

P6. Complaint Management

Presentation

The Complaint Management module allows to capture, log, track, investigate and resolve complaints. This module also enables to communicate with the customer on progress and resolution.

The scope of this workstream is a Complaint Management flow managed end-to-end in Salesforce which is used to:

- Capture and log the complaint
- Communicate with the customer
- Define investigation and corrective action plan
- Create, validate and send official response to customer
- Request customer feedback
- Close the complaint

The complaint management in Salesforce cover external and internal complaint. External Complaints are related to products sold to customers outside of Syensqo. Internal Complaints are when you sell products internally between different Syensqo entities (internal customers). These can be flagged on the Case Information by ticking the "Syensqo Company" checkbox.

Each Complaint stores information such as case reference number, motive, submotive, severity, status, additional flags, and different reference numbers. For each Complaint, it is possible to link information such as Accounts, Contacts, Products and Attachments.

Motives of Complaints

The complaint process cover the following motives:

- Quality
- Distributor
- Customer Request
- Opportunity

Process Overview

Training Materials

- [Complaint Training presentation](#)
- [Waiting for Final Investigation](#)

Learn more by using the Interactive guides

Interactive Guides

- [Account Navigation](#)
- [Create Account](#)
- [Create Contact & Team Member](#)

Opportunity

- [Opportunity Navigation](#)
- [Create Opportunity](#)

Quote

- [Create Quote + Line Item & Generate PDF](#)

Visit Report

- [Create Visit Report + Add Contact & Team Member](#)

Cases

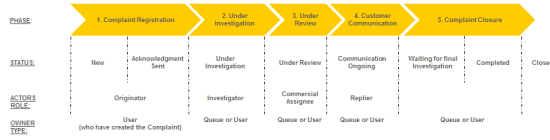
- [Create Complaint](#)
- [Create Sample](#)
- [Create Customer Request](#)
- [Create Customer Specific Requirement](#)

Lead

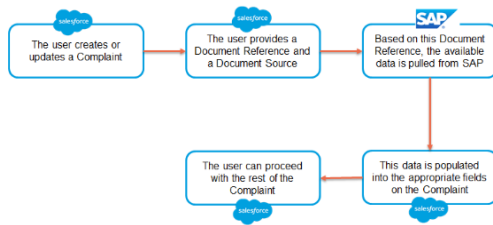
- [Lead Scoring & Navigation](#)

Complaint process is divided into 5 main phases displayed on the schema below, each phase is managed by specific roles.

- Registration
- Under Investigation
- Under Review
- Customer Communication
- Complaint Closure



An interface exists between SAP and Salesforce to gather transactional data from Sales Order, Outbound Delivery or Shipment Numbers (Document Reference) and the customer purchase order number from SAP to Salesforce. The frequency of the pull is on-demand as the pull happens when a user creates or updates a Complaint with a Document Reference.



Lightning User Interface

The complaint process is managed by multiple roles (Originator, Investigator, Commercial assignee), the lightning experience of salesforce give each role the possibility to focus on his missing within the process, so each tab is designed with all informations needed for each role.

