

Service Flow

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Introduction & Flow

Introduction

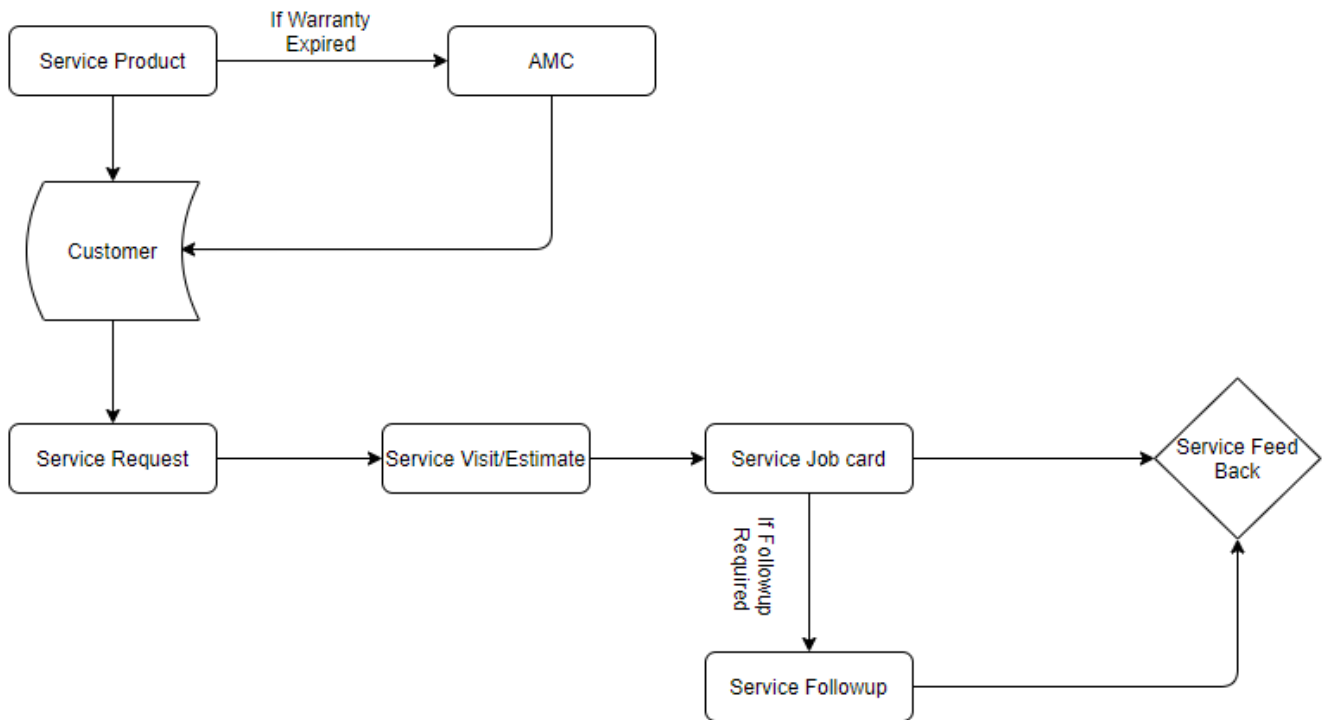
Overview:

Service process will be held while the product is sold to a customer. And service process will differ based on warranty of the product. In Service flow our Konnect ERP is able to track the activity of the service person who attends the service call and list of service requests raised and action taken against the service request. And konnect ERP is able to track the time taken for the service activity by the service person. This flow will explain the complete track over the service.

Business Case:

In a lift Company customer will be sold a lift with a warranty period. And during warranty period there will be terms that consist of product covers in warranty and not covered in warranty. If the part is covered in warranty and if the product is damaged replacement will be done. And once the warranty is completed AMC (Annual Maintenance contract) will be signed and AMC terms will be fixed and service will be carried out. While service customer will raise a service call or general checkup will be done. All this activity can be done using our konnect ERP service flow.

Module Flow



Input:

- 1) Service Product
- 2) AMC

Process:

- 1) Service Request

2) Service Visit/Estimate

3) Service Job Card

4) Service Followup

5) Service Feed Back

Report:

1) Service Request Report

2) Service Overview Report

3) Product Warranty Report

Inter-Linked Modules

Inter-Linked Modules

Connected Modules

Preceding Module

1) Invoice Customer

Succeeding Module

1) Payment

Form And Process

Create Service Product

Home (60) Summary Create Service Product AMC Service Request Warranty Service Request Service Request: SR00009

Do you want to start the Process?
Create Service Products based on the Shipment made to Customers

Organization

Product

Business Partner

Price List

Date From

Date To

☐ Product Installation Required

☐ Run as Job

Saved Parameters

OK Cancel

Process Use :

This process is used to create a service product based on the shipment made product.

Parameters :

1. Organization : Used to select the organization name
2. Product : Used to select the product name
3. Business Partner : Used to select the business partner name
4. Price List : Used to select the price list name
5. Date From : Here we can mention the from date for the service product

6. Date to : Here we can mention the to date for the service product
7. Product Installation Required : If we want an Installation means , Need to check this checkbox.

AMC Service Request

Home (60)

Summary

AMC Service Request ✕

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Service Request Process

Days due

Document Type

Konnect Service Management

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☐ Run as Job

Saved Parameters

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✔ OK

✖ Cancel

Process Use :

This process is used to create a service request from the AMC.

Parameters :

1. Days Due : Used to select the Due date
2. Document Type : Used to select the document type

Warranty Service Request

Home (60)

Summary

Warranty Service Request

Warranty Service Request Process

Days due

Document Type

☐ Run as Job

Saved Parameters

OK

Cancel

Process Use :

This process is used to create a service request from the AMC.

Parameters :

Days Due : Used to select the Due date

Document Type : Used to select the document type

