

# Service Person

The screenshot shows the 'Service Follow-up' form for 'SFU01' in the Konnect Analytics system. The form is divided into two columns. The left column contains fields for 'Client' (Konnect Demo), 'Service Request' (1000004\_PAG Industries), 'Start Date' (27/08/2019, 1:52:00 PM), 'Service Person' (Danial), 'Activity Master' (Break Down Service), and 'Duration' (2). The right column contains fields for 'Organization' (Manufacturing Discrete), 'End Date' (27/08/2019, 6:00:00 PM), and 'Duration Unit' (Hour). The top navigation bar includes 'Home (23)', 'Summary', and 'Service Follow-up: SFU01'. The bottom right corner has an 'Activate Windows' watermark.

Client	Konnect Demo	Organization	Manufacturing Discrete
Service Request	1000004_PAG Industries		
Start Date	27/08/2019 1:52:00 PM	End Date	27/08/2019 6:00:00 PM
Service Person	Danial		
Activity Master	Break Down Service		
Duration	2	Duration Unit	Hour

## Critical Fields:

- 1) Start Date- The service In charge or Supervisor have to select the start date when the service person needs to attend the break down.
- 2) End Date-The service In charge or Supervisor have to select the End date when the service person needs to complete the break down.
- 3) Service Person- Assign one are multiple service person who are going to attend the service request.
- 4) Activity Master- List of activities will be displayed from the activity master.User have to select the activity based on the problem.System will automatically display the duration from the Activity Master.

## Critical & onetime setup fields:

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## **Non-Critical Fields:**

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## **Serial number/Lot number (ASI):**

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## **Zoom conditions:**

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## **Customization:**

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