

# Complaint

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# Introduction

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## **Overview:**

Purpose of complaint master is to register customer complaint for sold product

## **Business Example:**

In manufacturing industry, if the product is sold to customer. After some time part found damage or any functioning issues then customer will raise service call to register complaint.

Based on customer service call service person will register customer complaint in complaint window.

Tab

Tab

# Complaint

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
- 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

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.

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## 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.

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## **Non-Critical Fields:**

Name - user have to mention the unique character.

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## **Zoom conditions:**

NA

## **Customization:**

# Document Action

# Validations

## **Save:**

It is used to save the records after the mandatory fields are filled.

## **Delete:**

It is used to delete the records before the transactions are done.

## **Close:**

It is used to close the records if further transactions will not happen against this document