

Warranty Service Request

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Process introduction

Introduction

The warranty service request can be raise from this screen based on the document type and due days

Business case

The service providing company will raise service request to their customer as per the schedule date mentioned in their product/warranty card.

Process Execution

Process execution

The screenshot shows the 'Warranty Service Request Process' form in the KONECT ERP system. The top navigation bar includes the KONECT ERP logo, a search bar with 'warranty' entered, and user information: Venkatesh.E@Sandbox.Manufacturing.Discrete/Konekt Demo Instance Admin. The main content area has a title bar with 'Home (34)', 'Service Request: 1000028', and 'Warranty Service Request'. The form itself is titled 'Warranty Service Request Process' and contains the following fields:

- Days due:** A text input field with a calendar icon on the right.
- Document Type:** A dropdown menu currently showing 'Konekt Service Management'.
- Run as Job:** A checkbox that is currently unchecked.

At the bottom of the form, there is a 'Saved Parameters' section with a dropdown menu and two icons (a folder and a trash can). On the bottom right, there are two buttons: 'Start' (with a green checkmark icon) and 'Cancel' (with a red X icon).

Selection Field

- 1) Document Type: User have to select the document type in this field.
- 2) Days Due: User can mention the no of due days in this field.

Action

- 1) while user execute the "ok" button system will raise the warranty service request.