

User Guide: Complaints

1. Introduction

This guide is designed to streamline the process of managing complaints. It provides step-by-step instructions for using the complaints management system, enabling you to track, resolve, and improve the overall experience for users

2. Complaints

This section offers a detailed overview of the tools and features available for efficient complaints . From logging new complaints to tracking their status and resolution, all functionalities are crafted to simplify and enhance your workflow.....

Step 1: Complaints

Click "Complaints" icon

Step 2: Create New Complaints

Click "New Complaints" to make a new complaint.

Step 3: Fill in Complaint details

Fill in Customer account, Complaint, Category, Title, Description, and Select Show to Public or Management only. Click "Add" to create.

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