

# Tabs

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# Service Request

Home (23) | Summary | Service Request: 1000004 ✕

Service Request [1/1]

<u>Client</u> : Konnect Demo	<u>Organization</u> : Manufacturing Discrete
Document No: 1000004	<u>Document Type</u> : Connect Service Management
<u>Invoice</u>	<u>Project</u>
<u>Business Partner</u> : PAG Industries	<u>Partner Location</u> : Coimbatore
<u>User/Contact</u> : rajkumar	Priority: High
<u>Product</u> : 1000 KG Manual door Lift_1000 KG Manual door Lift	<u>Attribute Set Instance</u> : #SSL16_1001177
Request Type: Phone Call	Requested By: rajkumar
Product Status: Functioning Normally	Requester Contact: 32454566
Service Request Date: 27/08/2019 12:22:33 PM	Date Required: 27/08/2019 <input checked="" type="checkbox"/> Without Invoice
Warranty Status: Out of Warranty	AMC Status: AMC awaiting Payment
Description	

<u>Service Person</u> : Dania	<u>Warranty Details</u>
Request Status: Awaiting Closure(Feedback)	<u>AMC</u> : Amc Contract 1
<u>Previous Request No</u>	Create Customer Return
Document Status: Completed	<u>Shipment/Receipt</u>
Document Action	<input checked="" type="checkbox"/> Processed

Activate Windows  
Go to Settings to activate Windows.

## Critical Fields:

- 1) Business Partner- Business partner will automatically display from Invoice if Invoice number is selected.If Without out Invoice user have to select a Business partner.
- 2) Partner Location- Partner Location will automatically display from Invoice if Invoice number is selected.If Without out Invoice user have to select a Partner Location.
- 3) Product- Product will automatically display from Invoice if Invoice number is selected.If Without out Invoice user have to select a Product.
- 4) Service Request Date- The date when the service call from the customer is raised.

5) Invoice- If Without invoice check box is not enabled user can select a invoice.If Without invoice check box is enabled this field will be in read only.

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## **Critical & onetime setup fields:**

1) Organization Field- This Field is used to select the organization which you are going to process the order.

2) Target Document Type- This Field is used to select the type of the document that you are going to process.

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## **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) User Contact- The person who attends the service call user can provide their name here.

3) Priority- User can set the priority of the service request based on the customer urgency and importance.

4) Request Type- Customer can provide you information through various sources like (Phone,Email etc) This field is used to track the detail.

5) Requested By- The name of the person from the customer place who informed regarding the break down.

6) Product Status- The function of the product like (Functioning normally,Function with problem etc)

7) Requester Contact- The contact number of the person from the customer place who informed regarding the break down.

8) Date Required- Service required date to be mentioned

9) Without Invoice (Check Box)- This check box is used to vary the transaction if this check box is enabled user can proceed the transaction without any customer Invoice reference.

10) Service Person- the person who is responsible for assigning the lay men to proceed the work (Service In charge name or Service supervisor Name)

11) Warranty Status- Warranty status will display automatically by the system by calculating the warranty date.This is a read only Field.

12) AMC Status- AMC Status- will display automatically by the system by calculating the AMC date.This is a read only Field.

13) Warranty Details- If this product is in warranty system will display the product warranty detail from service product Master.

14) AMC- If this product is in AMC system will display the product warranty detail from AMC Master.

15) Request Status- Request status will display automatically based on the service request proceeding transaction status.

16) Previous Request Number- If user want to tag this service request to a previous request number this field is used

17) Shipment/Receipt- If any customer return is available against this service request document number will display here.this is a read only field.

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

In this transaction if attribute set instance is provided in previous document for the selected product.That can be selected here.

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## **Zoom conditions:**

1) Service Visit/Estimate

2) Service Job card

3) Service Followup

4) Service Feed Back

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## **Customization:**

# Service Person

The screenshot shows the 'Service Request' form in the Konnect ERP system. The form is titled 'Service Request: SR00004' and is part of a 'Summary' view. The form contains several fields for data entry:

- Client:** Konnect Demo
- Organization:** Manufacturing Discrete
- Service Request:** SR00004\_MECH TECH INDUSTRY TRICHY
- Start Date:** 31/03/2023, 4:08:38 PM
- End Date:** 31/03/2023, 4:08:38 PM
- Service Person:** Charlie-1
- Activity Group Master:** (empty dropdown)
- Activity Master:** (empty dropdown)
- Duration:** 0
- Duration Unit:** (empty dropdown)

The form is displayed in a web browser window with a search bar at the top and a navigation menu on the left. The user is logged in as 'Logesh D@Konnect Demo'.

## 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.

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## Critical & onetime setup fields

1) Duration - This field is used to capture the estimated duration to process the task.

2) Duration Unit - This Field used to capture the UOM of the duration.

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## **Non-critical fields:**

1) Activity Group master - List of activities will be displayed from the activity group master.

2) Duration - Service duration time will be displayed

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

NA

## **Zoom conditions:**

## **Customization:**

# Service History

The screenshot displays the 'Service History' sub-tab within the 'Service Request' section of the Konnect Analytics application. The interface includes a top navigation bar with the Konnect Analytics logo, a search bar, and user information (dineshraj.s@Konnect Demo, Konnect Demo Admin). The main content area shows the following details:

Field	Value
Client	Konnect Demo
Organization	Manufacturing Discrete
Document No	1000004
Service Request Date	27/08/2019 12:22:33 PM
Service Person	Danial
Requested By	rajkumar
Active	<input checked="" type="checkbox"/>
Request Status	Awaiting Closure(Feedback)

An 'Activate Windows' watermark is visible in the bottom right corner of the page.

This Sub tab is used for only viewing purpose. This sub tab contains the service history of the selected Product.



# History

**KONNECT ANALYTICS**

dineshrajs@Kconnect Demo-\*/Kconnect Demo Admin | Feedback | Profile | Preference | Change Role | Log Out

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Home (23) Summary Service Request: 1000004 ✖

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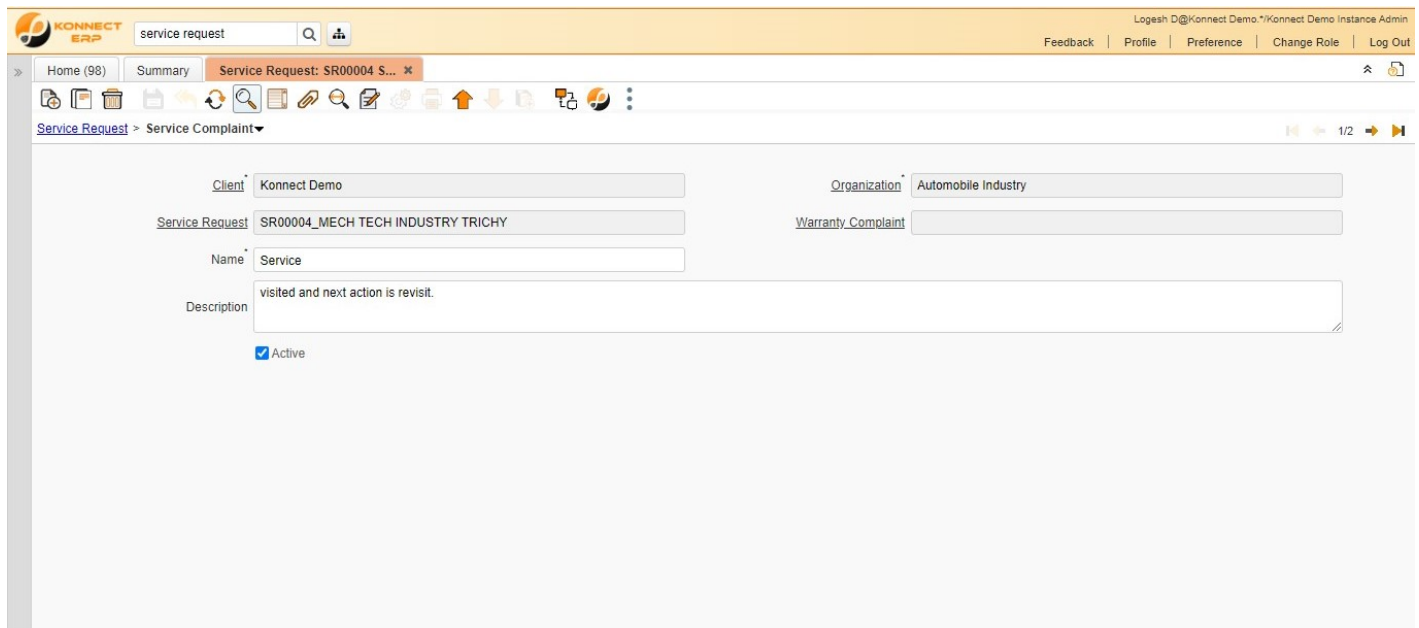
Service Request > History ▾

Service Order <input type="text"/> 800129_-1 Service Order Date <input type="text"/> 27/08/2019 <input type="text"/> 3:49:57 PM Document No. <input type="text"/> 800129 Name <input type="text"/> <input checked="" type="checkbox"/> Paid Document Status <input type="text"/> Closed Invoice <input type="text"/> New-1000016_27/08/2019_900.00 <input checked="" type="checkbox"/> Processed <input type="checkbox"/> Approved Request Status <input type="text"/> Awaiting Closure(Feedback)	Service Request <input type="text"/> 1000004_PAG Industries Document Type <input type="text"/> Service Visit/Estimate Type of Order <input type="text"/> Estimate/Visit Product Status <input type="text"/> Functioning Normally AMC Status <input type="text"/> AMC awaiting Payment Warranty Status <input type="text"/> Out of Warranty
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Activate Windows  
Go to Settings to activate Windows.

This subtab is used for viewing purpose. Here system display the service history for the selected service Request.

# Service complaint



The screenshot shows the Konnect ERP interface for a Service Request. The top navigation bar includes the Konnect ERP logo, a search bar with 'service request', and user information: Logesh D@Konnect Demo, Konnect Demo Instance Admin. The main header has tabs for Home (98), Summary, and Service Request: SR00004 S... x. Below the header is a toolbar with various icons. The breadcrumb trail is 'Service Request > Service Complaint'. The form fields are as follows:

Field	Value
Client	Konnect Demo
Organization	Automobile Industry
Service Request	SR00004_MECH TECH INDUSTRY TRICHY
Warranty Complaint	
Name	Service
Description	visited and next action is revisit.
Active	<input checked="" type="checkbox"/>

## Critical fields:

- 1) Name - It is used to mention service visit in this field
- 2) Description - It is used to mention service visit details

## Critical & onetime setup fields:

## Non-critical fields:

- 1) warranty complaint - This field used to mention the warranty complaint classification

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

NA

**Zoom conditions:**

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**Customization:**