

# Track VoC customer action plan

## Overview

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In this section, you will find information about how to track a VoC customer action plan

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## Step-By-Step

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Track VoC customer action plan



Using Global Search: Search the Interviewed Account & go to VOC Related List

Click on 'VOC Customer Action Plan' button

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Account **TEST ACCOUNT** a

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**VOC** New VOC **VOC Customer Action Plan** c VOC Help

Action	VOC Number	GBU	Contact	Interview Date	Overall Rating	Overall Rating Status
<a href="#">Edit</a>   <a href="#">Del</a>	<a href="#">VOC# 00000001</a>	Aroma Performance	<a href="#">First Test</a>	10-03-2015	7,00	
<a href="#">Edit</a>   <a href="#">Del</a>	<a href="#">VOC# 00000002</a>	Performance Polyamides	<a href="#">Second Test</a>	16-11-2016	9,00	
<a href="#">Edit</a>   <a href="#">Del</a>	<a href="#">VOC# 00000004</a>	Aroma Performance	<a href="#">First Test</a>	07-12-2016	5,00	
<a href="#">Edit</a>   <a href="#">Del</a>	<a href="#">VOC# 00000006</a>	Aroma Performance			4,00	
<a href="#">Edit</a>   <a href="#">Del</a>	<a href="#">VOC# 00000008</a>	Aroma Performance			9,00	

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C - A t t h e l i s t s h o w n , c l i c k o n " V O C C u s t o m e r A c t i o n P l a n " b u t t o n

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#	VOC NUMBER	GBU	PERSON	MAJOR ACTION ITEMS	START DATE	END DATE	ACTION ITEM PLAN															
							2016				2017				2018							
							PY	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4			
1	VOC# 00000001	Aroma Performance	Miguel Duarte	Technical visits	22/05/2015	01/04/2016																
2	VOC# 00000001	Aroma Performance	Dina Mendes	Response to Competition - Test wit...	01/02/2016	16/10/2016																
3	VOC# 00000001	Aroma Performance	Miguel Duarte	Quality consistency and New prod...	22/05/2015	01/12/2016																
4	VOC# 00000001	Aroma Performance	Dina Mendes	Call	28/12/2016	28/02/2017																
5	VOC# 00000002	Performance Polyamides	Dina Mendes	Market report & Claims requireme...	01/11/2016	16/06/2017																
6	VOC# 00000013	Aroma Performance	Dina Mendes	Send Quote	27/12/2016	27/12/2016																

ACTION ITEM STATUS

ON SCHEDULE DELAYED COMPLETE CANCELLED

[Return to Account](#)

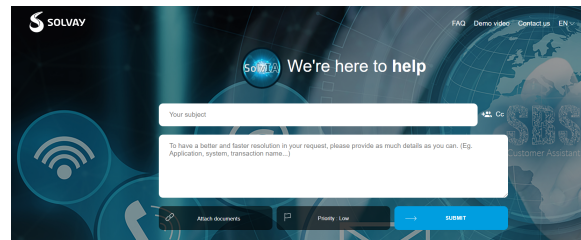
This page displays all Account VOA Actions that you have access to.

## Related articles

- [12. Voice of the Customer](#)
- [Create VoC actions](#)

## 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*