The call center person will ask the user:
Questionnaire:
1.Hello, Good morning/Good Afternoon/Good Evening, How can I help you?
2.   Provide the Contact details like name, e-mail address and phone number?
3.   What is the Issue description?
4.   Severity of the issue? (If In Uat - Low priotiy, If in Live - High priority)
5.   If issue is related to Purchase order, what is the P.O number? r u facing issue with this P.O only or still you have issues with all other P.O's. or with this Vendor or with all other vendors.
6.   If issue is related to Sales order, sales order no. the issue is happening with this S.O only or with all other sales orders. And only with this Customer or with all other Customers.
7.   If it is related to Transfer order, Transfer order number? like from which warehouse to which warehouse you are transferring the material, is it issue related with load or work? Is there any issue with marking?
8.   Regarding the issue, the person will discuss with the user and assign to the appropriate consultant.
9.   If the user will ask about like D365 is not working the person will ask about that particular person details, to check access.
10. If the user will ask not able to generate packing slip for the sales order, need to ask sale order number then need to verify.
Issues from the Users:
1.   Warehouse access for the users.
2.   Not able to create the load for particular sales order and not able to release load to the warehouse, not able to generate the work.
3.   Cannot change length on the sales order.
4.   Work is Frozen.
5.   User opened the On-hand list, user is realized that not able to view the Customer account, Current owner and customer name field.
6.   Unable to print the tags from the particular printer.
7.   Pricing units are changing from one to another like CWT to PC.
8.   I need to create two people to receive e-mailed BOLs, and when I add one contact I can amend the type, but as soon as I add a second one I cannot change the type.
9.   Not able to reserve the material.
10. Customer charges populating incorrectly in the sales order Totals.
11. Purchase order not able to update delivery remainder as a 0.

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