

Enter Service Request

Oracle allows you to create a quick service request for the customer. The service request may or may not be related to a problem with a product. If the problem is product related, you can validate it against the Installed Base for the customer. You can access Knowledge Base, a rich repository of solution sets, to resolve the customer problem during the very first customer interaction. To log complex service requests, use the Service Request window.

In the Header of the Service Request window:

1. Select the **Item**
2. Confirm the **Type** as 'Depot Repair'
3. Select the **Group** that will work on this repair
4. Click on the Workbench region

Service Request - AmericaNew_York

Contact Type: **Customer** Customer Type: **Organization** Category: [] Number: []

Email: [] Email: [] Item: TEST.#77000.MB Reported: 17-DEC-2003 14:14

Number: 18224 Number: 2052 Desc: AIR SAMPLER Type: Depot Repair

Last: Liass Name: LIFESCAN Revision: [] Status: Open

First: Yamai Account: 1564 Instance: [] Severity: Medium

Relationship: Contact Of Phone: [] Serial: [] Group: []

Phone: [] Phone Type: [] Tag: [] Owner: []

Product Coverage: Workbench Log Contacts Addresses Tasks Interactions Related Objects Service History Charges

Item	Item Rev
TEST.#77000.MB AIR SAMPLER.5739	[]
Component	Component Rev
Subcomponent	Subcomponent Rev
Instance	Status
Platform	Lot Num
Operating System	
Database	
Tier	
Sales PO Num	

Contract	Service	Description	Status	Coverage	Warranty	Start Date	End Date
<input type="checkbox"/>					<input type="checkbox"/>		
<input type="checkbox"/>					<input type="checkbox"/>		

4 Active Contracts 1 All Contracts (0) Get Contracts

In the Workbench region:

1. Enter a brief description of the problem in the **Problem Summary** field (This is a mandatory field)
2. Click on the Addresses region

Service Request - AmericaNew_York

Contact Type: **Customer** Customer Type: **Organization** Category: [] Number: []

Email: [] Email: [] Item: TEST.#77000.MB Reported: 17-DEC-2003 14:14

Number: 18224 Number: 2052 Desc: AIR SAMPLER Type: Depot Repair

Last: Liass Name: LIFESCAN Revision: [] Status: Open

First: Yamai Account: 1564 Instance: [] Severity: Medium

Relationship: Contact Of Phone: [] Serial: [] Group: []

Phone: [] Phone Type: [] Tag: [] Owner: []

Product Coverage: Workbench Log Contacts Addresses Tasks Interactions Related Objects Service History Charges

Problem Summary: Getting incorrect air sample results

Resolution Summary

Urgency: Standard Problem Code: [] Respond by: []

Resolved On: [] Resolution Code: [] Resolution by: []

Error Code: []

Note and Knowledge

Description	Type	Status

Refresh (F5) Delete (X) Outcome [] New (N) Detail (M) View Log

Enter Service Request

In the Addresses region:

1. Confirm the **Bill-To** and **Ship-To** Addresses for the Customer
2. Click **Save**
3. A Service Request Number will be issued in the Number field in the upper right area of the Service Request Header.
4. Close all forms

Service Request (4006) - AmericaNew_York

Contact Type: Customer Customer Type: Organization Category: TEST-07700-M Item: AIR SAMPLER

Number: 4006

Type: Depot Repair Status: Open Severity: Medium

Product Coverage Workbench Log Contacts Addresses Tasks Interactions Related Objects Service History Charges

Installed At

Party	
Address	
Address	
Address	
City	
State	
Province	
Postal Code	
Country	
Last	Liaos
First	Yanni

Bill To

Party	LIFESCAN
Account	
Address	
Address	1000 GIBRALTAR DR
Address	
City	MILPITAS
State	CA
Province	
Postal Code	95035
Country	US
Last	
First	

Ship To

Party	LIFESCAN
Account	
Address	
Address	123 Test
Address	
City	YELLOW SPRINGS
State	OH
Province	
Postal Code	45387
Country	US
Last	
First	