

# Tab

- Complaint

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The screenshot shows the 'Complaint' form in the Konnect Analytics application. The form is titled 'Complaint: SFU00001 Stator...'. It contains the following fields:

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

A 'Document Action' button is located at the bottom of the form.

## 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.

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**Zoom conditions:**

NA

**Customization:**