

Service Feedback

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Window Introduction

Introduction

Introduction:

This window is used to receive the feedback from the customer regarding the service.

Business Example:

Once after the service is completed the customer will provide the service feed back on the service.This window is used to track that information.

Tabs

Tabs

Service Feedback

The screenshot shows the 'Service Feedback' form in the Konnect ERP system. The form is titled 'Service Feedback' and is located in the 'Summary' tab. The form is divided into several sections:

- Client:** Konnect Demo
- Organization:** Manufacturing Discrete
- Service Order:** (Empty dropdown menu)
- Business Partner:** (Empty text field)
- Feedback Date:** 14/08/2023
- Service Person:** (Empty dropdown menu)
- Invoice:** (Empty text field)
- Product:** (Empty text field)
- Partner Location:** (Empty text field)
- Attribute Set Instance:** (Empty text field)
- Project:** (Empty text field)
- Feedback From:** (Empty text field)
- Request Type:** (Empty text field)
- Updated Product Status:** Functioning Normally
- Processed:** (Unchecked checkbox)
- Description:** (Empty text area)
- Corrective action:** (Empty text area)
- Preventive action:** (Empty text area)

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 sevice 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

Document Action

Validations

Save:

- 1) System will check whether all the Mandatory Fields are filled.
 - 2) System will check the service order & service person details to save the document
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Delete:

System will delete the order and its history from the database. This can be done only when the document status is Draft status and In progress Status.

Document Action

Actions

Verify:

Not applicable

Create lines from:

Not applicable.

Copy from/lines:

Not applicable

<Copy from/lines>

Not applicable