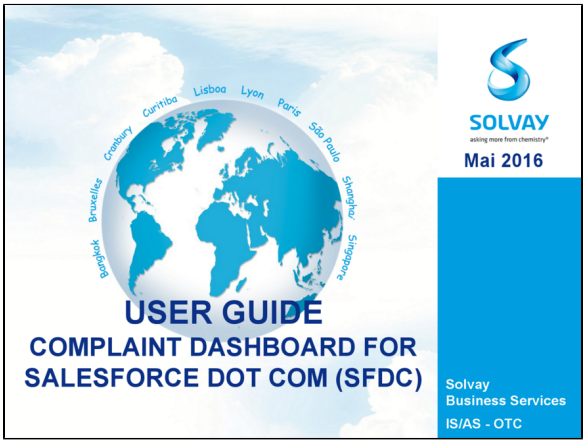
Complaint: Reporting on Complaints

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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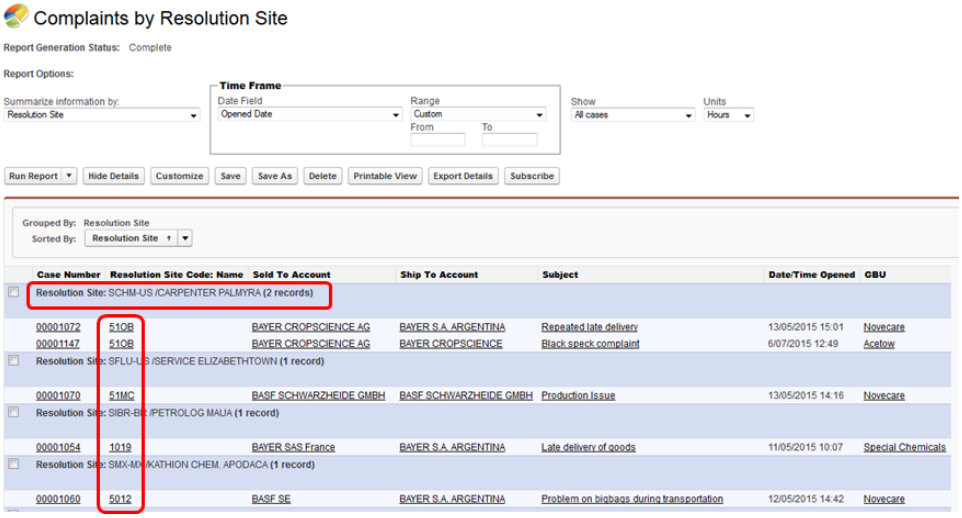
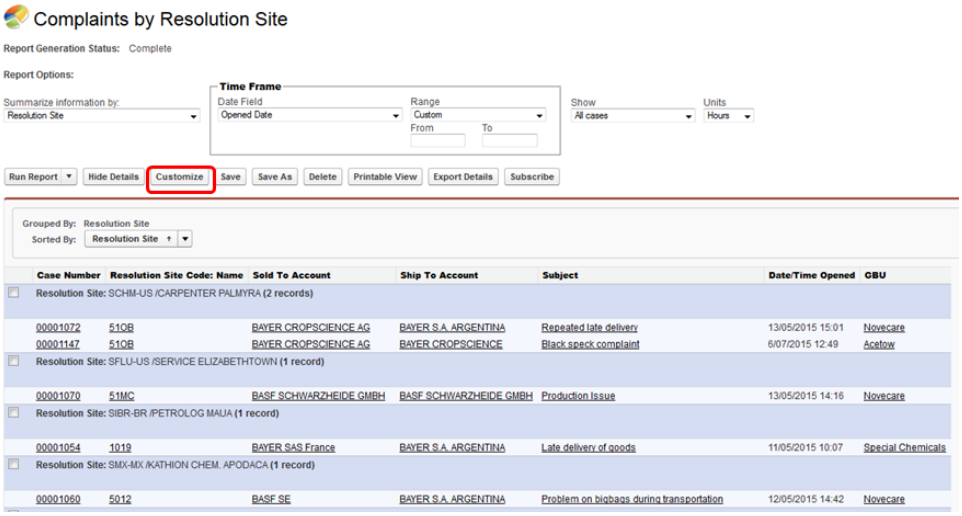
1

Complaints can be grouped by Resolution Site using Reports.



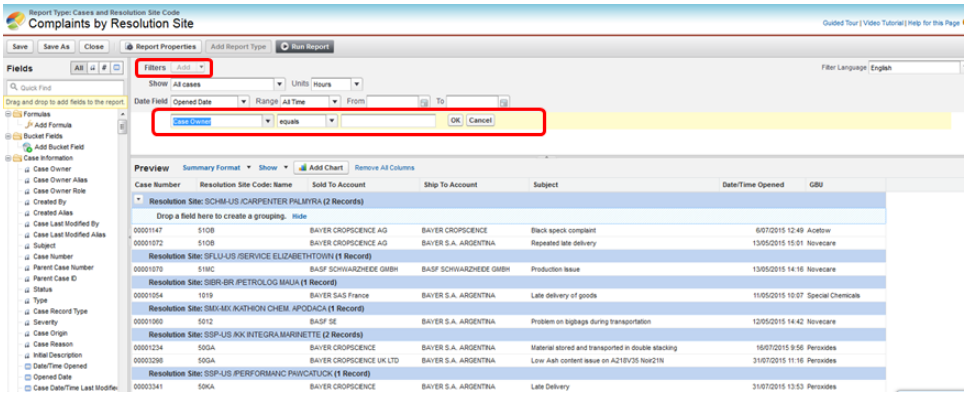
2

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



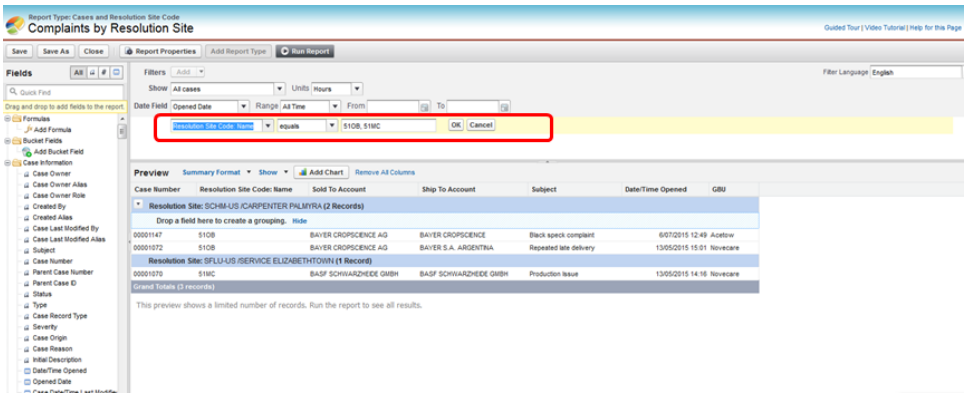
3

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



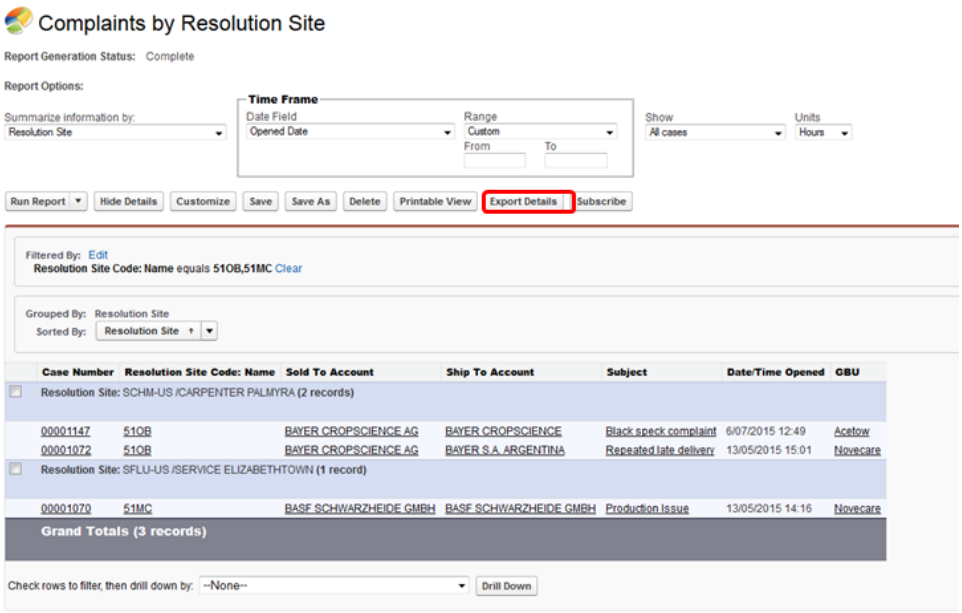
4

Let's filter on the 51OB and 51MC Resolution Site codes.
•In order to do this populate the filter as follows, click on OK:
- "Resolution Site Code: Name" EQUALS "51OB, 51MB"
•Now click on "Run Report.



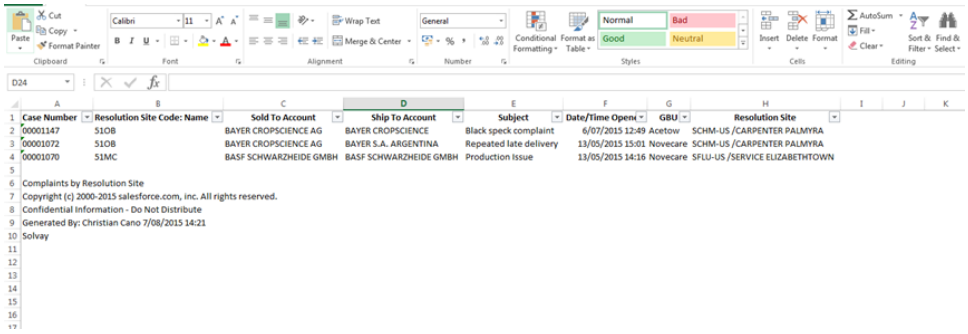
5

The Report is now filtered on the 51OB and 51MC Resolution Site codes.
•It can be exported to an excel by clicking on Export Details.



6

The Report is now exported in Excel



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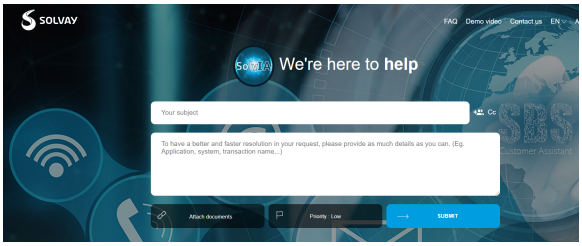
Related articles

- Complaint: Create a complaint
- Complaint: Sending the Acknowledgement Email
- Complaint: Internal Investigation
- Complaint: Commercial Response
- Complaint: Customer Communication
- Complaint: Close a complaint
- Complaint: Related Lists
- Qlikview - Analytics

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