

# Complaint: Related Lists

## Overview

In this section, you will find information about:

- Complaint contact
- Open activities
- Activity history
- Complaint team
- Complaint comments
- Complaint history
- Google docs & Attachements

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### Concerned profiles:

ALL

## Step By Step

### Case Customer Contacts

- It is possible to assign additional conditional contacts to the complaint using the Case Cu

The screenshot shows the 'Case Customer Contacts' interface. At the top, there is a 'New Case Customer Contact' button. Below it is the 'Case Customer Contact Edit' form. The form has a 'Case' field with the value '00001047' and a 'Contact' field. The 'Contact' field is highlighted with a red box and a blue arrow pointing to it. Below the form is a table of 'Case Customer Contacts' with the following data:

Action	Case Customer Contact: Name	Contact Name	Contact Role	First Name	Email
Del	R-0025	Nikola Tesla		Nikola	test23430331@test.com

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## Open Activities

•It is possible to assign Complaint tasks to users only from the Complaint and capture which **P**rocess this task is related to. These tasks have a priority, a due date, a close date and free text fields to capture the action and the result.

•To create a new task, the user clicks on **N**ew Task on the Open Activities related list.

The screenshot displays the 'Open Activities' interface. At the top, there is a table with columns: Action, Subject, Name, Task, Due Date, Status, Priority, and Assigned To. A red box highlights the 'New Task' button in the top right corner of the table. Below the table, there is a 'Task Edit' form. The form has a 'Task information' section with fields for Assigned To (Christian Cano), Subject, Due Date (19/01/2016), Process (None), and Closed Date (19/01/2016). There are also fields for Task Record Type (Complaint Task), Related To (Case), and Name (Contact | test test). A red box highlights the 'Task Record Type' field. The form also includes 'Save', 'Save & New Task', 'Save & New Event', and 'Cancel' buttons.

## Activity History

• All the activities linked to the Complaint reminder in this related list. These activities include:

Activity History [Log a Call](#) [Send an Email](#) [View All](#)

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
<a href="#">Edit</a>   <a href="#">Del</a>	Email Case Closure Notification	Christian De Jong	✓	24/06/2015	Christian Cano	24/06/2015 11:15
<a href="#">Edit</a>   <a href="#">Del</a>	Investigation start validation	Christian De Jong	✓	24/06/2015	Christian Cano	23/06/2015 14:18
<a href="#">Edit</a>   <a href="#">Del</a>	Investigation start validation	Christian De Jong	✓	24/06/2015	Christian Cano	23/06/2015 14:15
<a href="#">Edit</a>   <a href="#">Del</a>	Email Accusé de réception de votre plainte	Christian De Jong	✓	15/05/2015	Christian Cano	15/05/2015 16:49
<a href="#">Edit</a>   <a href="#">Del</a>	Email Case Closure Notification	Christian De Jong	✓	15/05/2015	Christian Cano	15/05/2015 9:49

[Show more »](#) | [Go to list »](#)

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Case Team		Update Case Team Members			
Action	Team Member	Member Role	Case Access	Visible In Customer Portal	Modified By
Remove	<a href="#">User John Smith</a>	Case Team Member	Read/Write	<input type="checkbox"/>	Christian Cano, 19/01/2016 15:53
Remove	<a href="#">User Laurie Clark</a>	Case Team Member	Read/Write	<input type="checkbox"/>	Christian Cano, 19/01/2016 15:53
Remove	<a href="#">User David Rameel</a>	Case Team Member	Read/Write	<input type="checkbox"/>	Christian Cano, 19/01/2016 15:53

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Action	Comments	
<a href="#">Edit</a> <a href="#">Delete</a>	Christina Caga Tee Jul 14 09:07:55 GMT 2015 The investigation part is completed.	

## Case History

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Date	User	Action
2015-07-15 19:39:47	<a href="#">Christian Cano</a>	Changed Contact from John Smith to John Wayne
		Changed Contact from 0032500001kQW5AA2 to 0032500001kVhXAAQ
2015-07-15 17:37:41	<a href="#">Christian Cano</a>	Changed Status from Under Investigation to Under Review
2015-07-15 16:09:30	<a href="#">Christian Cano</a>	Changed Status from Acknowledgement Sent to Under Investigation
		Changed Severity from Anomaly to Minor
2015-07-15 15:58:42	<a href="#">Christian Cano</a>	Changed Status from Under Investigation to Acknowledgement Sent
2015-07-15 15:47:27	<a href="#">Christian Cano</a>	Changed Status from Acknowledgement Sent to Under Investigation
2015-07-02 18:08:52	<a href="#">Christian Cano</a>	Changed Status from New to Acknowledgement Sent
2015-07-02 17:18:52	<a href="#">Christian Cano</a>	Changed Severity from Minor to Anomaly
2015-07-01 16:05:11	<a href="#">Christian Cano</a>	Created
		Changed Owner (Assignment) from Christian Cano to NoveCare

[Show More](#)

• This allows to be better understood what and how did what and when.

## Google Docs & Attachments

**1** Documents can be attached to the Complaint in 2 different ways

-Add Google Doc: add an existing document from its Google Drive URL

The screenshot shows a web interface for adding Google Docs. At the top, there are two buttons: 'Add Google Doc' (highlighted with a red box) and 'Attach File'. Below this is a message 'No records to display' and a large grey arrow pointing downwards. The main form is titled 'Add Existing Google Doc' and contains the following elements:

- A header: 'Add Existing Google Doc' with 'Save' and 'Cancel' buttons.
- A sub-header: 'Add an existing Google Doc to 00001021'.
- Two input fields: 'Google Doc Name' and 'Google Doc URL', both with red vertical bars on the left side.
- A link: 'Take me to Google Docs'.
- Footer: 'Save' and 'Cancel' buttons.

A red callout box points to the 'Google Doc Name' field with the text: 'Add Google Doc Select a name for your Document and fulfill the URL.'

2

Documents can be attached to the Complaint in 2 different ways

-Attach a file: add an document from your computer.

**Google Docs & Attachments** Add Google Doc Attach File

No records to display

**Attach File to Case 00001369**

- 1. Select the File**  
Type the path of the file or click the Browse button to find the file.  
 No file chosen
- 2. Click the "Attach File" button.**  
Repeat steps 1 and 2 to attach multiple files.  
(When the upload is complete the file information will appear below.)
- 3. Click the Done button to return to the previous page.**  
(This will cancel an in-progress upload.)

**Step 1**  
Select your file from your Computer

**Step 2**  
Click on "Attach File"

**Step 3**  
Click on "Done" and the Document will be saved.

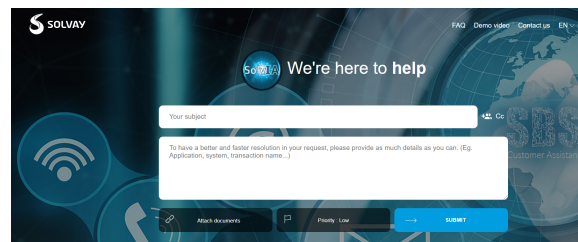
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## Related articles

- [Complaint: Create a complaint](#)
- [Complaint: Sending the Acknowledgement Email](#)
- [Complaint: Internal Investigation](#)
- [Complaint: Commercial Response](#)
- [Complaint: Customer Communication](#)
- [Complaint: Close a complaint](#)
- [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*