

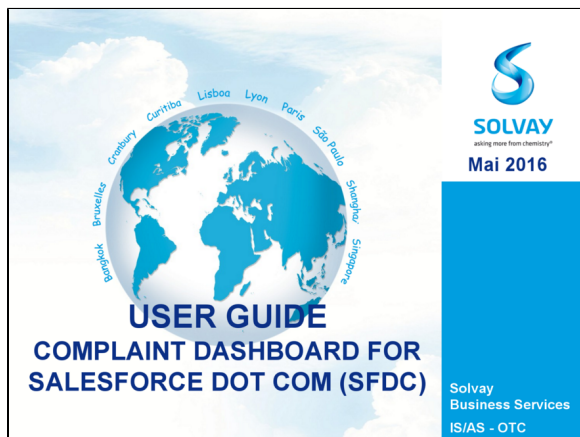
Complaint: Reporting on Complaints

Overview

i In Salesforce.com, you can extract a report about complaints by resolution site and adapt it. However, the most advanced reporting is available in Qlikview (via the Analytical tab) which offers specific dashboards for Complaints monitoring and follow-up.

In this section, you will find information about the Qlikview dashboard for Complaints (user guide) and another report available in Salesforce.com (see below - second link)

Qlikview:



Salesforce report:

In this section, you will find information about:

- The report by resolution sites
- How to adapt it for you
- How to export it to Excel

Concerned profiles:

Complaints - Customer service

Step By Step

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Complaints can be grouped by Resolution Site using Reports.

Complaints by Resolution Site

Report Generation Status: Complete

Report Options:

Summarize information by: Resolution Site

Time Frame: Date Field: Opened Date, Range: Custom, From: , To: , Show: All cases, Units: Hours

Run Report | Hide Details | Customize | Save | Save As | Delete | Printable View | Export Details | Subscribe

Grouped By: Resolution Site
Sorted By: Resolution Site

Case Number	Resolution Site Code	Name	Sold To Account	Ship To Account	Subject	Date/Time Opened	GBU
Resolution Site: SCHM-US /CARPENTER PALMYRA (2 records)							
00001072	510B	BAYER CROPSCIENCE AG	BAYER S.A. ARGENTINA	Repeated late delivery		13/05/2015 15:01	Novocare
00001147	510B	BAYER CROPSCIENCE AG	BAYER CROPSCIENCE	Black speck complaint		6/07/2015 12:49	Acetlow
Resolution Site: SFLU-US /SERVICE ELIZABETHTOWN (1 record)							
00001070	51MC	BASF SCHWARZHEIDE GMBH	BASF SCHWARZHEIDE GMBH	Production Issue		13/05/2015 14:16	Novocare
Resolution Site: SIBR-BR /PETROLOG MAUA (1 record)							
00001054	1019	BAYER SAS France	BAYER S.A. ARGENTINA	Late delivery of goods		11/05/2015 10:07	Special Chemicals
Resolution Site: SMX-MX /KATHION CHEM. APODACA (1 record)							
00001050	5012	BASF SE	BAYER S.A. ARGENTINA	Problem on biobaags during transportation		12/05/2015 14:42	Novocare

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Reports can be customized to add additional filters by clicking on the Customize button.

Complaints by Resolution Site

Report Generation Status: Complete

Report Options:

Summarize information by: Resolution Site

Time Frame: Date Field: Opened Date, Range: Custom, From: , To: , Show: All cases, Units: Hours

Run Report | Hide Details | **Customize** | Save | Save As | Delete | Printable View | Export Details | Subscribe

Grouped By: Resolution Site
Sorted By: Resolution Site

Case Number	Resolution Site Code	Name	Sold To Account	Ship To Account	Subject	Date/Time Opened	GBU
Resolution Site: SCHM-US /CARPENTER PALMYRA (2 records)							
00001072	510B	BAYER CROPSCIENCE AG	BAYER S.A. ARGENTINA	Repeated late delivery		13/05/2015 15:01	Novocare
00001147	510B	BAYER CROPSCIENCE AG	BAYER CROPSCIENCE	Black speck complaint		6/07/2015 12:49	Acetlow
Resolution Site: SFLU-US /SERVICE ELIZABETHTOWN (1 record)							
00001070	51MC	BASF SCHWARZHEIDE GMBH	BASF SCHWARZHEIDE GMBH	Production Issue		13/05/2015 14:16	Novocare
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00001050	5012	BASF SE	BAYER S.A. ARGENTINA	Problem on biobaags during transportation		12/05/2015 14:42	Novocare

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To add a filter, click on the Add button next to Filters. This will add a filter line.

Report Type: Cases and Resolution Site Code

Complaints by Resolution Site

Save | Save As | Close | Report Properties | Add Report Type | Run Report

Fields: All | # | Filter Language: English

Show: All cases | Units: Hours

Date Field: Opened Date | Range: All Time | From: | To: | OK | Cancel

Preview Summary Format | Show | Add Chart | Remove All Columns

Case Number	Resolution Site Code	Name	Sold To Account	Ship To Account	Subject	Date/Time Opened	GBU
Resolution Site: SCHM-US /CARPENTER PALMYRA (2 Records)							
Drop a field here to create a grouping. side							
00001147	510B	BAYER CROPSCIENCE AG	BAYER S.A. ARGENTINA	Black speck complaint		6/07/2015 12:49	Acetlow
00001072	510B	BAYER CROPSCIENCE AG	BAYER S.A. ARGENTINA	Repeated late delivery		13/05/2015 15:01	Novocare
Resolution Site: SFLU-US /SERVICE ELIZABETHTOWN (1 Record)							
00001070	51MC	BASF SCHWARZHEIDE GMBH	BASF SCHWARZHEIDE GMBH	Production Issue		13/05/2015 14:16	Novocare
Resolution Site: SIBR-BR /PETROLOG MAUA (1 Record)							
00001054	1019	BAYER SAS France	BAYER S.A. ARGENTINA	Late delivery of goods		11/05/2015 10:07	Special Chemicals
Resolution Site: SMX-MX /KATHION CHEM. APODACA (1 Record)							
00001050	5012	BASF SE	BAYER S.A. ARGENTINA	Problem on biobaags during transportation		12/05/2015 14:42	Novocare
Resolution Site: SSP-US /RX INTEGRAMARINETTE (2 Records)							
00001234	500A	BAYER CROPSCIENCE	BAYER S.A. ARGENTINA	Material stored and transported in double stacking		16/07/2015 9:56	Perseides
00002369	500A	BAYER CROPSCIENCE UK LTD	BAYER S.A. ARGENTINA	Low Ash content issue on A2181758 bag218		31/07/2015 11:16	Perseides
Resolution Site: SSP-US /PERFORMANC PRIVATLACK (1 Record)							
00003341	500A	BAYER CROPSCIENCE	BAYER S.A. ARGENTINA	Late Delivery		31/07/2015 13:53	Perseides

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Let's filter on the 510B and 51MC Resolution Site codes. In order to do this populate the filter as follows, click on OK: - "Resolution Site Code: Name" EQ UALS "510B, 51MB" •No w click on "Run Report."

Report Type: Cases and Resolution Site Code
Complaints by Resolution Site

Save Save As Close Report Properties Add Report Type Run Report

Fields All # #

Quick Find

Drag and drop to add fields to the report

Formulas

Add Formula

Bucket Fields

Add Bucket Field

Case Information

- Case Owner
- Case Owner Alias
- Case Owner Role
- Created By
- Created Alias
- Case Last Modified By
- Case Last Modified Alias
- Subject
- Case Number
- Parent Case Number
- Parent Case ID
- Status
- Type
- Case Record Type
- Severity
- Case Origin
- Case Reason
- Initial Description
- Date/Time Opened
- Opened Date

Filters Add

Show All Cases Units Hours

Filter Language English

Date Field: Opened Date Range: All Time From: 510B, 51MC To: []

Resolution Site: S10B, S1MC equals 510B, 51MC OK Cancel

Preview Summary Format Show Add Chart Remove All Columns

Case Number	Resolution Site Code: Name	Sold To Account	Ship To Account	Subject	Date/Time Opened	GBU
Resolution Site: SCHM-US-CARPENTER PALMYRA (2 Records)						
Drop a field here to create a grouping. Hide						
00001147	S10B	BAYER CROSCIENCE AG	BAYER CROSCIENCE	Back speck complaint	6/8/2015 12:49	AcuteW
00001072	S10B	BAYER CROSCIENCE AG	BAYER S.A. ARGENTINA	Repeated late delivery	13/05/2015 15:01	Novocare
Resolution Site: SFLU-US-SERVICE ELIZABETHTOWN (1 Record)						
00001070	S1MC	BASF SCHWARZHEDE GMBH	BASF SCHWARZHEDE GMBH	Production issue	13/05/2015 14:16	Novocare
Grand Totals (3 records)						

This preview shows a limited number of records. Run the report to see all results.

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Complaints by Resolution Site

Report Generation Status: Complete

Report Options:

Summarize information by: Resolution Site

Time Frame: Date Field: Opened Date, Range: Custom, From: , To: , Show: All cases, Units: Hours

Run Report | Hide Details | Customize | Save | Save As | Delete | Printable View | **Export Details** | Subscribe

Filtered By: Edit
Resolution Site Code: Name equals 510B,51MC Clear

Grouped By: Resolution Site
Sorted By: Resolution Site

Case Number	Resolution Site Code: Name	Sold To Account	Ship To Account	Subject	Date/Time Opened	GBU
Resolution Site: SCHM-US /CARPENTER PALMYRA (2 records)						
00001147	510B	BAYER CROPSCIENCE AG	BAYER CROPSCIENCE	Black speck complaint	6/07/2015 12:49	Acetow
00001072	510B	BAYER CROPSCIENCE AG	BAYER S.A. ARGENTINA	Repeated late delivery	13/05/2015 15:01	Novicare
Resolution Site: SFLU-US /SERVICE ELIZABETHTOWN (1 record)						
00001070	51MC	BASF SCHWARZHEIDE GMBH	BASF SCHWARZHEIDE GMBH	Production Issue	13/05/2015 14:16	Novicare
Grand Totals (3 records)						

Check rows to filter, then drill down by: --None-- | Drill Down

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The Report is now exported in Excel

Case Number	Resolution Site Code: Name	Sold To Account	Ship To Account	Subject	Date/Time Opened	GBU	Resolution Site
00001147	510B	BAYER CROPSCIENCE AG	BAYER CROPSCIENCE	Black speck complaint	6/07/2015 12:49	Acetow	SCHM-US /CARPENTER PALMYRA
00001072	510B	BAYER CROPSCIENCE AG	BAYER S.A. ARGENTINA	Repeated late delivery	13/05/2015 15:01	Novicare	SCHM-US /CARPENTER PALMYRA
00001070	51MC	BASF SCHWARZHEIDE GMBH	BASF SCHWARZHEIDE GMBH	Production Issue	13/05/2015 14:16	Novicare	SFLU-US /SERVICE ELIZABETHTOWN

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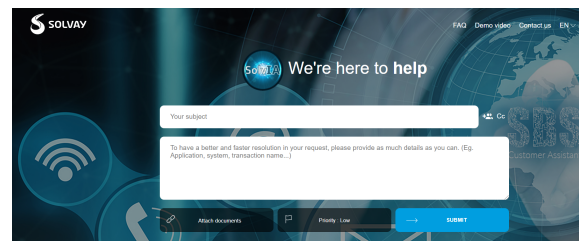
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To request any support or if you have identified a bug or incident , please create a Freshdesk ticket using Solvia platform : <https://solvia.solvay.com/>



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

