servicedesk lite
free service CRM

Free complaint management software

spinso

FREE

Introduction

ServiceDesk Lite is free ready to use service management software that enables you to manage customer complaints from **complaint initiation, assignment to closure** in a simpler way.

For service oriented firms it is very essential to timely respond to customer complaints. Usually lot of paperwork needs to be done to manage customer complaints. But with ServiceDesk Lite it is easier to manage these details.
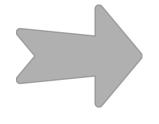
ServiceDesk Lite is useful for service firms to systematically track customer complaints so that it never goes, unattended. It covers the important stages of Complaint management such as Register Complaint, Assign Complaint to Service Executive & Complaint Closure.
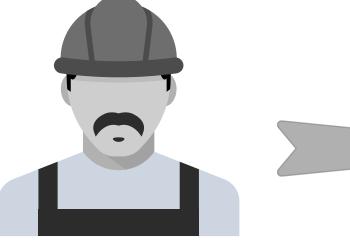
Manage Complaints in 3 easy steps

register
complaint

assign complaint
to service executive

complaint
closure

2

register complaint

You may receive customer complaints from various sources, such as email, telephone, website etc.

Tracking these complaints enable, you to resolve issues in time, and quickly respond to customers.

Service Desk Lite enables you to record the essential details related to complaint such as the customer contact, the caller details and complaint description.

Recording complaint helps to identify and resolve recurring issues and improve service quality.

assign complaint to service executive

After complaint is received it is assigned to service executive. Assigning complaint to service executives ensures every complaint is attended. It also helps to analyze and promptly allocate complaint to the service personnel. In Service Desk Lite complaint assignment is quiet simple. You get the pending list of complaints that are yet to be assigned.

Assigning complaints ensures every complaint is attended.

close complaints

This is the last stage in complaint management that enables you to track the status of complaint i.e. solved or pending. Tracking status enables you to identify the complaints that are open or not resolved and take timely actions. It also helps you to determine the service performance. You can track details such as status of complaint, measures/action taken to resolve the issue.

Maintaining closure status enables to determine status of complaint i.e. solved or pending.

features & benefits

- ✓ Free Edition.
- ✓ 3 Users Free For Life.
- ✓ Register complaint.
- ✓ Assign complaint to service executive.
- ✓ Complaint closure.
- ✓ Reporting tool.
- ✓ Backup utility to safeguard your data.
- ✓ Basic access control.
- ✓ Store unlimited data.
- ✓ Works without Internet.
- ✓ Store data on your PC / Laptop.

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- ✓ Increase customer satisfaction and improve productivity.
- ✓ Track each stage of complaint life cycle, from Initiation, assignment to closure.
- ✓ Quickly and timely respond to Customer query or issues.
- ✓ Analyze recurring issues and take corrective measures.

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reports

The reports give you the complete overview of service performance.It gives the complete history of complaint and its status.
You can filter the data for any period(dates).
The data in report can be exported to excel.

backup and restore data

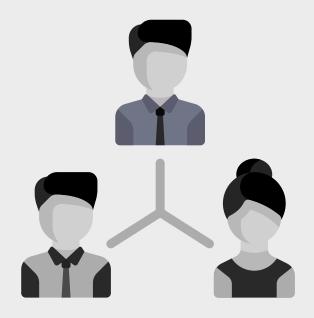ServiceDesk Lite has inbuilt backup and restore feature to safeguard your data.
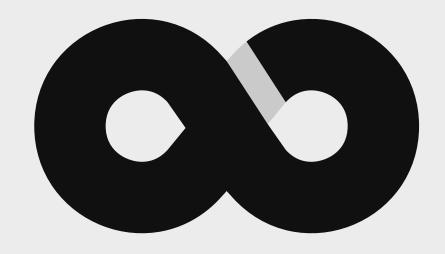
FREE

100% free for life

This is not a trial version this is FREE version, free for life, which means you do not have any data or period restriction.

3 users free

You can create up to 3 users for free. You can manage individual as well as your team data.

manage unlimited complaints

Manage unlimited complaints. There is no restriction on number of complaints that you can enter in ServiceDesk Lite.

does not need internet

ServiceDesk Lite works without internet, since the application and data both reside on your local computer.

no registration

You do not need to register or share your personal details such as name, phone number or email etc to install or use the application. Simply download, install & get started.

no payment, no credit card

ServiceDesk lite is a free product no credit card details required before or after installing software.

windows desktop application

ServiceDesk Lite is a windows desktop application, it is robust & faster. It supports almost all editions of windows operating system like Windows 10, 8, 7 & xp.
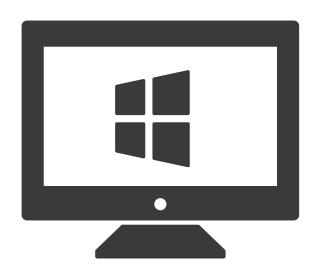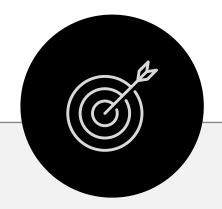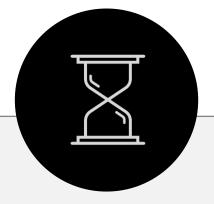
no data sharing

We respect the privacy & security of your data and believe you should have the full control of your data. ServiceDesk Lite is absolutely free from any malware, spyware or adware. We do not secretly gather your information nor do you get unwanted pop-up windows or display ads in the product.

other

FREE

softwares

salestracker

lite

It **is** simple ready to use free CRM software, to manage your business leads in 3 easy steps.

- ✓ Lead
- ✓ Follow up
- ✓ Closure

timetracker

lite

TimeTracker Lite, is simple, ready to use Free Time Sheet software, that enables you to track time spent, on various project or activities and increase productivity.

- ✓ Timesheet
- ✓ Month view