

Create VoC actions

Overview

In this section, you will find information about:

- How to create a VoC Action.
- Which fields are mandatory
- How to create Open Activities

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Step-By-Step

Creation Process

As Account Manager I want to find my Interviewed Account so that I can Selected the VOC Record and create VOC Actions

- A1 Search the Interviewed Account & Selects the VOC Record
- A2 At the VOC page: Click on 'New VOC Action' button
- A3 At the New VOC Action fill in all the details & Click Save
- A4 At the VOC Record: Displays VOC Actions Created

A- Using Global Search, Select the Interviewed Account

B- At Account details, mouse over VOC

C- At the list shown, select the VoC you wish

Action	VOC Number	GBU	Contact	Interview Date	Overall Rating	Overall Rating Status
Edit Del	VOC# 00000001	oma Performance	First Test	10-03-2015	7,00	🚩
Edit Del	VOC# 00000002	Performance Polyamides	Second Test	16-11-2016	9,00	🟢
Edit Del	VOC# 00000004	Aroma Performance	First Test	07-12-2016	5,00	🚩
Edit Del	VOC# 00000006	Aroma Performance			4,00	🚩
Edit Del	VOC# 00000008	Aroma Performance			9,00	🟢

A- At the VOC Details, mouse over Open Activities

B- Click on "New VOC Action" button

Home Need Help Chatter Accounts Contacts Activities Visit Reports Account Plans Cases +

VOC# 00000001

Customize Page | Edit Layout | Printable View | Help for this Page

Google Docs, Notes, & Attachments | Open Activities (1) | Activity History (2)

Open Activities New Event **New VOC Action** Open Activities Help

Action	Subject	Name	Task	Due Date	Status	Priority	Assigned To
<input type="checkbox"/> Edit Cls	Response to Competition - Test with a very large subject in order to see the behavior of the string	First Test	✓	16-10-2016	In Progress	Normal	Dina Mendes

A- Fill in all mandatory and optional fields

B- Click "Save" button

Home Need Help Chatter Accounts Contacts Activities Visit Reports Account Plans Cases +

Task **New Task** Help for this Page

Task Edit Save Save & New Task Save & New Event Cancel

Task Information = Required Information

Assigned To: Dina Mendes
 Subject: Call
 Start Date: 28-12-2016 [28-12-2016]
 Due Date: 28-02-2017 [28-12-2016]
 Priority: Normal

Related To: VOC VOC# 00000001
 Name: Contact First Test
 Type: --None--
 Status: Not Started

Additional Information

Description/Email Sent: <insert here the description of the Action>

VOC Issue / Idea Mentioned: <Basing on the related VOC results, please type here Issues/Ideas you wish to develop an action plan for; (max 255 characters)>

A- Each VOC detail page you will find Open Activities list for that VOC

B- Each VOC detail page you will find Activities History (completed tasks) list for that VOC

Rating: Senior Management
 Created By: Miguel Duarte, 16-11-2016 11:40
 Last Modified By: Miguel Duarte, 06-12-2016 11:11

Edit Delete Clone Sharing

Google Docs, Notes, & Attachments Add Google Doc New Note Attach File View All Notes & Attachments Help

Action	Type	Title	Last Modified	Created By
Edit View Del	Attachment	Interview with Customer.txt	28-12-2016 17:26	Dina Mendes

Open Activities New Event New VOC Action Open Activities Help

Action	Subject	Name	Task	Due Date	Status	Priority	Assigned To
<input type="checkbox"/> Edit Cls	Response to Competition - Test with a very large subject in order to see the behavior of the string	First Test	✓	16-10-2016	In Progress	Normal	Dina Mendes
<input type="checkbox"/> Edit Cls	Call	First Test	✓	28-02-2017	Not Started	Normal	Dina Mendes

Activity History Log a Call Mail Merge Send an Email View All Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit Del	Quality consistency and New products	First Test	✓	01-12-2016	Miguel Duarte	16-11-2016 12:10
Edit Del	Technical visits	First Test	✓	01-04-2016	Miguel Duarte	16-11-2016 12:38

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All the rating flags have been removed now.

Performance Ratings

Rating: Customer Service	
Rating: Delivery	9,00
Rating: Innovation	
Rating: Pricing	
Rating: Product	9,00
Rating: Primary Contact	10,00
Rating: Quality Management	
Rating: Senior Management	

Created By [Admin](#), 1/02/2017 18:26

Last Modified By [Admin](#), 1/02/2017 18:26

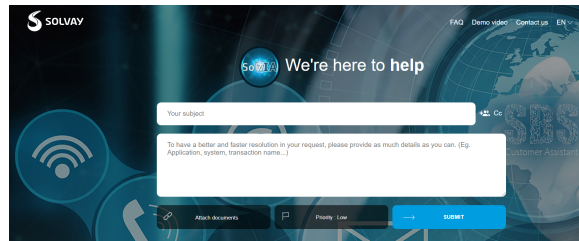
[Edit](#) [Delete](#) [Clone](#)

Related articles

- [12. Voice of the Customer](#)
- [Track VoC customer action plan](#)

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