

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



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

Click on 'VOC Customer Action Plan' button

A - Using Global Search, select the interview we added Account B - Attach account details, mouse over VOC

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Account

TEST ACCOUNT a

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VOC

[New VOC](#) [VOC Customer Action Plan](#) c

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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	

[Show 3 more »](#) | [Go to list \(8\) »](#)

C - At the list shown, click on "VOC Customer Action Plan" button

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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

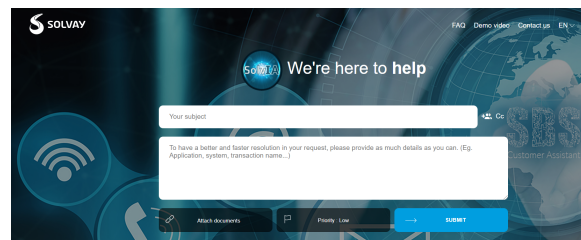
This page displays all Account VOCI Actions that you have access to.

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/>



The screenshot shows the Solvia Freshdesk support portal. At the top, there's a navigation bar with links for FAQ, Demo video, Contact us, and EN. The main heading is "We're here to help" with a Solvia logo. Below this is a form with a "Your subject" input field and a "Submit" button. A note below the input field reads: "To have a better and faster resolution in your request, please provide as much details as you can. (Eg. Application, system, transaction name,...)". At the bottom of the form, there are fields for "Attach documents", "Priority: Low", and a "SUBMIT" button.

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