

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

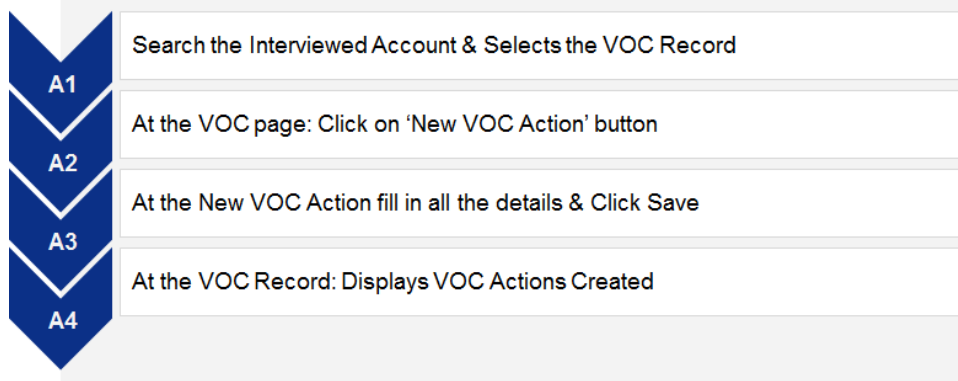
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Step-By-Step

Creation Process

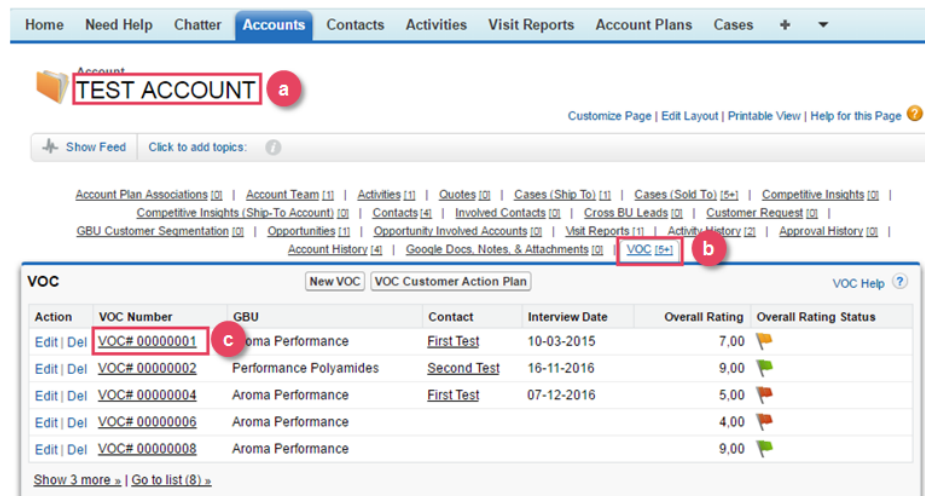
As Account Manager I want to find my Interviewed Account so that I can Selected the VOC Record and create VOC Actions



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



A- At the VOC Details, mouse over Open Activities

B- Click on "New VOC Action" button

A- Fill in all mandatory and optional fields

B- Click "Save" button

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

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

Edit

Delete

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Last Modified By Admin 1/02/2017 18:26

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