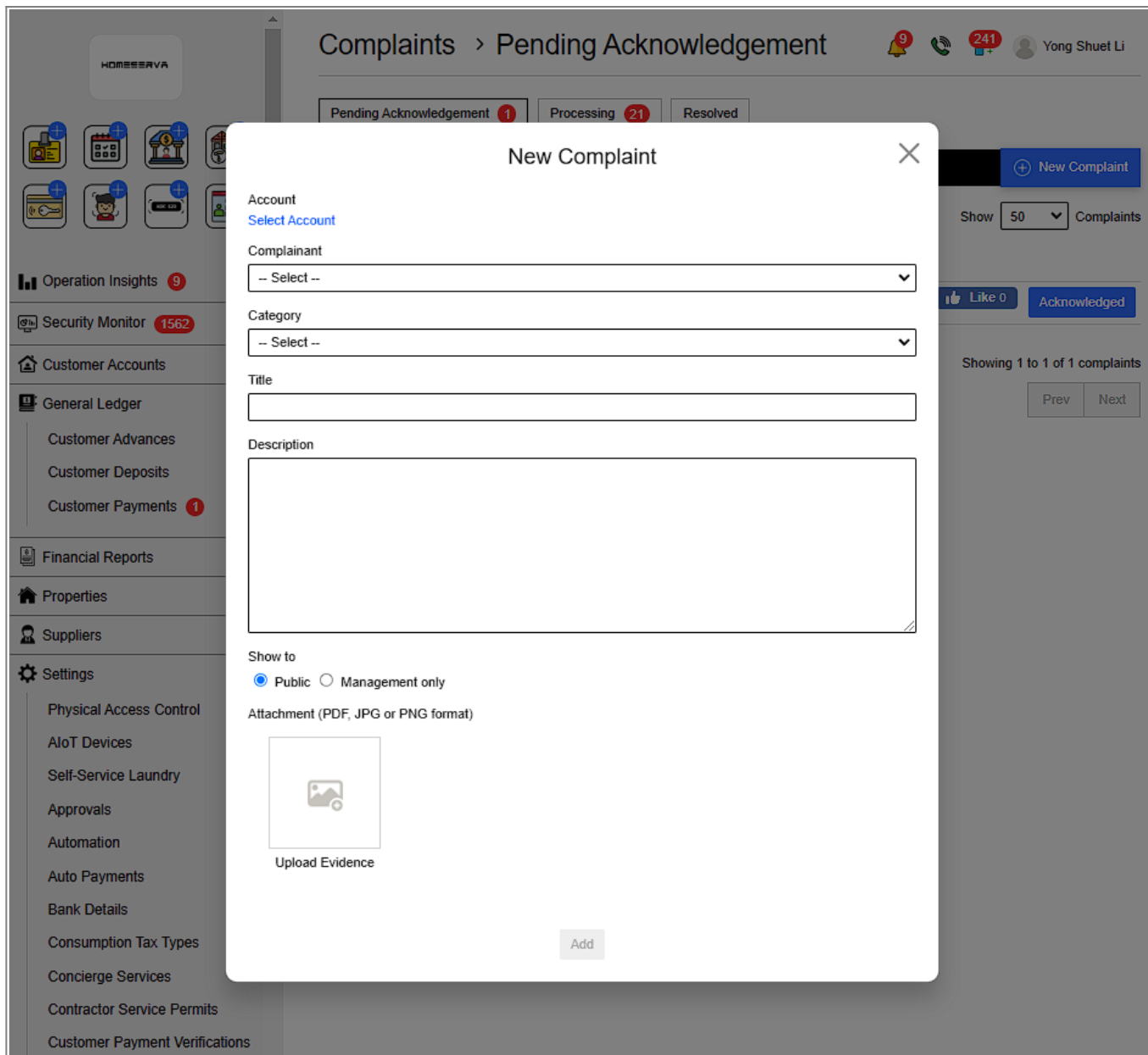
## 2. Complaints

### 2.1. Add New Complaints

Go to New Complaints > Fill in details > Add

Details include: 1) Select Customer account 2) Complainant 3) Category 4) Title 5) Description 6) Select Show to Public or Management only 7) Attachment to upload evidence ( PDF, JPG or PNG format )





## 2.2 Acknowledge Process and Resolve Complaints

After New Complaints is filed , Goto Pending Acknowledgement page and click “Acknowledged”.

After Acknowledged Complaints , management can see processing complaints in Processing page .

After management have resolved the complaints , Goto Processing page and click “Resolved”.

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