

Complaint: Sending the Acknowledgement Email

Overview

Table of content

In this section, you will find information about:

- How to send the acknowledgement email to the customer
- How to notify the assignee

- [Step By Step](#)
 - [Email to Customer](#)
 - [Assignee Notification](#)
- [Related articles](#)
- [Need help?](#)

Concerned profiles:

ALL

Step By Step

Email to Customer

• O
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
s
y
s
t
e
m
;
i
t
i
s
t
i
m
e
f
o
r
D
a
v
i
d
t
o
s
e
n
d
a
n
A
c
k
n
o
w
l
e
d

The screenshot displays the 'Email to Customer' process. At the top, a workflow bar shows five steps: 1. Complaint Registration, 2. Under Investigation, 3. Customer Response Under Review, 4. Customer Communication, and 5. Complaint Closure. A red box highlights the 'Send Acknowledgement Mail' button above step 3. A green box highlights the 'Release R5' button above step 5. Below the workflow, an 'Email Preview' window shows an email being composed. The 'To' field is 'ak@bookuf.com', 'From' is 'christian.cano-en@solvay.com', and 'CC' is 'ak@xyz.com'. The subject is 'Complaint reference: 00001279 - Acknowledgement of receipt'. A red box highlights the 'Language' dropdown menu, which is set to 'English'. Below the email preview, a 'CUSTOMER COMPLAINT' form is visible. The form includes fields for 'Complaint reference: 00001279', 'Received date: 2019-11-18', 'Contact: Christian Cano', 'Phone number', and 'Email'. A red box highlights the 'Customer' field, which is set to 'Test Customer'. A red callout box points to the 'Customer' field with the text: 'Customer The Sold-to account is referenced in the Customer section along with the Customer Classification Information'. Another red callout box points to the 'Ship-to party' field with the text: 'Document Reference Sales Order, Outbound Delivery and Shipment Number are referenced in the template.' A yellow sticky note with a red pushpin is placed over the email preview with the text: 'The language of the email is defined by the language of the main Contact but can be changed by the user.'

g
e
m
e
n
t
E
m
a
i
l
t
o
t
h
e
c
u
s
t
o
m
e
r
.
T
h
e
p
u
r
p
o
s
e
o
f
t
h
e
c
o
m
m
u
n
i
c
a
t
i
o
n
i
s
t
o
a
c
k
n
o
w
l
e
d
g
e
t
o
t
h
e
c
u
s
t
o
m
e
r
t
h
a
t
t
h
e
C
o
m
p
l
a
i
n
t
h
a
s
b
e
e
n

logged correctly and that it is taken into consideration.
• The CCC complaint acknowledgment is issued by email to all contacts

ai
n
e
d
i
n
t
h
e
c
u
s
t
o
m
e
r
C
o
m
p
l
a
i
n
t
.
D
a
v
i
d
c
a
n
s
e
n
d
t
h
e
e
m
a
i
l
b
y
c
l
i
c
k
i
n
g
o
n
t
h
e
S
e
n
d
A
c
k
n
o
w
l
e
d
g
e
m
e
n
t
M
a
i
l
b
u
t
t
o
n
.

• In addition to the predefined Contacts, Davida can also input any valid email address.

While answering the following questions, it is important to note that

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	

C
A
R
O
/
A
h
a
s
b
e
e
n
c
h
a
n
g
e
d
t
o
G
e
n
t
i
l
e
C
L
I
N
T
E
w
i
t
h
o
u
t
a
n
y
m
e
n
t
i
o
n
o
f
t
h
e
n
a
m
e
/
c
o
n
t
a
c
t
o
f
t
h
e
c
u
s
t
o
m
e
r.

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.

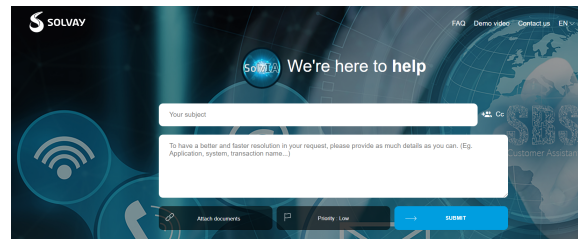
[Back to the top](#)

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