

The logo for WasteTrack, featuring the word "WasteTrack" in a blue sans-serif font with a thin orange arc above the "e".

# WasteTrack

A decorative graphic on the left side of the page consisting of a cluster of overlapping triangles in various shades of blue and orange, arranged in a roughly triangular shape pointing upwards.

## QUICK REFERENCE

Customer Complaint

Product of  
**3Logix**

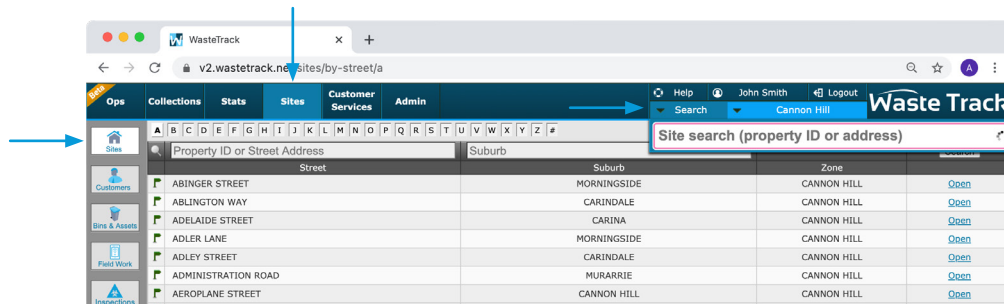
## QUICK REFERENCE

# Customer Complaint

### STEP 1.

#### Identify site

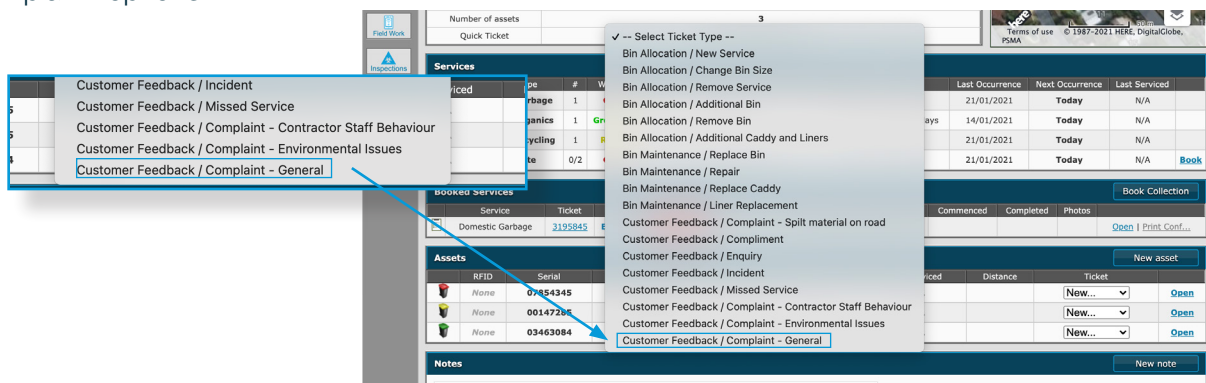
Use the 'Search' tool to Identify the customer's site. Alternatively use the 'Sites' list to browse to the site.



### STEP 2.

#### Identify the run and create ticket

From the property details use the drop-down selector in the 'Quick Ticket' row to choose one of the 'Complaint' options.



### STEP 3.

#### Log details

Log the details of the ticket such as the 'caller's details'.

Fill in the Category and type of complaint.

Click 'Create Ticket'.

The screenshot shows the 'New Request Ticket' form. It is divided into several sections: 'Identify caller's details' (Caller name, Caller number, Call time), 'Identify customer and/or site' (Account Number, Account Name, Site Property ID, Site Acct Number, Site Address, Site Suburb), 'Identify request' (Category, Type), 'Enter details' (Priority, Council Reference), 'KPI' (Resolution Deadline), and 'Enter any notes' (with a 'Driver Note' checkbox). A 'Create Ticket' button is at the bottom.

### STEP 4.

#### Review

Review the ticket details.

Print the work for the maintenance vehicle with 'Printing Daily Work Report'.

Click 'Resolving Tickets' for more information.

