

Complaint: Reporting on Complaints

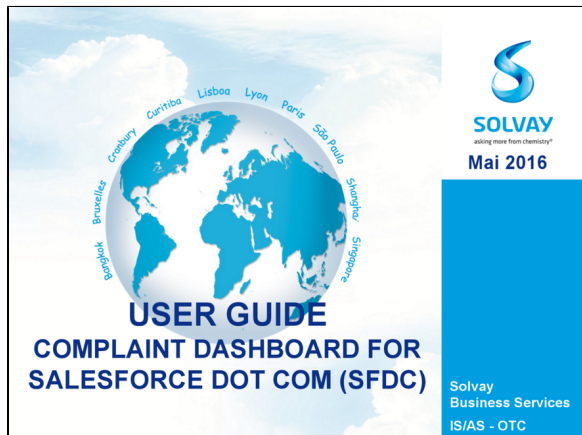
Overview



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	Novecare
00001147	510B	BAYER CROPSCIENCE AG	BAYER CROPSCIENCE	Black speck complaint		6/07/2015 12:49	Acetow
Resolution Site: SFLU-US /SERVICE ELIZABETHTOWN (1 record)							
00001070	51MC	BASF SCHWARTZHEIDE GMBH	BASF SCHWARTZHEIDE GMBH	Production Issue		13/05/2015 14:16	Novecare
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: SMD-MX /KATHION CHEM. APODACA (1 record)							
00001060	5012	BASF SE	BAYER S.A. ARGENTINA	Problem on biobags during transportation		12/05/2015 14:42	Novecare

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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	Novecare
00001147	510B	BAYER CROPSCIENCE AG	BAYER CROPSCIENCE	Black speck complaint		6/07/2015 12:49	Acetow
Resolution Site: SFLU-US /SERVICE ELIZABETHTOWN (1 record)							
00001070	51MC	BASF SCHWARTZHEIDE GMBH	BASF SCHWARTZHEIDE GMBH	Production Issue		13/05/2015 14:16	Novecare
Resolution Site: SIBR-BR /PETROLOG MAUA (1 record)							
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Resolution Site: SMD-MX /KATHION CHEM. APODACA (1 record)							
00001060	5012	BASF SE	BAYER S.A. ARGENTINA	Problem on biobags during transportation		12/05/2015 14:42	Novecare

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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 Resolutions Site Code

Complaints by Resolution Site

Save Save As Close Report Properties Add Report Type Run Report

Fields: All #

Quick Find: Search

Drop and drag to add fields to the report

Formulas: Add Formula

Pocket Fields: Add Pocket Field

Case Information: Case Owner, 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, Case Date/Time Last Modified

Filters: Add

Show: All cases Units: Hours

Date Field: Opened Date Range: All Time From: To:

Resolution Site: hours 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	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	Novecare
Resolution Site: SFLU-US /SERVICE ELIZABETHTOWN (1 Record)							
00001070	51MC	BASF SCHWARTZHEIDE GMBH	BASF SCHWARTZHEIDE GMBH	Production Issue		13/05/2015 14:16	Novecare
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: SMD-MX /KATHION CHEM. APODACA (1 Record)							
00001060	5012	BASF SE	BAYER S.A. ARGENTINA	Problem on biobags during transportation		12/05/2015 14:42	Novecare
Resolution Site: SSP-US /RX INTEGRA MARINETTE (2 Records)							
00001234	500A	BAYER CROPSCIENCE	BAYER S.A. ARGENTINA	Material stored and transported in double stacking		16/07/2015 9:56	Perosides
00001269	500A	BAYER CROPSCIENCE UK LTD	BAYER S.A. ARGENTINA	Low Ash content issue on A218735 Nuv216		31/07/2015 11:16	Perosides
Resolution Site: SSP-US /PERFORMANCE PIVOTALUCK (1 Record)							
00001341	500A	BAYER CROPSCIENCE	BAYER S.A. ARGENTINA	Late Delivery		31/07/2015 13:53	Perosides

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Let's filter on the 510 B and 51M C Resolution Site codes. In order to do this populate the filter as follows, click on OK:

- "Resolution Site Code: Name" EQ UALS
- "510 B, 51M B"
- No w click on "Run Report."

Report Type: Cases and Resolution Site Code

Complaints by Resolution Site

Guided Tour | Video Tutorial | Help for this Page

Save Save As Close

Report Properties Add Report Type Run Report

Fields

Filters

Preview

Quick Find

Drag and drop to add fields to the report

Formulas

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

Show All cases

Unit: Hours

Date Field: Opened Date

Range: All Time

From: To:

Resolution Site Code Name 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: SCHMUS CARPENTER PALMIRA (2 Records)						
Drop a field here to create a grouping.						
00001147	510B	BAYER CROSCIENCE AG	BAYER CROSCIENCE	Black speck complaint	6/6/2015 12:49	Acetone
00001072	510B	BAYER CROSCIENCE AG	BAYER S.A. ARGENTINA	Repeated late delivery	13/05/2015 15:01	Novocare
Resolution Site: SFLIUS SERVICE ELIZABETHTOWN (1 Record)						
00001070	51MC	BAASF SCHWABZHEDE GMBH	BAASF SCHWABZHEDE 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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The Report is now filtered on the 510 B and 51M C Resolution Site codes. •It can be exported to an excel by clicking on Export Details.

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	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
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
Resolution Site: SCHM-US /CARPENTER PALMYRA (2 records)							
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	Novocare	SCHM-US /CARPENTER PALMYRA
Resolution Site: SFLU-US /SERVICE ELIZABETHTOWN (1 record)							
00001070	51MC	BASF SCHWARZHEIDE GMBH	BASF SCHWARZHEIDE GMBH	Production issue	13/05/2015 14:16	Novocare	SFLU-US /SERVICE ELIZABETHTOWN

Complaints by Resolution Site
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- Qlikview - Analytics

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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/>

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Your subject

To have a better and faster resolution in your request, please provide as much details as you can. (Eg. Application, system, transaction name...)

Mark Account Priority Low **SUBMIT**

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

