

Sample: Follow up actions and Closure

Overview

In this section, you will find information about:

- The meaning of the status
- The customer feedback
- The closure

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Step By Step

Follow up actions

After the sample is approved, the change of Status is automatically based on the information available according to the process step.

Status change

The status will change according to the process step.



1. **New:** First status is new when the sample request is created
2. **Pending approval:** When the request is submitted for approval.
3. **Approved:** Request approved
4. **Rejected:** Request rejected or more information needed
5. **Ordered:** Order date is reached
6. **Shipped:** Shipping date is reached
7. **Delivered:** 'Estimated delivery date after order' date is reached
8. **Closed:** sample request closed

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Case 00001224

Hide Feed Click to add topics

Post File New Lead More

Write something... Share Followers

Show All Updates

Yasmina Fares created this case.

00001224
Subject
Severity: Medium
Status: New
Case Number: 00001224

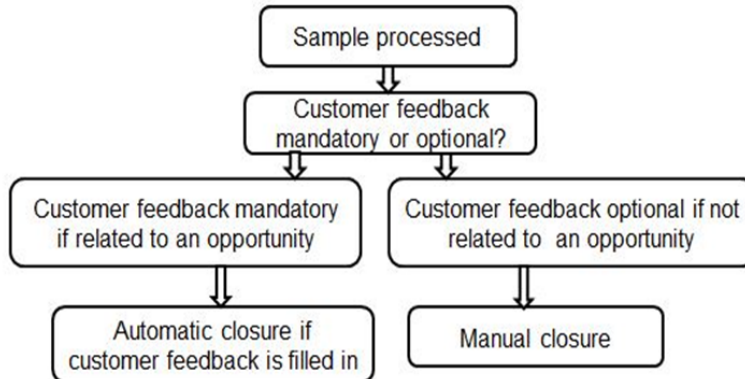
Comment Like 16 February 2016 at 17:30

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one in particular. For example the CSSR can update the Sale slip when the order is created in SAP.

Closure

5. Closure



Customer feedback

Customer feedback can be entered in the sample request in the customer feedback section as follows:

▼ Customer Feedback

Comments	Approved by cust.
	Reason not approved

As shown in the screen 3 fields are available :

- Approved by customer Yes/ NO
- Reason not approved
- And comments

The user can update and save this information

Automatic closure

Once the customer feedback has been updated, the sample request **closes automatically**

Case 00001224 Customize Page | Edit Layout | Printable View | Help for this

Show Feed Click to add topics

Back to List: Custom Object Definitions

Approval History | Open Activities | Activity History | Google Docs & Attachments | Case History

Case Detail

Edit Delete Close Case Clone Sharing Submit for Approval

Process

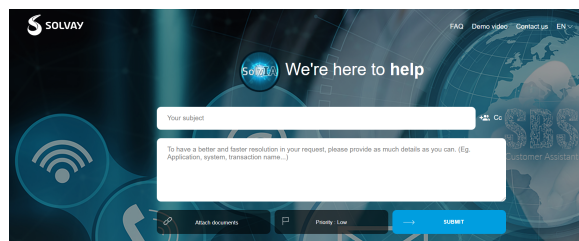
Sold To Account	A + E FISCHER-CHEMIE GMBH & CO. KG CHEMIKALIENGROSSHANDEL	Case Number	00001224
Contact/Demander	testing vas	Status	Closed
Opportunity		Follow up date Reminder	
Complaint		Severity	Medium
Initial Description		GBU	Performance Polyamides

Related articles

- [Sample: Create a Sample](#)
- [Sample: Approval Process](#)
- [Sample: Processing the Sample](#)

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