

# Management User Guide: Suggestion

## 1. Introduction

## 2. Suggestion

Go to **New Suggestions > Fill in details > Add**

Details include:

- 1. Select Customer account
- 2. Complainant
- 3. Catagory
- 4. Title
- 5. Description
- 6. Select Show to Public or Manangement only
- 7. Attachment to upload evidance ( PDF, JPG or PNG format )

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### 2.2 Acknowledge Process and Resolve Suggestions

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

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After Ackowleged Suggestions , management can see processing complaints in **Processing** page .

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

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Management can refer to previously resolved suggestions as reference at **Resolved** page

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