MSP: Regulatory Questions & Quality Questions (Customer Requests)

Pre-requisite

Users that have access to Regulatory Questions tile (Customer Requests):

- Profiles = MSP Customer Community Plus or CEP Partner user
- Markets = At least one Market assigned to the contact to be able search product documentation/details and create records

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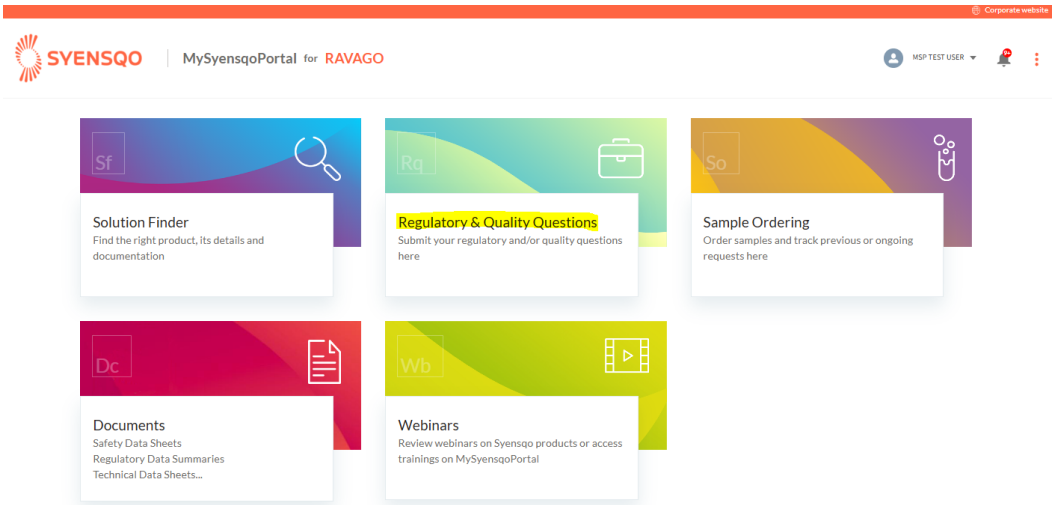
Definition

This capability allows users to create Customer Requests and see the records shared between them and Syensqo that were created from the portal and belong to their account corporate group.

Accessing points

This capability can be accessed through several points in MSP detailed below :

- Homepage and 3 dots menu



Detailed Capabilities

MSP user can access to :

- Customer Requests list
- Customer Requests details
  - Linked to a specific Customer Requests, case comments is available for MSP users and Syensqo internals to be able to comment the case.
  - Attach files to a specific Customer Request
- Create a Customer Request
- Consult Regulatory Questions Disclaimer

Customer Requests list

This list presents all Customer Requests belonging to distributer corporate account that have been created from MSP, for customers only their own customer requests appear.

It is presented in a table with the following columns :

- Request Number

- Date/Time
- Account Name
- Type
- Subject
- Product
- BU
- Status

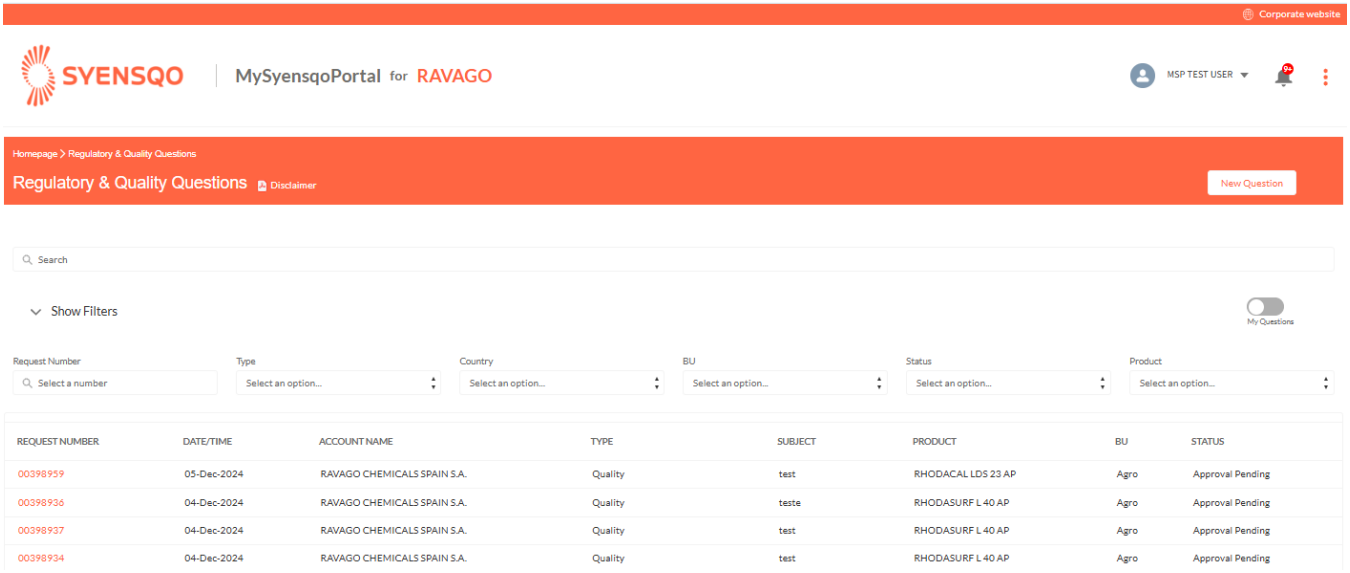
The list is presented in pages (10 per page)

The list can be filtered through :

- My Questions (Disabled by default)
- Request Number
- Type
- Country
- BU
- Status
- Product
- General search that searches the filter values

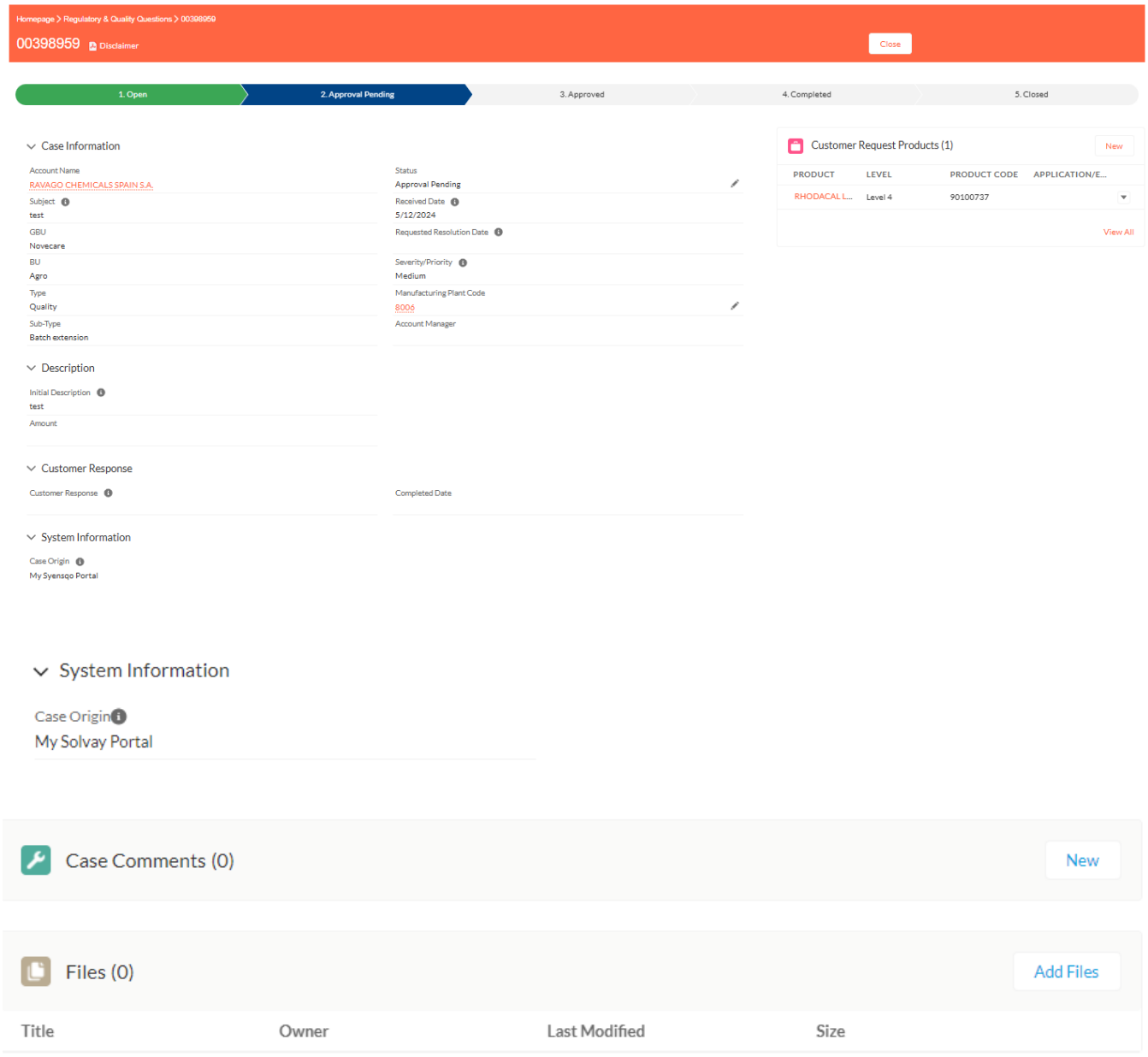
Every filter accepts multi-selections. The header of each column allows a sort the records.

The field Request Number is in orange. It is a link to access to details of a Customer Request, opening a new page.



Customer Request Details

The Customer Request detail page contains the following elements :



This page is totally in a read-only mode. No field can be updated. Comments can be added and linked documents can be downloaded.

Comments: Used for communication between the case owner and customer (Notification templates) :

Files: Share files between internal and customers (new file attachment notification only available for Samples)

Account Manager: when assigned the person gets a notification

Customer Request Creation

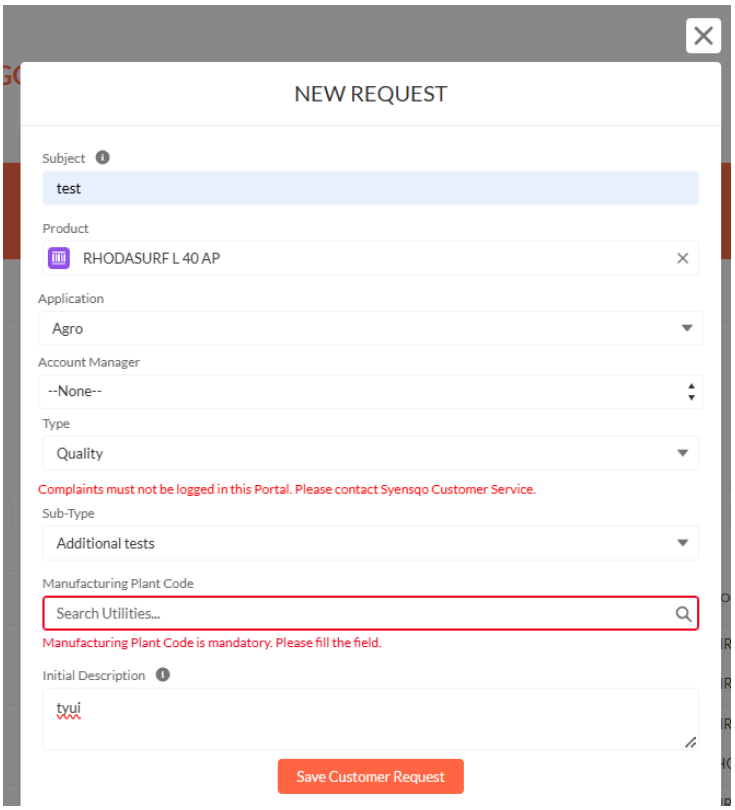
In the Customer Request list page, User can find a "New Customer Request" Button.

Clicking on that button, opens the creation form in a new page.

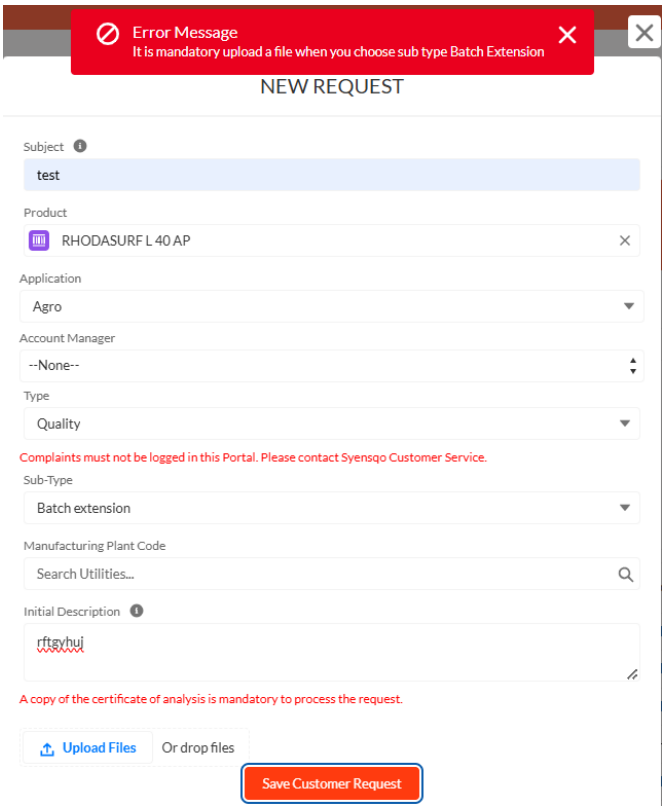
This Customer request creation form elements are :

- Subject
- Product
- GBU
- Application=BU
- Account Manager (not mandatory)

- Requested Resolution date
- Type
- Sub Type (mandatory)
- Manufacturing Plant Code (**mandatory when Quality type is selected**) - **"Labxx" plants— are not searchable** as these are used exclusively for product development samples
- Initial Description
- A Save Customer Request button

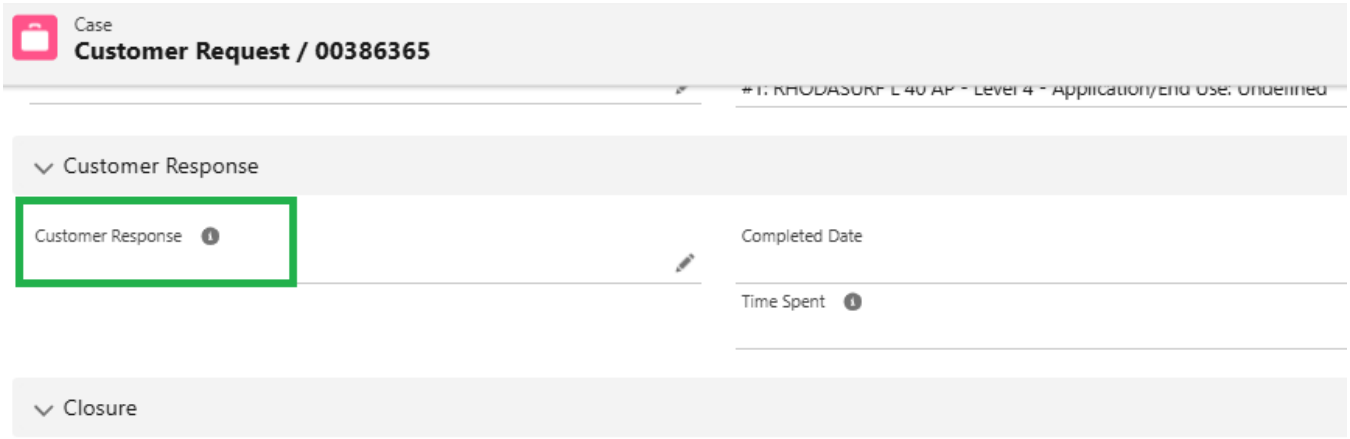


When 'Batch extension' subtype is selected is mandatory to attach a file (by default it appears the upload files and drop files options)



Customer Request business rules

In Salesforce when the case origin is MSP the customer request layout hides the fields 'Customer Response Proposal' and 'Customer Response Proposal Details' and only shows 'Customer Response' field:

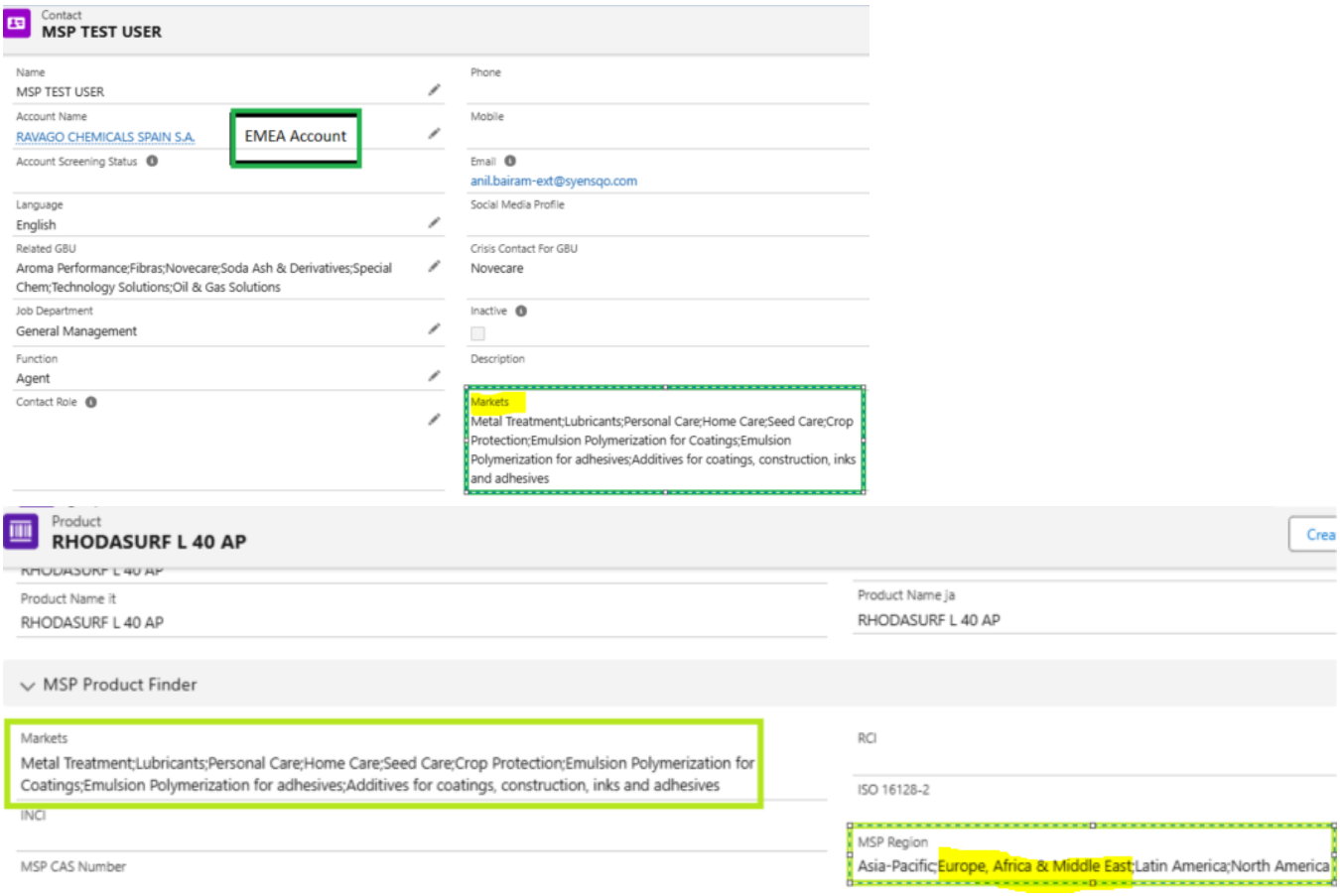


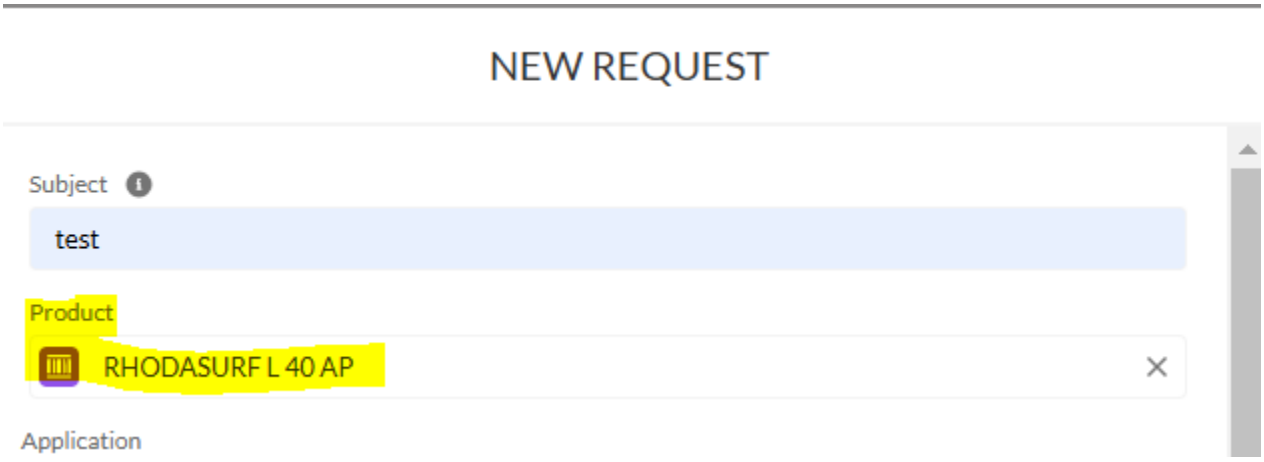
Data Model & Security

Product search visibility

Users are able to **search for products where Market is the same assigned to their contact and their account region** is included in the MSP products region.

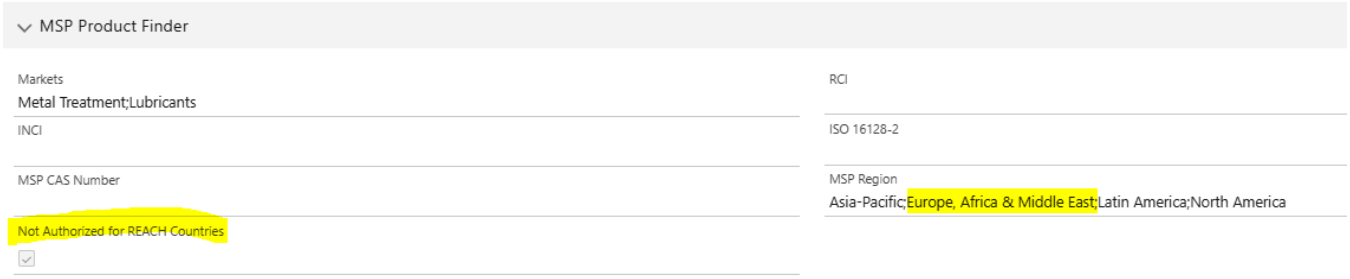
- Contact Market and Account Region = Product Market and Region





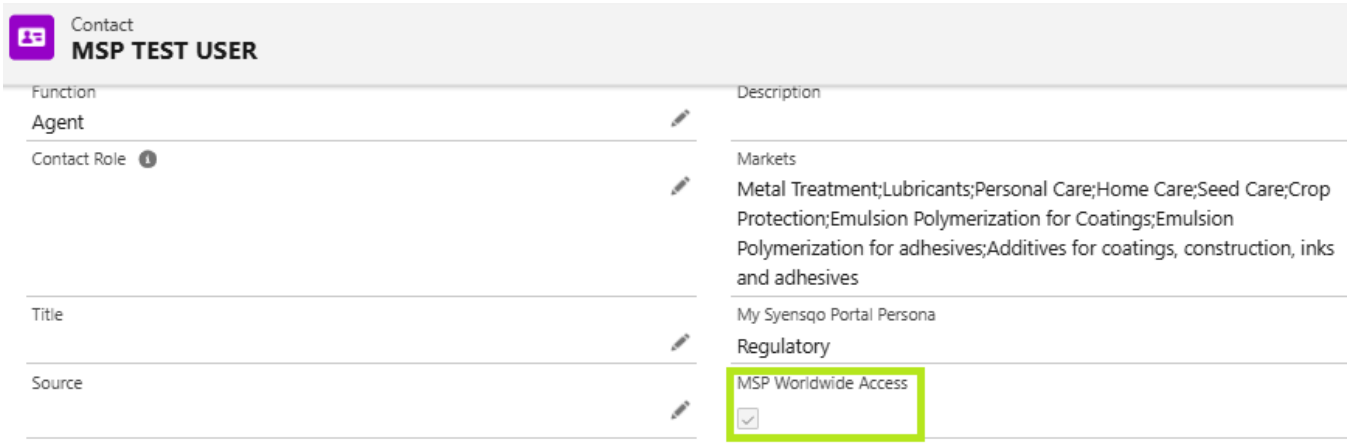
Reach Products

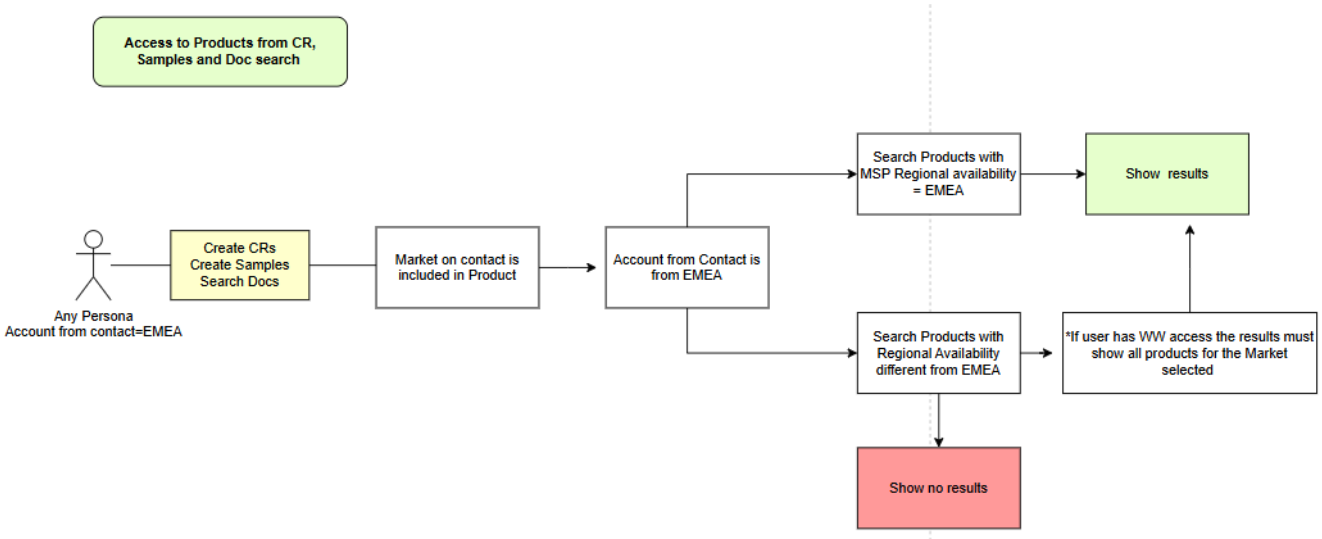
A customer from Middle East and Africa is able to create a customer request products in EMEA even if the product is not available in EU for Reach reason. When product is flagged as 'Not Authorized for REACH Countries' reach countries cannot find the product:



Region Exception

Users with MSP Worldwide Access have access to the products of all regions as long as they have access to the Market that is assigned to the Product





Regulatory Access type

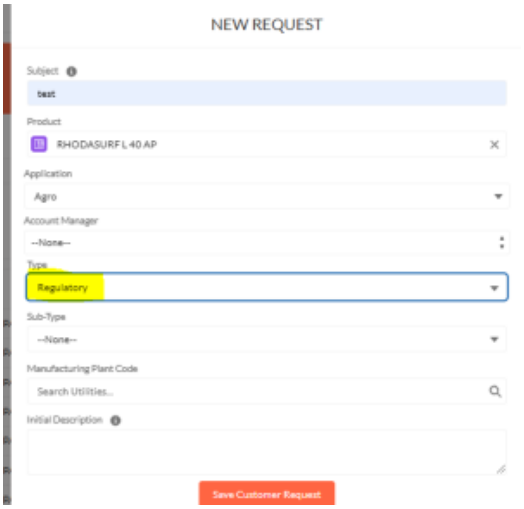
Users only have access to Regulatory type when their My Syensqo Portal Persona is Regulatory

Contact
MSP TEST USER

Polymerization for adhesives;Additives for coatings, construction, inks and adhesives

Title

My Syensqo Portal Persona
Regulatory

Source

MSP Worldwide Access