

Service Person

The screenshot displays the 'Service Request' form in the KONECT ERP system. The form is titled 'Service Request: SR00004' and is located under the 'Service Request > Service Person' navigation path. The form contains the following fields:

- 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)

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

- 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.
-

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:

Revision #6

Created Fri, Apr 24, 2020 3:29 PM

Updated Thu, Dec 28, 2023 11:12 AM by [Venkatesh](#)