

Track VoC customer action plan

Overview

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

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Step-By-Step

Track VoC customer action plan



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Account **TEST ACCOUNT** a

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Action	VOC Number	GBU	Contact	Interview Date	Overall Rating	Overall Rating Status
Edit Del	VOC# 00000001	Aroma 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	

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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

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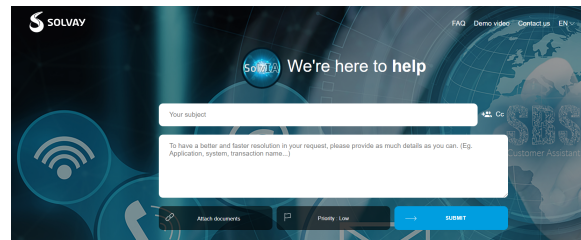
This page displays all Account VOA Actions that you have access to.

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