

# 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.

---

Revision #5

Created Thu, May 14, 2020 4:14 PM

Updated Fri, Aug 11, 2023 3:17 PM by Logesh D