

Complaint: Create a complaint

Overview

In this section, you will find information about how to create a complaint in Salesforce.com and about the interface between Salesforce.com and SAP. In particular, you will learn about:

- SAP integration flow and process based on the document type and number (Sales Order Number, Outbound Delivery Number or Shipment Number)
- The information to enter at complaint creation, such as Resolution Site, confidentiality, case currency, motive and sub-motive
- The roles or assignees of the persons / teams involved in the Complaints (e.g. originator, investigator, commercial assignee)
- The severity levels & the status of a complaint
- Customer contact information
- Order information, containment / immediate actions, etc.



In Salesforce.com, a Complaint is treated under the object called 'Case'. Cases can be used for the creation and management of Complaints, Customer Requests and Sample Requests.

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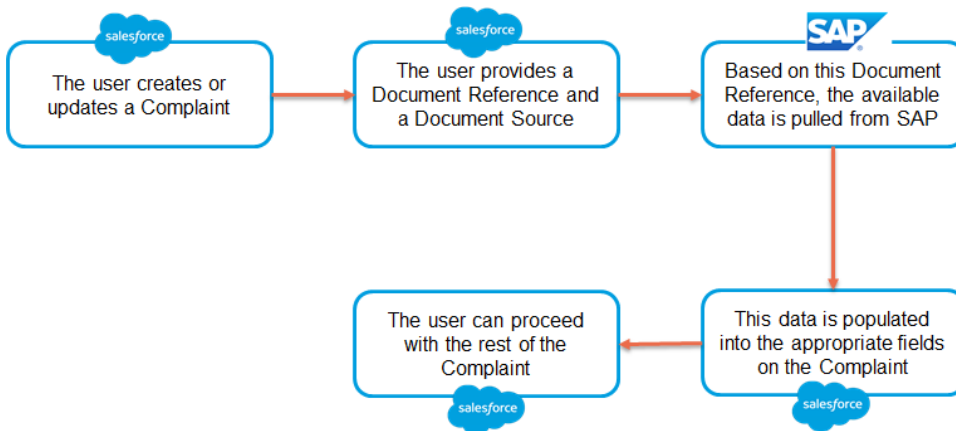
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Concerned profiles:

ALL

Step By Step

SAP Integration



1

An interface exists between SAP and Salesforce to gather transactional data from Sales Order, Outbound Delivery or Shipment Numbers (Document Reference) from SAP to Salesforce*.

•The frequency of the pull is on-demand and as the pull happens when a user creates or updates a Complaint with a Document Reference.

The screenshot shows the Salesforce 'Cases' page. The navigation bar includes 'Home', 'Chatter', 'Accounts', 'Contacts', 'Activities', 'Visit Reports', 'Account Plans', 'Cases', 'Opportunities', 'Competitive Insights', 'Cross BU Leads', and 'Analytics'. The 'Cases' tab is highlighted. Below the navigation bar, there is a 'Recent Items' sidebar and a 'Recent Cases' table. The table has columns for Case Number, Account Name, Subject, Contact Name, Product Family, Severity, and Status. A yellow sticky note is pinned to the table with the text: 'If multiple Sales Order or Delivery Numbers exist for the same Complaint, multiple Complaints need to be created.'

Case Number	Account Name	Subject	Contact Name	Product Family	Severity	Status
00001070	BAVER GAS France	-	Lambert, James	-	Anomaly	Completed
00001126	Test.soldTs.CG	-	Smith, John	-	Anomaly	Acknowledged
00001188	-	-	-	-	Minor	Approved
00001172	-	-	-	-	Minor	Rejected
00001178	-	-	-	-	Minor	Approval Pending
00001179	-	-	-	-	Minor	Approved
00001177	-	-	-	-	Minor	Approval Pending
00001173	-	-	-	-	Minor	Approval Pending
00001054	Test.soldTs.CG	Test.Complaint.1	Test.Contact.CG	-	Minor	Completed
00001068	BAVER GAS France	Boibub	Lambert, James	-	Anomaly	Closed

In most cases, a Complaint is linked to a Sales Order Number, to an Outbound Delivery Number or can be linked to a Shipment Number.

When creating a new Complaint providing one of these references is usually the first step during the registration.

•Let's follow **David**, working as a Sales Representative while he creates a new Complaint.

Under the Case tab, David clicks on **New** to create a new Complaint.

3

David now needs to select the Record Type for the Case.

•He has the choice between Complaint, Sample Request and Customer Request.

•David selects **Open Complaints** and clicks on **Continue**.

This will open the Complaint edit page.

New Case Select Case Record Type

Select a record type for the Case. To skip this page in the future, change your record type settings on your personal setup page.

Select Case Record Type

Record Type of new record: Open Complaint

Continue Cancel

Record Type
Chose record type between available options.

Available Case Record Types

Name	Description
Customer Request	
Open Complaint	Changed label from "Open Case" to "Open Complaint" R-0508

Case Record Types
All the available Case Record Types are referenced here with a description.

4

David now needs to select the Document Source (PF 1 or WP 1) and the Document Type (Sales Order Number, Outbound Delivery Number or Shipment Number).

Case Creation
New Case

Order information

Document Source | PF1

Document Type | Sales Order Number

Sales Order Number

Sales Order Item

Next Skip Cancel

Document Source
Contact Quality Management Department if not known.

--None--
--None--
Sales Order Number
Shipment Number
Outbound Delivery Number

Skip SAP Integration
In the rare case that a Complaint is not related to an order or that the reference number is not available, the user can skip this step and maintain the order information manually.

For Internal Complaint (intra-company), the user will need to use the Outbound Delivery Number as Document Reference

•The reference number and item (for Sales Order and Delivery only) appear in function of the selected Document Type.

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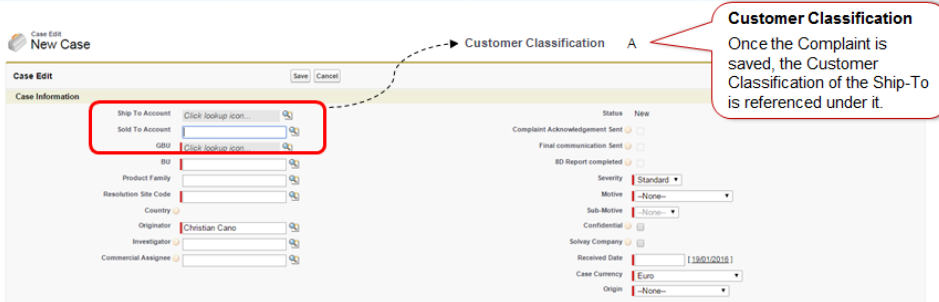
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Case Information (1-4)

1

The re are 2 diffe rent sce nari os bas ed on whe ther the re is a doc ume nt refe renc e obta ined fro m SA P.

Scenario 1	Scenario 2
Information <i>is</i> obtained from SAP: the following fields are auto-populated on the Case Information section.	Information <i>is not available</i> from SAP: the following fields are editable on the Case Information and are filled in manually.
<ul style="list-style-type: none"> • Ship-to Account • Sold-to Account • GBU 	<ul style="list-style-type: none"> • Ship-to Account • Sold-to Account • GBU



2

The rest of the fields in this section needs to be completed /modified manually if required.

Case Information	
Case Number	00024988
Case Owner	Seda Kirkan [Change]
(8D) Ship To Account	-
(8D) Customer Classification	-
Sold To Account	-
Partner Type	-
GBU	Aroma Performance
BU	Aroma Ingredients
Product	RHOVANIL
(8D) Material Code	00000000000091294
(8D) Material Description	RHOVANIL BOX 25KG / PAL 300KG
Resolution Site Code	7581
Status	Completed
Severity	Anomaly
Motive	Product
Sub-Motive	Product use issue
Motive & Submotive Definition	http://drive.google.com/open?id=...
Recurring Complaint	<input type="checkbox"/>
Confidential	<input type="checkbox"/>
Solvay Company	<input type="checkbox"/>
Case Currency	EUR
Case Origin	Email
Case Record Type	Open Complaint

- **Resolution Site**
is by default populated by the value from the Shipping Site (obtained from SAP) but always remains editable.

-Confidential:

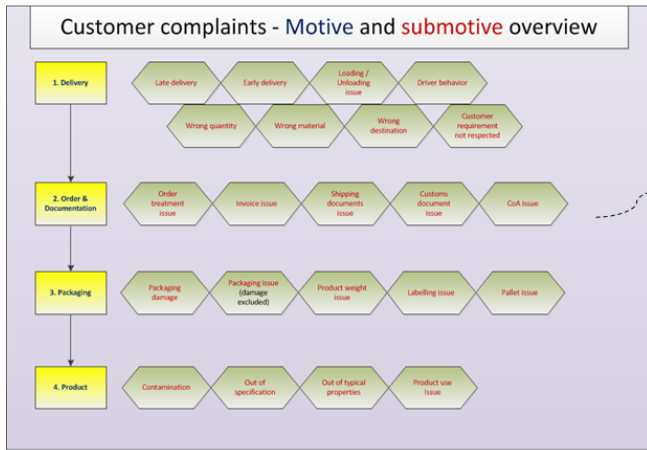
If this checkbox is ticked, the Complaint is visible only to the Originator, Investigator, Commercial Assignee and the members of the Case Team.

**-Case
Currency:**

The currency used for the Complaint (mandatory field) is captured during the registration step.

The same currency is used during the whole process.

-Re curring Co mpl aint to be che cke d if Cus tom er has simi lar Co mpl aints



Motive and Submotive
The dependent fields Motive and Submotive have been changed from Lookup fields to dependent Picklists.

Dependent Fields [X]

Motive:

Sub-Motive: [i]

[OK] [Cancel]

The motive and sub motive describe about which aspect the customer is complaining. Motive and sub motive are not intended to describe the cause of the Complaint but only the « experience » of the customer.

•The Motive and Sub motives are interdependent, mandatory and are as follows:

4

Case Edit
New Case

Case Edit Save Cancel

Case Information Required Information

Case Owner	Filipe Freitas	Status	New
Ship To Account	Click lookup icon...	Severity	Standard
Sold To Account	Click lookup icon...	Motive	--None--
GBU	--None--	Sub-Motive	--None--
BU	--None--	Confidential	<input type="checkbox"/>
Product	Click lookup icon...	Solvay Company	<input type="checkbox"/>
Resolution Site Code	Click lookup icon...	Case Currency	Euro
Originator	Filipe Freitas	Case Origin	--None--
Investigator	Click lookup icon...	Case Record Type	Open Complaint
Commercial Assignee	Click lookup icon...	ID	<input type="checkbox"/>
Pictures taken	<input type="checkbox"/>	Requested Sample	--None--
Inspected by an agent	--None--		

•Each
Complaint
can be
linked
to
assignees.
The
different
assignees
are
Users
or
Groups
of
Users
in
charge
of
one
or
more
steps
of
the
Complaint
process.

•As detailed before, some GBUs will not request the originator to specify the assignees because the rules have been implemented to automatically assign d.

•David can to Assign 3 different people to the Complaint:

The Originator: The person logging the Complaint – in our case De Quid. The Investigator: The person responsible for the investigation. The Commercial Assignee: The person responsible for the communication with the Customer.

•In our Case, both Investigator and Commercial Assigne will be managed automatically based on the GB U rules.

*
The field Investigator and Commercial Assignee are only available on the creation. After, these roles should be managed directly on the Case Team section

Severity

- During the Complaint Registration step, David *needs* to fill-in the **Severity** of the Complaint. There are 4 types of Severity:
 - Critical**: Totally unacceptable situation.
 - Major**: Complaint with a big impact
 - Standard**: Complaint with a low impact
 - Anomaly**: Complaint with very low impact closed directly after registration
- If the Severity is defined as "Anomaly", then the Complaint should only be registered and not investigated. In that case, mandatory fields will only be required for the registration step. No further information is required for closure.
- By default, the Severity of a Complaint is set to « Standard » but remains editable.

The screenshot shows a form with several fields: 'Severity', 'Motive', 'Sub-Motive', and 'Confidential'. The 'Severity' field is currently set to 'Standard' and has a dropdown arrow. The dropdown menu is open, showing four options: 'Critical', 'Major', 'Standard' (which is highlighted in blue), and 'Anomaly'. A red box highlights the 'Severity' label and the dropdown menu. There is also a question mark icon next to the 'Confidential' field.

Customer Complaint Severity Clarification

Risk	Impact	ON HSE, PRODUCT STEWARDSHIP	ON CUSTOMER PRODUCTION	ON SOLVAY FINISHED PRODUCT QUALITY	Internal investigation
CRITICAL Real unacceptable risk		Direct impact on safety and environment HSE -event on customers site (i.e. declared incident, leakage > 100 kg in storage)	Direct impact on customer production Production line stop Wrong product consumption	Use of product might cause severe damage or high risk Not predictable impurity (i.e. metal pieces) Microbiological contamination Unstable product	YES
		Potential impact on safety and environment Potential HSE-event dur to bad labelling, packaging leakage Potential contamination in customer end product	Potential impact on customer production Production planning change Wrong product in inventory, but not used	Use of product might cause damage or risk Product out of specification Product out of typical properties	YES
STANDARD Perceptible damage to incident		No impact on safety and environment Customs duty to pay Damaged packaging	No impact on customer production Later arrival of product, but inventory available	Use of product causes no risk Product has unusual aspect (i.e. color) Incorrect weight per bag	YES
		No impact on safety and environment Documentation problem (Safety Data Sheet)	No impact on customer production Later arrival due to incidental traffic conditions	Use of product causes no risk Documentation problem (i.e. Certificate of Analysis), Wrong price invoiced	NO
ANOMALY Observation; no risk					

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1. Complaint Registration

2. Under Investigation

3. Customer Response U...

4. Customer Communica...

5. Complaint Closure

6. Closed

Process Information https://drive.google.com/open?id=1b2ZNHIGYG6A_sOoICJT48oEVjZ_nhoR_rG_jr_AEA

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1. Complaint Registration

2. Under Investigation

3. Customer Response U...

4. Customer Communica...

5. Complaint Closure

6. Closed

•The Status order is as follows:

-**New:** As soon as the Complaint is created.

-**Acknowledgement Sent:** When the acknowledgement email has been sent to the main Contact of the Complaint.

-**Under Investigation:** During the investigation process.

-**Customer Response Under Review:** Additional information requested or review after investigation process.

-**Customer Communication:** When the Final Communication to the Customer is ready to be sent

-**Completed:** When the Customer Response is sent

-**Closed:** When the Complaint is closed.

Each step at us is linked to a step of the process.

Status

New
Acknowledgement Sent
Under Investigation
Under Review
Customer Informed
Closed



Process

Complaint Registration
Acknowledgement Sent
Internal Investigation
Commercial Response
Customer Communication
Closed

StatuS Automatic Upd ate

When the status changed to Completed the fields on sections Case information (except the fields Motive and Sub-Motive), Complaint Description, C Information are now locked and cannot be edited.

The effectiveness Assessment field is now editable at any stage of the Complaint, making the process more agile

•Changing the Status of the Complaint is a manual process for the following Statuses:
- **Under Investigation**
- **Under Review**

• Nevertheless, for the other r
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, the values are automatically updated:
-New
:
Default status after creation of a Complaint.

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-Closed : Automatically updated when the Complaint is closed.

Case Information (5)

5 Internal Complaint can be flagged by ticking the checkbox Solvay Company.

Case Edit
New Case


Case Edit [Save] [Cancel]

Case Information Required Information

Ship To Account	Click lookup icon	Status	New
Sold To Account	Click lookup icon	Complaint Acknowledgement Sent	<input type="checkbox"/>
GBU	Click lookup icon	Final communication Sent	<input type="checkbox"/>
BU	Click lookup icon	8D Report completed	<input type="checkbox"/>
Product Family	Click lookup icon	Severity	Standard
Resolution Site Code	Click lookup icon	Motive	None
Country	Click lookup icon	Sub-Motive	None
Originator	Christian Cano	Confidential	<input type="checkbox"/>
Investigator	Click lookup icon	Solvay Company	<input type="checkbox"/>
Commercial Assignee	Click lookup icon	Received Date	11/01/2016
		Case Currency	Euro
		Origin	None

- Internal Complaints relate to products sold to other Solvay entities (internal customers).
•The Complaints can have 5 possible origins:
- **Email**
- **Phone**
- **Web**
- **Visit**
- **Letter (recommended)**

It is now possible to flag a Complaint as being an Internal Complaint and by doing so, to bypass some steps that would be mandatory on the normal process

Case Edit  **New Case**

Case Edit Save Cancel

Case Information Required Information

Case Owner	Jeremie Seabra	Status	New
(BD) Ship To Account	Click lookup icon...	Severity	Standard
Sold To Account		Motive	--None--
GBU	--None--	Sub-Motive	--None--
BU	--None--	Confidential	<input type="checkbox"/>
Product		Solvay Company	<input type="checkbox"/>
Resolution Site Code		Case Currency	Euro
(BD) Originator	Jeremie Seabra	Case Origin	--None--
(BD) Investigator		Case Record Type	Open Complaint
(BD) Commercial Assignee			
Picture taken	<input type="checkbox"/>	BD	<input type="checkbox"/>
Inspected by an agent	--None--	Requested Sample	--None--
Internal Complaint	<input type="checkbox"/>		

Not mandatory to Send Acknowledgment email or to have client feedback to close the Complaint

Case Information (6)

Some fields are important to be at the Case Information

Case Edit Save Cancel

Case Information Required Information

Case Owner: Filipe Freitas

Ship To Account: Click lookup icon...

Sold To Account: Click lookup icon...

GBU: --None--

BU: --None--

Product: Click lookup icon...

Resolution Site Code: Click lookup icon...

Originator: Filipe Freitas

Investigator: Click lookup icon...

Commercial Assignee: Click lookup icon...

Picture taken:

Inspected by an agent: --None--

Status: New

Severity: Standard

Motive: --None--

Sub-Motive: --None--

Confidential:

Solvay Company: Click lookup icon...

Case Currency: Euro

Case Origin: --None--

Case Record Type: Open Complaint

ID:

Requested Sample: --None--

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File lists that are used by the 8DR report are now more clearly identified with the text "(8D)"

Case Edit
New Case

Case Edit [Save] [Cancel]

Case Information Required Information

Case Owner	Jeremie Seabra	Status	New
(8D) Ship To Account	Click lookup icon...	Severity	Standard
Sold To Account		Motive	--None--
GBU	--None--	Sub-Motive	--None--
BU	--None--	Confidential	<input type="checkbox"/>
Product		Solvay Company	<input type="checkbox"/>
Resolution Site Code		Case Currency	Euro
(8D) Originator	Jeremie Seabra	Case Origin	--None--
(8D) Investigator		Case Record Type	Open Complaint
(8D) Commercial Assignee			

Complaint Description

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Complaint Description

Subject

Initial Description

The Initial Description is the description given by the Customer.

Customer Contact Information

1

Multiple contacts can be maintained on the Complaint. David can maintain a main Contact on the page layout and has the possibility to add Additional Contacts on the Contacts related list.

Information Required Information

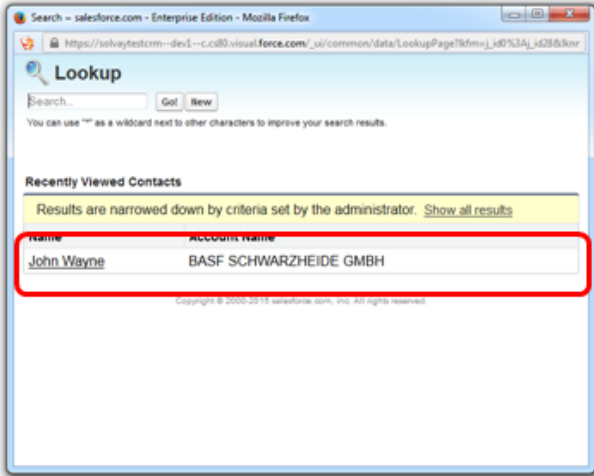
Case Contact

Case Customer Contacts [New Case Customer Contact](#) [Case Customer Contacts Help](#)

Action	Name	Contact
Edit Del	R-0004	Peter Parker

Example

When choosing a main Contact, David can search for any Contact but the Contacts related to the Ship-to will be the ones displayed by default



2

Hovering the cursor of the mouse on the Contact reveals additional information on this Contact such as Name, Account Name, Phone, Email, Function and Language.

Customer Contact Information

Contact Name [Christian De Jong](#)

Contact

[View](#) [Edit](#)

Name Mr. Christian De Jong

Account Name [Test Account](#)

Phone 0499673849

Email christian.cano-ex@solvay.com

Mobile

Function R&D

Language French

Order Information

Document Source PF1

Good Issued Date

Sales Order Number 23453

Sales Order Item

Outbound Delivery Number

Outbound Delivery Item

Customer Purchase Order Number

•All the Contacts on the Complaint are by default recipients of communications when the acknowledgement email or the final communication to the customer is sent. They can nevertheless be changed by the user before sending the Communication.

Order Information

1

Under this section, David will see all the information related to the orders.

Document References

Here you should input the document references such as the Document Source, Sales Order Number, Outbound Delivery Number, etc.

Data Pulled from SAP

If document references are provided, data is pulled from SAP ECC if available.

Order Information

Document Source

Sales Order Number

Sales Order Item

Outbound Delivery Number

Outbound Delivery Item

Customer Purchase Order Number

Material Code

Material Description

Packaging Type

Shipping Site Code

Shipping Site

Goods Issued Date

Requested Delivery Date

Actual Delivery Date

Carrier Partner Name

Carrier SAP Reference

Equipment

Rail Car/Truck Number

Preceding Document

Preceding Item

Subsequent Document

Subsequent Item

Item Number	Batch Number	Unit of Measure	Document Quantity	Disputed Quantity	Returned Quantity
900001	BWF150615	KG	28.56	28.56	
900002	BWF150616	KG	28.56	28.56	

Batch Dependent Fields

The Batch dependent fields which can have multiple values are maintained in a table

Release R5

Order Information

Document Source

Sales Order Number

Sales Order Item

Outbound Delivery Number

Outbound Delivery Item

Shipment Number

Customer Purchase Order Number

Material Code

Material Description

Packaging Type

Shipping Site Code

Shipping Site

Goods Issued Date

Requested Delivery Date

Actual Delivery Date

Carrier Partner Name

Carrier SAP Reference

Equipment

Rail Car/Truck Number

Preceding Document

Preceding Item

Subsequent Document

Subsequent Item

Item Number	Batch Number	Unit of Measure	Document Quantity	Disputed Quantity

Product reference is captured in the **Material Code** and **Material Description** fields.
•2 types of Packaging Type are can be selected:
- Bulk
- Packed

•The Shipping Site value automatically fills the Resolution Site value but it can still be edited.

3 Under the Order Information section, 3 goods related dates are maintained: -Goods Issued Date : Date the goods are issued.

Order Information

Document Source	[-None-]	Material Code	<input type="text"/>
Sales Order Number	<input type="text"/>	Material Description	<input type="text"/>
Sales Order Item	<input type="text"/>	Packaging Type	[-None-]
Outbound Delivery Number	<input type="text"/>	Shipping Site Code	<input type="text"/>
Outbound Delivery Item	<input type="text"/>	Shipping Site	<input type="text"/>
Shipment Number	<input type="text"/>	Goods Issued Date	<input type="text" value="19/01/2016"/>
Customer Purchase Order Number	<input type="text"/>	Requested Delivery Date	<input type="text" value="19/01/2016"/>
		Actual Delivery Date	<input type="text" value="19/01/2016"/>
Preceding Document	<input type="text"/>	Carrier Partner Name	<input type="text"/>
Preceding Item	<input type="text"/>	Carrier SAP Reference	<input type="text"/>
Subsequent Document	<input type="text"/>	Equipment	<input type="text"/>
Subsequent Item	<input type="text"/>	Rail Car/Truck Number	<input type="text"/>

Item Number	Batch Number	Unit of Measure	Document Quantity	Disputed Quantity
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

**-Requested
Delivery
Date**

: Date the Customer would like to receive the delivery of the goods.

**-Actual
Delivery
Date**

: Estimated date the goods will be delivered.

4

In addition to the dates, some further references are captured in the Order Information section. -Carrier Partner Name - Carrier SAP Reference - Equipment used

Order Information

Document Source	--None--	Material Code	
Sales Order Number		Material Description	
Sales Order Item		Packaging Type	--None--
Outbound Delivery Number		Shipping Site Code	
Outbound Delivery Item		Shipping Site	
Shipment Number			
Customer Purchase Order Number		Goods Issued Date	[19/01/2016]
		Requested Delivery Date	[19/01/2016]
		Actual Delivery Date	[19/01/2016]
Preceding Document		Carrier Partner Name	
Preceding Item		Carrier SAP Reference	
Subsequent Document		Equipment	
Subsequent Item		Rail Car/Truck Number	

Item Number	Batch Number	Unit of Measure	Document Quantity	Disputed Quantity

Order Information

Document Source	--None--	Material Code	
Sales Order Number		Material Description	
Sales Order Item		Packaging Type	--None--
Outbound Delivery Number		Shipping Site Code	
Outbound Delivery Item		Shipping Site	
Shipment Number			
Customer Purchase Order Number		Goods Issued Date	[19/01/2016]
		Requested Delivery Date	[19/01/2016]
		Actual Delivery Date	[19/01/2016]
Preceding Document		Carrier Partner Name	
Preceding Item		Carrier SAP Reference	
Subsequent Document		Equipment	
Subsequent Item		Rail Car/Truck Number	

Item Number	Batch Number	Unit of Measure	Document Quantity	Disputed Quantity

The Batch dependent fields which can have multiple values are maintained in a table at the bottom of the Order Information section and remain editable if no data is pulled from SAP.

- These fields are the following:

- Item Number
- Batch Number
- Unit of Measure
- Document Quantity
- Disputed Quantity

Order Information

Document Source	--None--	Material Code	
Sales Order Number		Material Description	
Sales Order Item		Packaging Type	--None--
Outbound Delivery Number		Shipping Site Code	
Outbound Delivery Item		Shipping Site	
Shipment Number		Goods Issued Date	{ 19/01/2016 }
Customer Purchase Order Number		Requested Delivery Date	{ 19/01/2016 }
		Actual Delivery Date	{ 19/01/2016 }
Preceding Document		Carrier Partner Name	
Preceding Item		Carrier SAP Reference	
Subsequent Document		Equipment	
Subsequent Item		Rail Car/Truck Number	

Item Number	Batch Number	Unit of Measure	Document Quantity	Disputed Quantity

If a **Shipment Number** is *linked* to a **single Delivery**, it can be used as Document Reference and the data from the linked Delivery will be pulled from SAP.

•If a Sales Order Number and item is *linked* to **single Delivery**, the data from the linked Delivery will be pulled from SAP and the Delivery Number and item will be referenced in the **Subsequent Document**.

•If an **Outbound Delivery Number** and item is used as Document Reference, the data from the Delivery will be pulled from SAP and the **Sales Order Number** and item will be referenced in the **Preceding Document**.

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If available and in reference to the Sales Order Number and its Item, to the Outbound Delivery Number and its Item or to the Shipment Number, some fields will automatically populate with data pulled out of SAP EC.C.

Order Information

Document Source

Sales Order Item

Outbound Delivery Number

Outbound Delivery Item

Shipment Number

Customer Purchase Order Number

Preceding Document

Preceding Item

Subsequent Document

Subsequent Item

Sales Order Number

Packaging Type

Shipping Site Code

(RD) Shipping Site

Goods Issued Date

Requested Delivery Date

Actual Delivery Date

Carrier Partner Name

Carrier SAP Reference

Equipment

Rail Car/Truck Number

Account Manager

Sales Office Code

Sales Office Description

Release R5

Item Number	Batch Number	Unit of Measure	(RD) Document Quantity	Disputed Quantity	Returned Quantity
				<input type="text"/>	<input type="text"/>

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exception
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manually
overwritten.
If
no
data
is
pulled
from
SAP,
all
the
values
can
be
manually
completed.

8

The **Document Quantity** represents the total quantity of the Sales Order or Delivery.

- The **Disputed Quantity** represents the quantity in dispute for this Complaint which can be different from the total quantity.
- By default, the Disputed Quantity is populated with the data from the Document Quantity field.

Item Number	Batch Number	Unit of Measure	Document Quantity	Disputed Quantity	Returned Quantity
900001	POSSL	KG	24,980.00	24,980.00	

- Nevertheless, the Disputed Quantity field remains editable and can be updated manually

Item Number	Batch Number	Unit of Measure	Document Quantity	Disputed Quantity	Returned Quantity
900001	POSSL	KG	24,980.00	15,000.00	

Containment/Immediate Actions

David reviews if any containment/Immediate actions are required and takes the

Containment/Immediate Actions

Immediate Action Required: --None-- Completed Date: [13/07/2015]

Immediate Actions Summary:

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Case Record Type

•Once the Complaint is saved, the field Case Record Type will appear to show the record type of the Case. For Complaints, 2 possible record types:
-Open Complaints
-Close ReadOnly Complaint

Case Details

[Edit](#) [Delete](#) [Close Case](#)
[Send Acknowledgement Mail](#) [Send Customer Response](#) [Generate 8D Report](#) [Send Internal Email](#)

[1. Complaint Registration](#) > [2. Under Investigation](#) > [3. Customer Response U...](#) > [4. Customer Communica...](#) > [5. Complaint Closure](#) > [6. Closed](#)

Process Information <https://drive.google.com/open?id=1cvR9saYyF710pA09b45PQs5v6zqg6PzzFZqE6tzd1ts>

Case Information	
Case Number	00019469
Case Owner	Julien Gasqueton [Change]
(BD) Ship To Account	A I B BEATA DOBOSIEWICZ
(BD) Customer Classification	A I B BEATA DOBOSIEWICZ
Sold To Account	A I B BEATA DOBOSIEWICZ
Partner Type	Sold-to & Ship-to
GBU	Special Chem
BU	Catalysis
Product	
Resolution Site Code	POS
Status	New
Severity	Standard
Motive	Delivery
Sub-Motive	Driver behaviour
Motive & Submotive Definition	http://drive.google.com/open?id=0B7qPzzFZqE6tzd1ts
Confidential	<input type="checkbox"/>
Solvay Company	<input type="checkbox"/>
Case Currency	EUR
Case Origin	
Case Record Type	Open Complaint

Case Team

Once the case is created, the account manager from the account team is automatically added to the case team based on GBU rules.

They will be notified about the various complaint advancements.

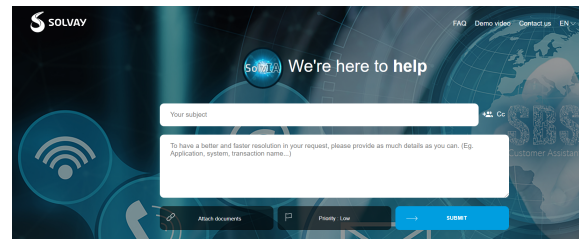
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Related articles

- [Complaint: Sending the Acknowledgement Email](#)
- [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