

Genesys KT DOC

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We have 4 record types to create an account.

Business account: Business customer accounts are typically referred to as SAP customers. This includes dealers, partners/Authorized Service Centres (ASCs), Panasonic companies, and one-time cash accounts registered in the Panasonic/SAP system.

Vendor account: This type of vendor normally used for ASC to pay claim for their service. This vendor code normally starts 100XXXX and records type: Business vendor.
Vendor code normally we used in Genesis for define claim group.

Person account: Person accounts here refer to end customer accounts. All person account not related to SAP system.

Normally, person accounts are created in multiple ways:

- Direct creation by NSC counter or call center agents and partner users from the partner portal.
- End customers register/sign up from the customer portal account.
- End customers register/sign up from Magento (only for PM & PGI), and the owner is Magento integration.
- Customers created from CTI integration. When receiving a call, the system auto-creates a person account for a new customer (created by CTI integration).

Asset Management: An Asset represents a finished product sold by Panasonic and shipped directly from a Panasonic Warehouse.

Asset creation manually: User can create Asset manually from SFDC and Partner portal.

On the same Asset,it is possible **to have multiple warranty registrations**, but only one should be active (Active warranty = Yes). If there is already an active registration, any modification needed must set the previous registration to inactive.

EW package: Normally EW package creates together with standard warranty when Additional warranty period maintain at product.

Every goodwill transaction need approval from the CS manager.

A work order will be created from the partner portal, and the work order number will be shared between the job created by NSC/partner.