

Tabs

- Service Feedback

Service Feedback

The screenshot shows the 'Service Feedback' form in the KONECT ERP system. The form is titled 'Service Feedback' and is located under the 'Summary' tab. The form is divided into two main sections: 'Client' and 'Organization'. The 'Client' section includes fields for 'Service Order' (a dropdown menu), 'Feedback Date' (a date field with a calendar icon), 'Invoice' (a text field), 'Product' (a text field), 'Attribute Set Instance' (a text field), 'Feedback From' (a text field), and 'Updated Product Status' (a dropdown menu). The 'Organization' section includes fields for 'Organization' (a dropdown menu), 'Business Partner' (a text field), 'Service Person' (a dropdown menu), 'Partner Location' (a text field), 'Project' (a text field), and 'Request Type' (a text field). There are also checkboxes for 'Processed' and 'Request Type'. At the bottom of the form, there are three text areas for 'Description', 'Corrective action', and 'Preventive action'.

Critical Fields:

- 1) Service Order- Select the service Job card or service Followup document number.
- 2) Service Person- The person who is responsible for doing the service request.
- 3) Updated Product Status- Status of the product after service.

Critical & onetime setup fields:

- 1) Organization Field- This Field is used to select the organization which you are going to process the order.

Non-Critical Fields:

- 1) Project- If this product or customer is linked to a project user can select the project. A Project allows you to track and control internal or external activities.
 - 2) Feed back from- The person name from who the feed back is received.
 - 3) Corrective Action - Service person will take necessary action to overcome issues addressed by customer
 - 4) Preventive Action - To control future issues service person will take preventive Action
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Serial number/Lot number (ASI):

NA

Zoom conditions:

NA

Customization:

Based on the clients requirement customization will be done