

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'.
- Saved Parameters:** A section at the bottom with a dropdown menu, a save icon, and a delete icon.
- Buttons:** 'OK' and 'Cancel' buttons at the bottom right.

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

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