

Complaint: Sending the Acknowledgement Email

Overview

In this section, you will find information about:

- How to send the acknowledgement email to the customer
- How to notify the assignee

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Concerned profiles:

ALL

Step By Step

Email to Customer

The diagram illustrates the Complaint Management Process and an associated email template.

Complaint Management Process:

1. Complaint Registration
2. Under Investigation
3. Customer Response Under Review
4. Customer Communication
5. Complaint Closure

Email Template:

Subject: Complaint reference: 00001079 - Acknowledgment of receipt

Language: English

Customer Information:

CUSTOMER COMPLAINT	
Acknowledgement of receipt	
	Complaint reference : 00001079
	Received date : 2015-11-18
	Contact : Christian Gars
	Phone number :
	Email : christian.gars@solvay.com
Ship to party	Customer
TEST	Test Customer
REG-2108-136	Test Address 001
NOGA,	Test
Ulu Firdosh,	Test
201501,	Test
	Afghanistan

Document Reference: Sales Order, Outbound Delivery and Shipment Number are referenced in the template.

Customer: The Sold-to account is referenced in the Customer section along with the Customer Classification Information.

- Once the Complaint is logged in the system, it is time for David to send an Acknowledged

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logged correctly and that it is taken into consideration.
• The Commission is sued by email to all contacts maintain

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• In addition to the predefined contacts, David can also input any valid email address.

While answering the question, it allows the user to

Oggetto del reclamo	
Il vostro numero d'ordine :	VN1755-BT4500032470
Prodotto :	BIR FOOD 0/13 S25 1PE P1225Q1HT ICN H
Oggetto :	BRENTAG VIETNAM_ physical bags dont match product description_TD#4747526
Numero dell'ordine di vendita :	4747526
Numero della consegna :	70807479
Numero di spedizione :	
Dati aggiuntivi :	
Testo	
Gentile cliente, Abbiamo ricevuto il vostro reclamo è in fase di gestione e vi invieremo al più presto la nostra risposta. Cordiali Saluti, Yiting YEO	

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Assignee Notification

- As defined previously, Roger didn't assigned an **Investigator** and a **Commercial Assignee** to the Complaint upon the creation because he works on a GBU that has implemented rules to assign this Roles automatically.
- Once David changes the **Status** to **Under Investigation** the User or Group of Users in charge to handle the Complaint is notified by an email. On this Case, the System automatically assigns the Complaint to a **Queue** for Plant Paulina. The Account Manager is also notified about the claim.
- Additionally, if David would like to manually assign the Complaint to a particular Colleague or to one of the Queues available on the System, she should click the **Change** button next to her name and select a value on the screen.

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Related articles

- [Complaint: Create a complaint](#)
- [Complaint: Internal Investigation](#)
- [Complaint: Commercial Response](#)
- [Complaint: Customer Communication](#)
- [Complaint: Close a complaint](#)
- [Complaint: Related Lists](#)
- [Complaint: Reporting on Complaints](#)

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