

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 offers an in-depth overview of the tools and features available for creating financial reports. From product-wise revenue tracking to maintaining accurate records, each feature is tailored to support efficient financial management and strategic planning.

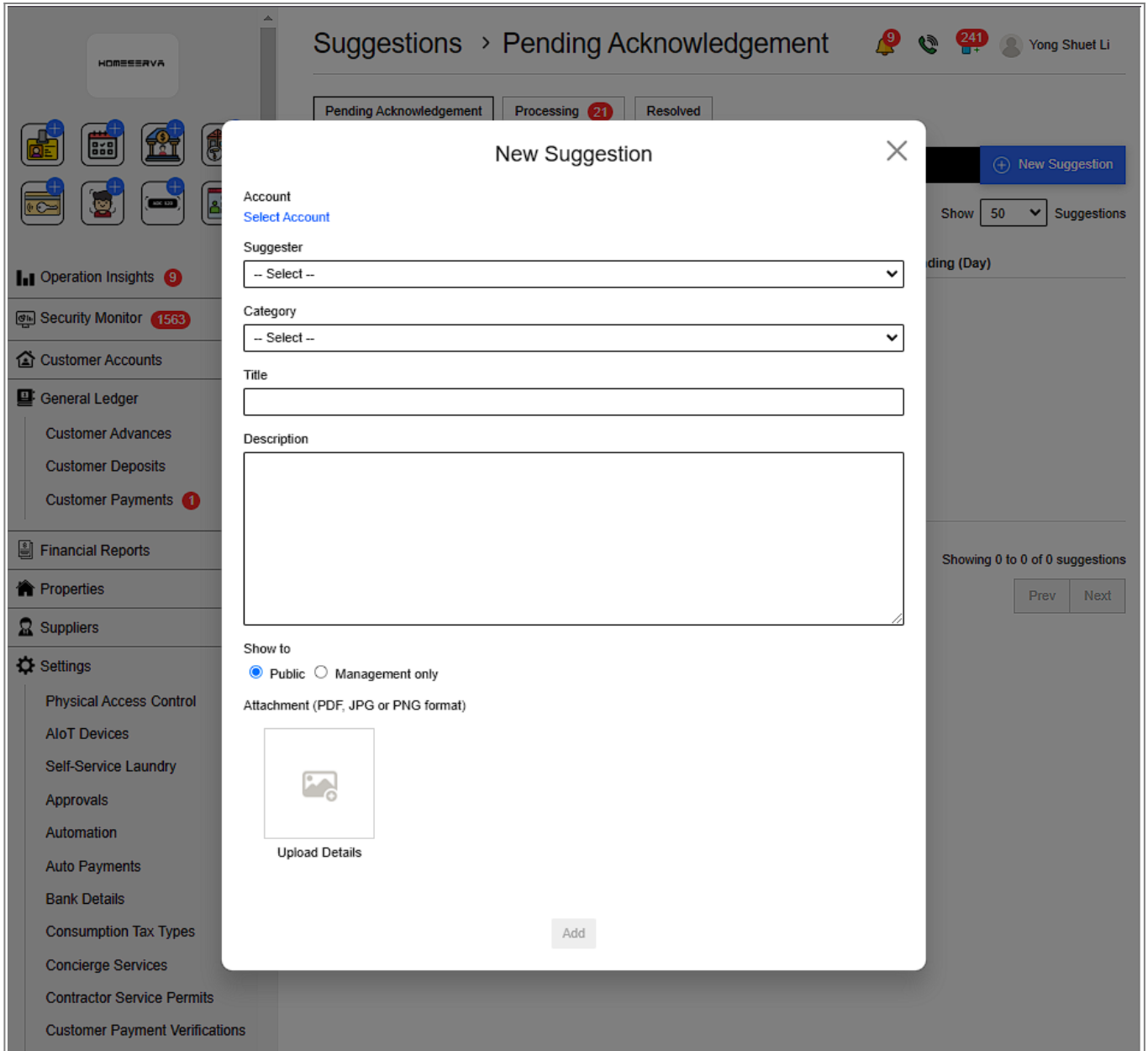
2.1 Add New Suggestions

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

Details include:

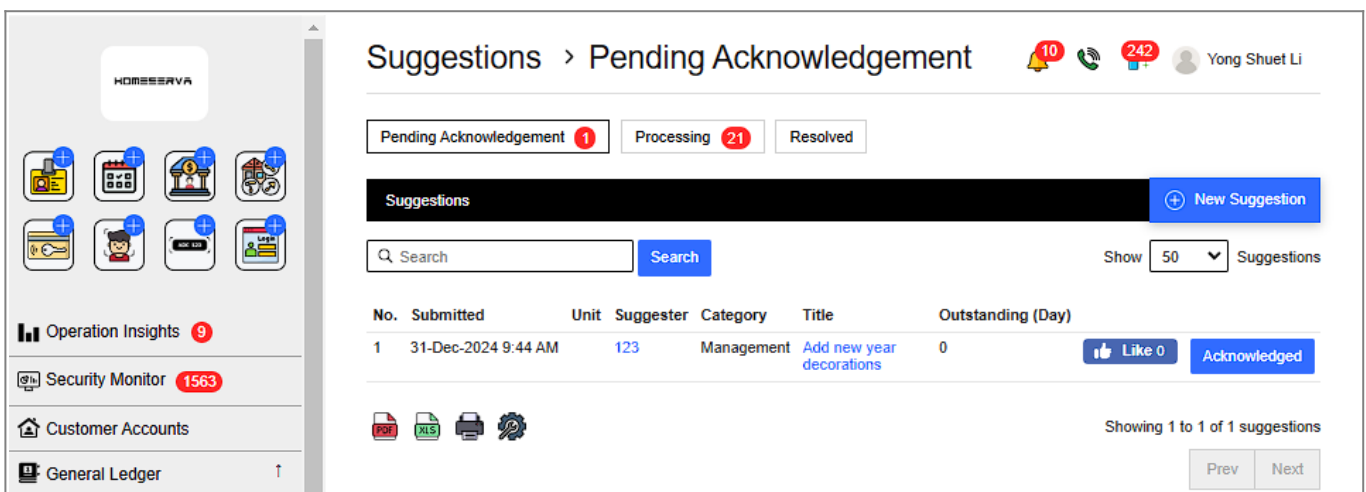
1. Select Customer account
2. Complainant
3. Catagory
4. Title
5. Description
6. Select Show to Public or Manangement only
7. Attachment to upload evidence (PDF, JPG or PNG format)

The screenshot shows the VYROX Management User Guide interface. The sidebar on the left contains navigation options: Operation Insights (9), Security Monitor (1563), Customer Accounts, General Ledger (↑), and Financial Reports. The main content area is titled 'Suggestions > Pending Acknowledgement' and features a search bar and a table with columns: No., Submitted, Unit, Suggester, and Category. A grid of icons for various categories is displayed on the right, with the 'Suggestions' icon (a lightbulb) highlighted by a red box. Other icons include Announcements, Internal Mails, Complaints, Incident Reports, Defect Reports, Management Accounts, Meeting Minutes, Emergency Numbers, Emergency SOS Requests, Sub-Users, and Card Access.



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	Resolved
1	09-Nov-2023 1:51 PM		Anita	GYM	gym requirements	2	Like 0	Resolved
2	09-Oct-2023 10:56 AM		Au Sek Ho	GYM	Gym room is too hot	5	Like 0	Resolved
3	17-May-2023 9:04 AM	A-18-1	Au Sek Ho	GYM	Please clean the floor everyday	0	Like 0	Resolved
4	30-Jan-2022 8:27 AM			Swimming Pool	Could we assign a cleaner to clean the leaves daily?	0	Like 0	Resolved

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