

Complaint: Sending the Acknowledgement Email

Overview

In this section, you will find information about:

- How to send the acknowledgement email to the customer
- How to notify the assignee

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Concerned profiles:

ALL

Step By Step

Email to Customer

The diagram illustrates the complaint process flow and email template configuration. The process flow is shown as a sequence of steps: 1. Complaint Registration, 2. Under Investigation, 3. Customer Response Under Review, 4. Customer Communication, and 5. Complaint Closure. The 'Send Acknowledgement Mail' button is highlighted, indicating the step where the email is sent. The email template configuration is shown below the flow, with fields for To, From, CC, Subject, and Language. The 'Language' field is set to 'English'. The email content is displayed, showing the complaint reference and the customer's details.

Process Flow:

1. Complaint Registration
2. Under Investigation
3. Customer Response Under Review
4. Customer Communication
5. Complaint Closure

Email Template Configuration:

- To:** jdu@brookof.com
- From:** christian.cano-en@solway.com
- CC:** jdu@brook.com
- Subject:** Complaint reference: 00001079 - Acknowledgment of receipt
- Language:** English

Email Content:

CUSTOMER COMPLAINT
Acknowledgment of receipt

SOLWAY
along with your customer

Complaint reference: 00001079
Received date: 2015-11-05
Contact: Christian Cano
Phone number: 1
Email: christian.cano@solway.com

Ship-to party:
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SECTION 135,
NOIDA,
Uttar Pradesh,
201305

Customer:
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• In addition to the predefined contacts, David can also input any valid email address.

While answering the question, it also includes the following:

Oggetto del reclamo	
Il vostro numero d'ordine :	VN1755-BT4500032470
Prodotto :	BIR FOOD 0/13 S25 1PE P1225Q1HT ICN H
Oggetto :	BRENTAG VIETNAM_ physical bags dont match product description_TD#4747526
Numero dell'ordine di vendita :	4747526
Numero della consegna :	70807479
Numero di spedizione :	
Dati aggiuntivi :	
Testo	
Gentile cliente, Abbiamo ricevuto il vostro reclamo è in fase di gestione e vi invieremo al più presto la nostra risposta. Cordiali Saluti, Yiting YEO	

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Assignee Notification

- As defined previously, Roger didn't assigned an **Investigator** and a **Commercial Assignee** to the Complaint upon the creation because he works on a GBU that has implemented rules to assign this Roles automatically.
- Once David changes the **Status** to **Under Investigation** the User or Group of Users in charge to handle the Complaint is notified by an email. On this Case, the System automatically assigns the Complaint to a **Queue** for Plant Paulina. The Account Manager is also notified about the claim.
- Additionally, if David would like to manually assign the Complaint to a particular Colleague or to one of the Queues available on the System, she should click the **Change** button next to her name and select a value on the screen.

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Related articles

- [Complaint: Create a complaint](#)
- [Complaint: Internal Investigation](#)
- [Complaint: Commercial Response](#)
- [Complaint: Customer Communication](#)
- [Complaint: Close a complaint](#)
- [Complaint: Related Lists](#)
- [Complaint: Reporting on Complaints](#)

Need help?

To request any support or if you have identified a bug or incident , please create a Freshdesk ticket using Solvia platform : <https://solvia.solvay.com/>

you can copy users with email address , default priority is Low , then Submit . We advise you to put keywords in subject to ease dispatching to correct Agent : CRM - Complaint for example