

Introduction

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- 1) This process helps you to carry out the initial screening and collecting of information for incoming service requests. This includes relevant service contracts and warranty entitlements.
- 2) You define follow-up activities with a variety of options,
 - a) Such as A simple answer to a support request.
 - b) The delivery of a service where labor and service parts are required.

Business Example:

An Elevator Industry will sell their product to their customer based on their requirement. Once the Lift is installed there will be warranty period once the warranty is expired AMC will be maintained for the product. During warranty and AMC period's there will be breakdown and preventive scheduled maintenance as per the company standard. While breakdown the customer will call and tell the nature of break down. For collecting the breakdown information and assigning service person this window is used.

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