

AMC service request

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Introduction

Overview

This process is used to raise the AMC service request based on the schedule mention in the master data.

Business cases

The companies which provided service to their customer will set a periodic service schedule.

Process Execution

Process execution

The screenshot shows the 'Service Request Process' form in the KONECT ERP system. The form is titled 'Service Request Process' and is located under the 'AMC Service Request' tab. It contains the following fields and controls:

- Days due:** A text input field with a calendar icon on the right.
- Document Type:** A dropdown menu with a red border and a downward arrow on the right.
- Run as Job:** A checkbox labeled 'Run as Job'.
- Buttons:** At the bottom right, there are 'OK' and 'Cancel' buttons.
- Footer:** At the bottom left, there is a 'Saved Parameters' section with a dropdown menu and two icons (a save icon and a delete icon).

The top of the screen shows the KONECT ERP logo, a search bar, and user information: 'Venkatesh.E@Sandbox.Manufacturing DiscreteKconnect Demo Instance Admin'. Navigation links for 'Feedback', 'Profile', 'Preference', 'Change Role', and 'Log Out' are also present.

Selection field

- 1) Document type - User can select the document type
- 2) Days due - User can mention the due days in this field

Action

- 1) while the user execute the start parameter button - AMC service request will be raised