

# Service Person

The screenshot shows the KONECT ERP interface for a Service Request. The top navigation bar includes the KONECT ERP logo, a search bar with 'service request', and user links for Feedback, Profile, Preference, Change Role, and Log Out. The breadcrumb trail is 'Home (98) > Summary > Service Request: SR00004'. The form is titled 'Service Request: SR00004' and contains the following fields:

Field	Value
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	
Activity Master	
Duration	0
Duration Unit	

## 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](#)