

# Management User Guide: Suggestion

## 1. Introduction

This guide provides step-by-step instructions on generating financial reports. Learn how to create detailed revenue reports for each product and service, analyze financial performance, and utilize insights to make informed business decisions.

## 2. Suggestion

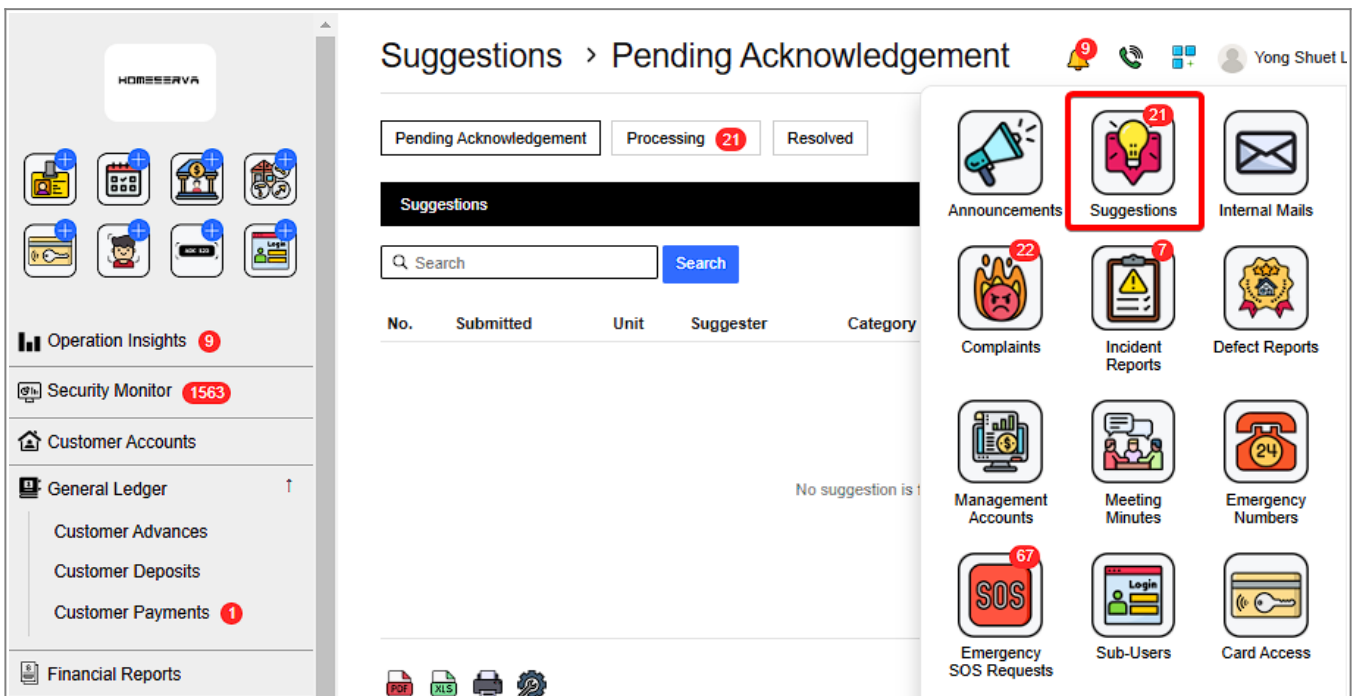
This section offers an in-depth overview of the tools and features available for creating financial reports. From product-wise revenue tracking to maintaining accurate records, each feature is tailored to support efficient financial management and strategic planning.

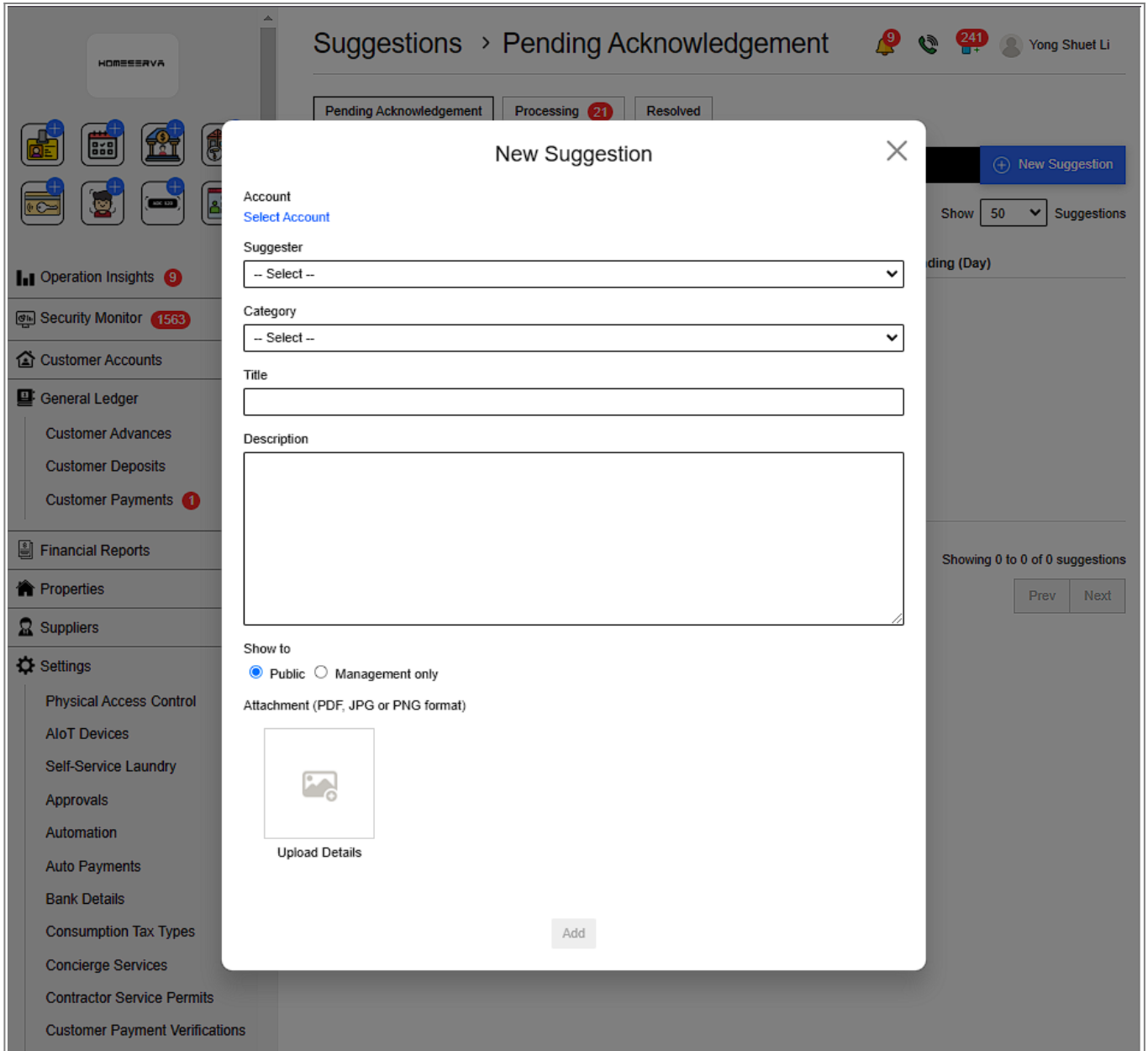
### 2.1 Add New Suggestions

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

Details include:

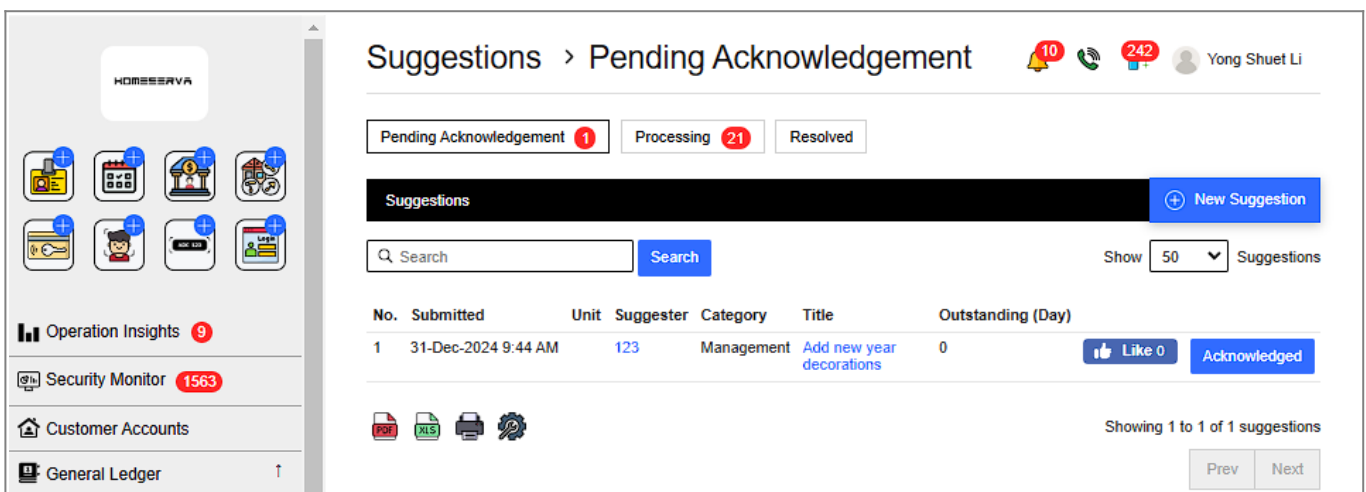
1. Select Customer account
2. Complainant
3. Catagory
4. Title
5. Description
6. Select Show to Public or Manangement only
7. Attachment to upload evidence ( PDF, JPG or PNG format )





## 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 0	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 0	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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