

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

Table of content

- Step By Step
 - Email to Customer
 - Assignee Notification
- Related articles
- Need help?

Concerned profiles:

ALL

Step By Step

Email to Customer

○ n c e t h e C o m p l a i n t i s l o g g e d i n t h e

The diagram illustrates the complaint process flow and an email preview. The process flow consists of five steps: 1. Complaint Registration, 2. Under Investigation, 3. Customer Response Under Review, 4. Customer Communication, and 5. Complaint Closure. The first step, 'Complaint Registration', is highlighted with a blue arrow. A red box highlights the 'Send Acknowledgement Mail To' button in the top navigation bar. A yellow sticky note with a red pushpin icon contains the text: 'The language of the email is defined by the language of the main Contact but can be changed by the user.' A blue arrow points from the 'Send Acknowledgement Mail To' button to an email preview window. The email preview shows the 'To' field as 'du@brookof.com', the 'From' field as 'christian.cano-en@solway.com', and the 'Subject' field as 'Complaint reference: 00001079 - Acknowledgment of receipt'. A red box highlights the 'Language' dropdown menu, which is set to 'English'. A red callout box points to the 'Customer' field in the email preview, which is set to 'Christian Cano'. A red callout box points to the 'Customer' field in the 'CUSTOMER COMPLAINT' section, which is set to 'Christian Cano'. A red callout box points to the 'Document Reference' section, which contains the text: 'Sales Order, Outbound Delivery and Shipment Number are referenced in the template.'

Release R5

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

The language of the email is defined by the language of the main Contact but can be changed by the user.

Document Reference
Sales Order, Outbound Delivery and Shipment Number are referenced in the template.

Customer
The Sold-to account is referenced in the Customer section along with the Customer Classification Information

Email Preview

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

CUSTOMER COMPLAINT
Acknowledgment of receipt

Complaint reference: 00001079
Received date: 2015-11-05
Contact: Christian Cano
Phone number: +359 88 88 88 88
Email: christian.cano@brookof.com

Ship-to party
TEST
SECTION 135
NOIDA
Uttar Pradesh,
201005

Customer
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Your purchase order number:

- Once the Complaint is logged in the system, it is time for David to send an Acknowledged

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logged correctly and that it is taken into consideration.
• The Commission is sued by email to all contacts maintain

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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.

[Back to the top](#)

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