Service Feedback

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

Service Feedback

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 neccessary 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

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.

Actions

Verify:

Not applicable

Create lines from:

Not applicable.

Copy from/lines:

Not applicable

<Copy from/lines>

Not applicable