

Management User Guide: Suggestion

1. Introduction

This guide is designed to optimize the process of handling suggestions. It offers step-by-step instructions for utilizing the suggestions management system, empowering you to gather feedback, evaluate ideas, and implement valuable improvements.

2. Suggestion

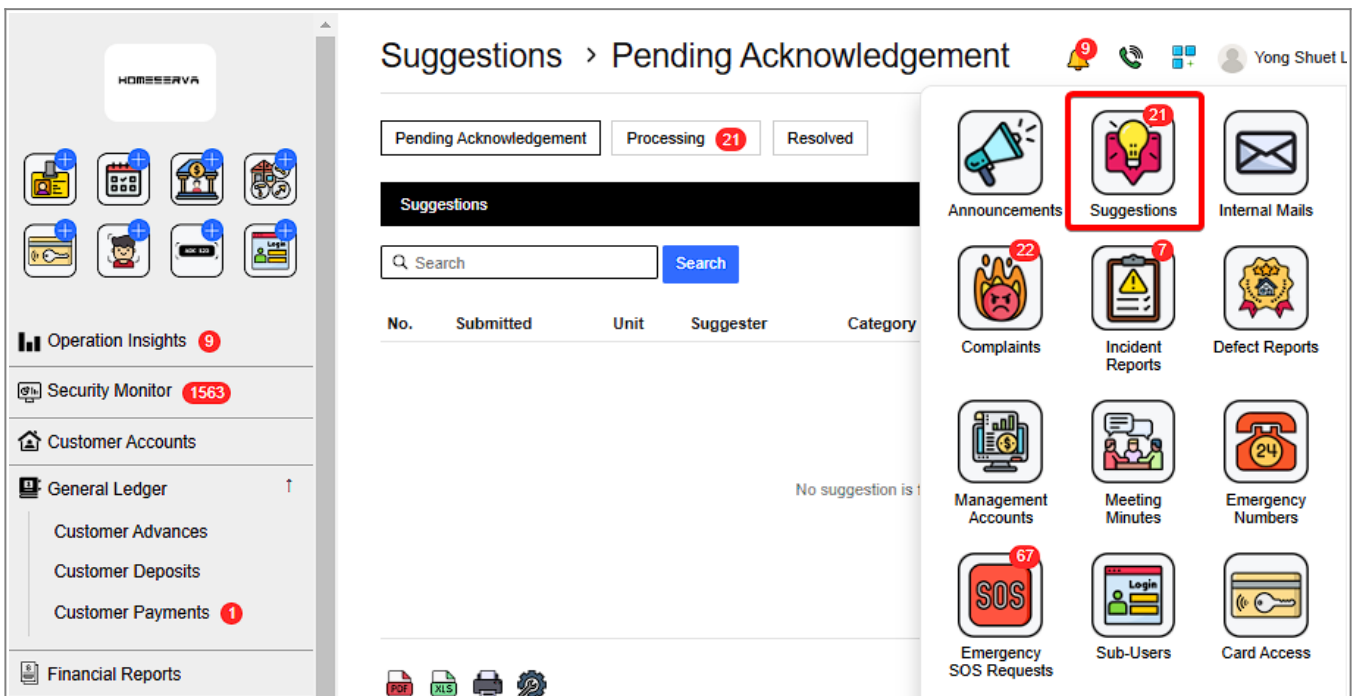
This section provides an in-depth look at the tools and features available for effective suggestions management. From submission tracking to implementation, every feature is built to foster a culture of continuous improvement.

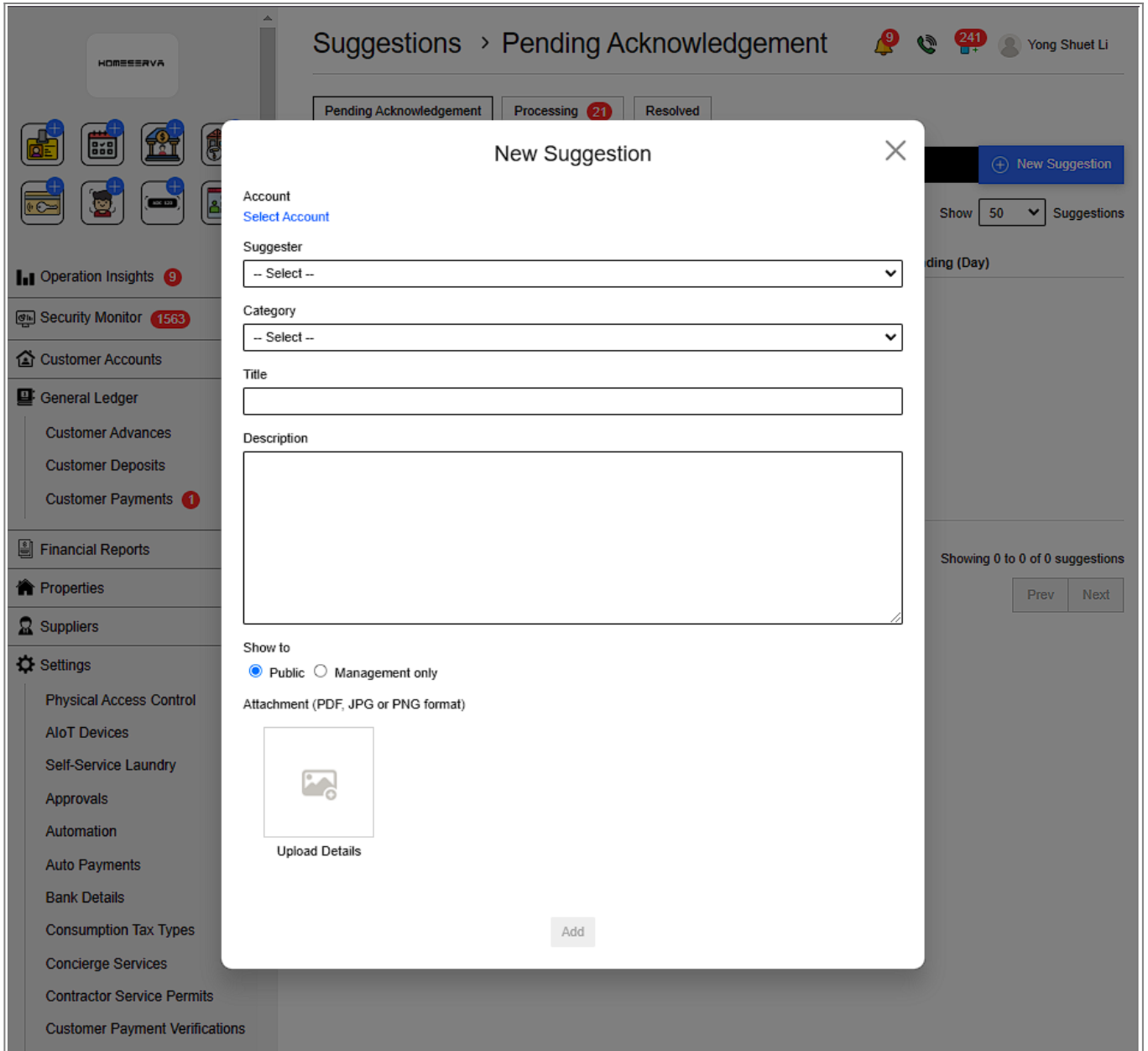
2.1 Add New Suggestions

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

Details include:

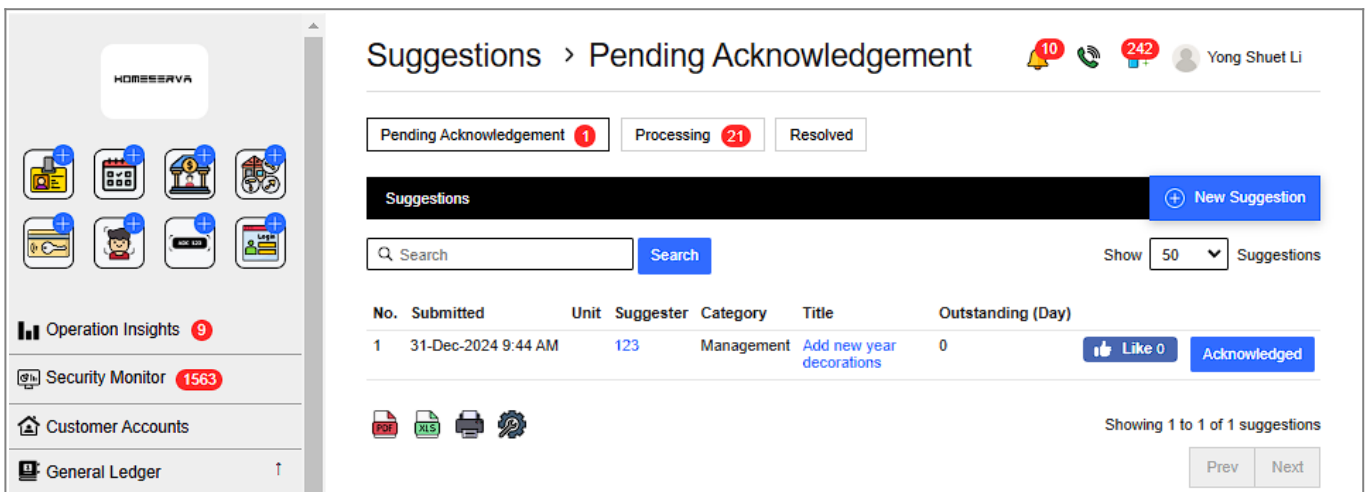
1. Select Customer account
2. Complainant
3. Category
4. Title
5. Description
6. Select Show to Public or Management only
7. Attachment to upload evidence (PDF, JPG or PNG format)





2.2 Acknowledge Process and Resolve Suggestions

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



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

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

Suggestions > Processing

Pending Acknowledgement | **Processing** | Resolved

Suggestions + New Suggestion

Search Search Show Suggestions

No.	Submitted	Unit	Suggester	Category	Title	Outstanding (Day)	Like	Resolved
1	21-Oct-2024 8:17 AM	A-18-1	Au Sek Ho	BBQ	Too small	26	Like 0	Resolved
2	26-Apr-2024 10:14 AM	A-1-16	Leong Yee Rock	Lobby	Raya Decorative - Lampu LED	0	Like 0	Resolved
3	05-Apr-2024 3:05 PM	A-18-1	Au Sek Ho	GYM	Gym equipment damaged	0	Like 0	Resolved
4	30-Jan-2024 4:21 PM	A-10-86	Dicky Wira	GYM	lebih banyak treadmill	30	Like 0	Resolved

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

Suggestions > Resolved

Pending Acknowledgement | Processing | **Resolved**

Suggestions + New Suggestion

Search Search Show Suggestions

No.	Submitted	Unit	Suggester	Category	Title	Outstanding (Day)	Like
1	09-Nov-2023 1:51 PM		Anita	GYM	gym requirements	2	Like 0
2	09-Oct-2023 10:56 AM		Au Sek Ho	GYM	Gym room is too hot	5	Like 0
3	17-May-2023 9:04 AM	A-18-1	Au Sek Ho	GYM	Please clean the floor everyday	0	Like 0
4	30-Jan-2022 8:27 AM			Swimming Pool	Could we assign a cleaner to clean the leaves daily?	0	Like 0

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Last update: **2024/12/31 05:18**

