P9. Customer Request Management

Presentation

Definitions & Objectives

The Customer Requests module allows to capture, log, approve, process and resolve Customer Requests. This module also enables to communicate with the customer on progress and resolution. Additionally, in case of similar requests, a Customer Request can be cloned. The values can be edited before saving the cloned Customer Request or can be canceled.

There are 2 types of customer requests:

- **Standard customer requests**
  - A customer request represents one or more demand(s) from a customer related to one or several areas (e.g. logistics, packaging, documentation, training, technical support, regulatory compliance)
- **Special customer requests**
  - Special Customer Requests process deals with managing requests coming from the customer that deviate from Solvay GBU standard offering (e.g. product specifications, way of handling quality system , shipping)
- **Scope:**
  - In Scope : Standard Customer Request
  - <u>Not</u> in Scope: Special Customer Request
  - In Scope but not handled through Customer Request : Sample requests

Process Overview

blocked URL

Customer Request Management has 5 main steps which are as follows:

Customer Request Registration	Prompt logging of a Customer Request after reception with upload of pictures and attachments. Submitting the Customer Request for approval
Approval Process	Rules for the Approval process have been implemented by each GBU where a Customer Request can be automatically approved, be assigned to a User to approve or rejected, or be assigned to a group of Users.
Processing the Customer Request	After the Customer Request is approved, it is assigned to a User or a group of Users to be processed. An answer/solution will be provided on the Customer Request
Customer Communication	When the answer/solution to the Request is provided, the Communication to the client can be sent.
Customer Request Closure	When the Request has been solved and communicated to the Customer, the Customer Request can be closed.

Training Materials

Customer Request

Learn more by using the **Interactive guides**

Interactive Guides

- Account Navigation
- Create Account
- Create Contact & Team Member

Opportunity

- Opportunity Navigation
- Create Opportunity

Quote

- Create Quote + Line Item & Generate PDF

Visit Report

- Create Visit Report + Add Contact & Team Member

Cases

- Create Complaint
- Create Sample
- Create Customer Request
- Create Customer Specific Requirement

Lead

- Lead Scoring & Navigation