

Tab

- Complaint

Complaint

The screenshot shows the 'Complaint' form in the Konnect Analytics application. The interface includes a top navigation bar with the 'compla' search bar and user information. A left sidebar contains 'Favourites' and 'Recent Items' sections. The main form area is titled 'Complaint' and displays the following fields:

- Client:** Konnect Demo
- Organization:** Manufacturing Discrete
- Name:** Stator Failure
- Document No:** SFU00001
- Warranty Date:** 27/03/2019
- Request Type:** Phone Call (with an 'Active' checkbox)
- Target Document Type:** Service follow-up
- Currency:** INR
- Document Status:** Drafted

At the bottom of the form is a 'Document Action' button. The form also includes a 'Data requested' section on the left and a '3/3' page indicator on the right.

Critical Fields:

- 1) Name - It is used to mention the complaint name. The name of an entity (record) is used as a default search option in addition to the search key. The name is up to 60 characters in length.
- 2) Warranty Date - It is used to mention the warranty date.
- 3) Request Type - This is used to select the request type from the list. (Ex : Direct, Email, Phone Call, Web)
- 4) Currency - Currency type needs to be selected.

Critical & onetime setup fields:

- 1) Organization - This Field is used to select the organization which you are going to process the document.
- 2) Target Document Type - This Field is used to select the type of the document that you are going to process.

Non-Critical Fields:

Name - user have to mention the unique character.

Zoom conditions:

NA

Customization: