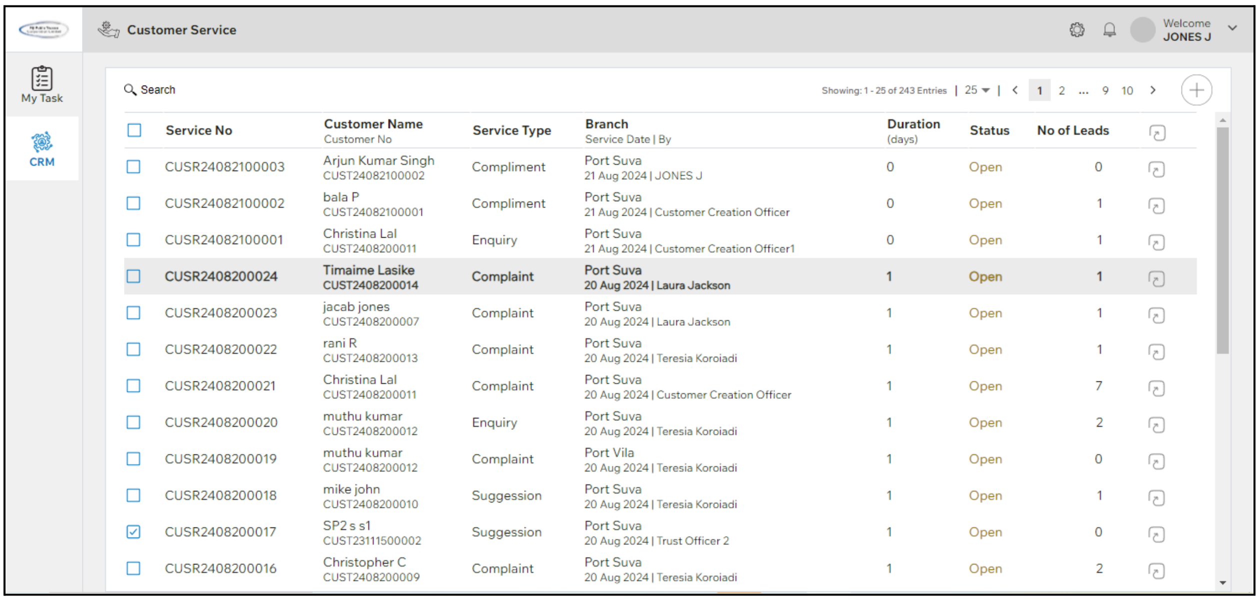
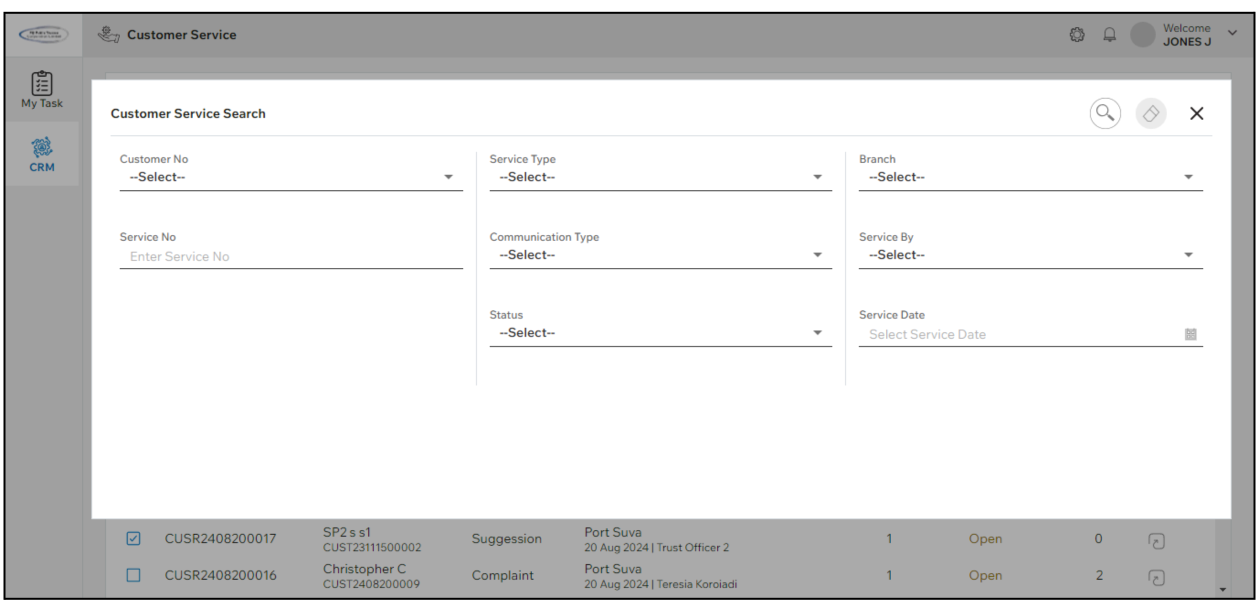
Customer Service

User : Customer Creation Officer

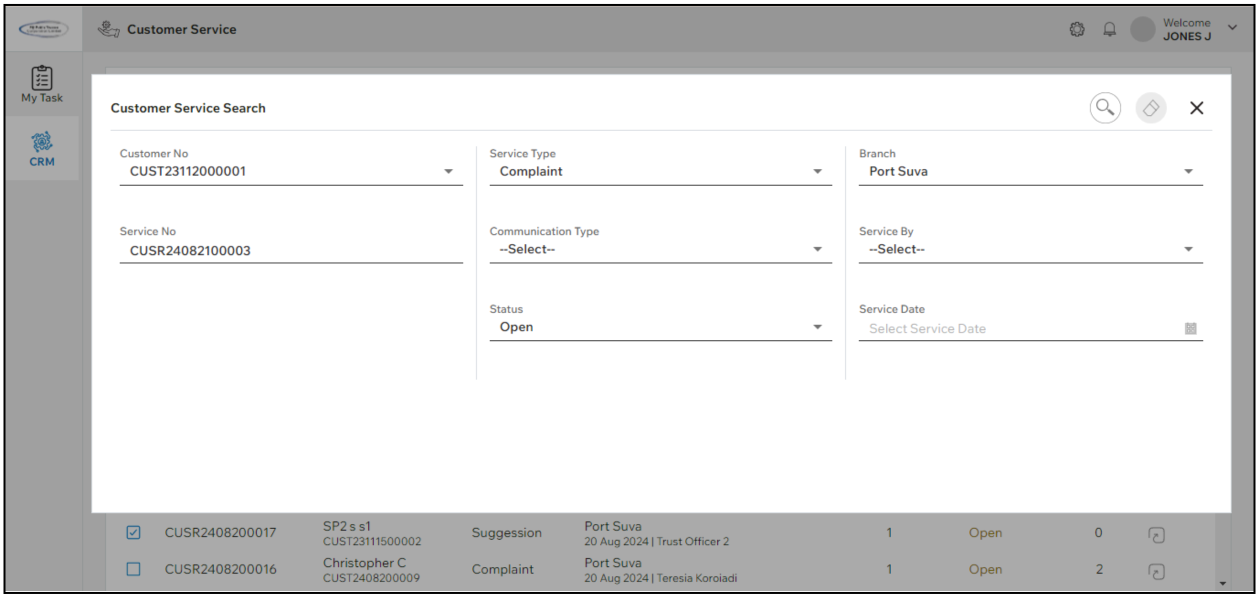
This screen helps you view the customer service list added to the customer. To navigate to this screen click on the **CRM** from the menu and click **Customer Service**.



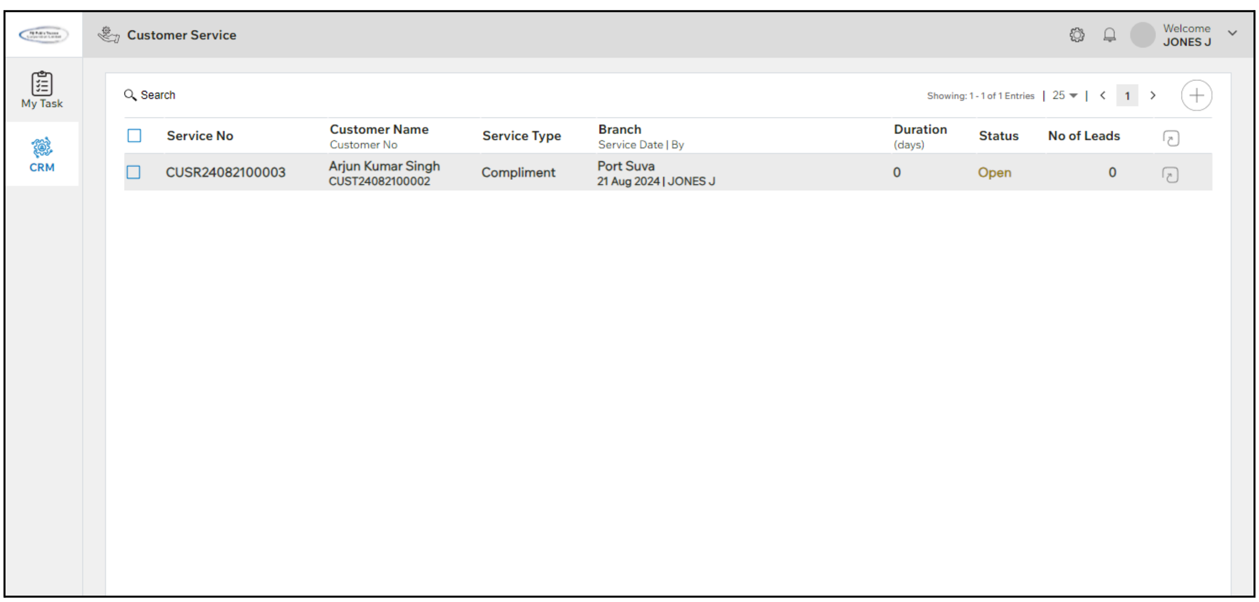
1. Click on **Search** to open the search criteria panel.



2. Enter the search criteria such as Customer No, Service No, Service Type, Communication Type, Status, Branch, Service By, and Service Date.

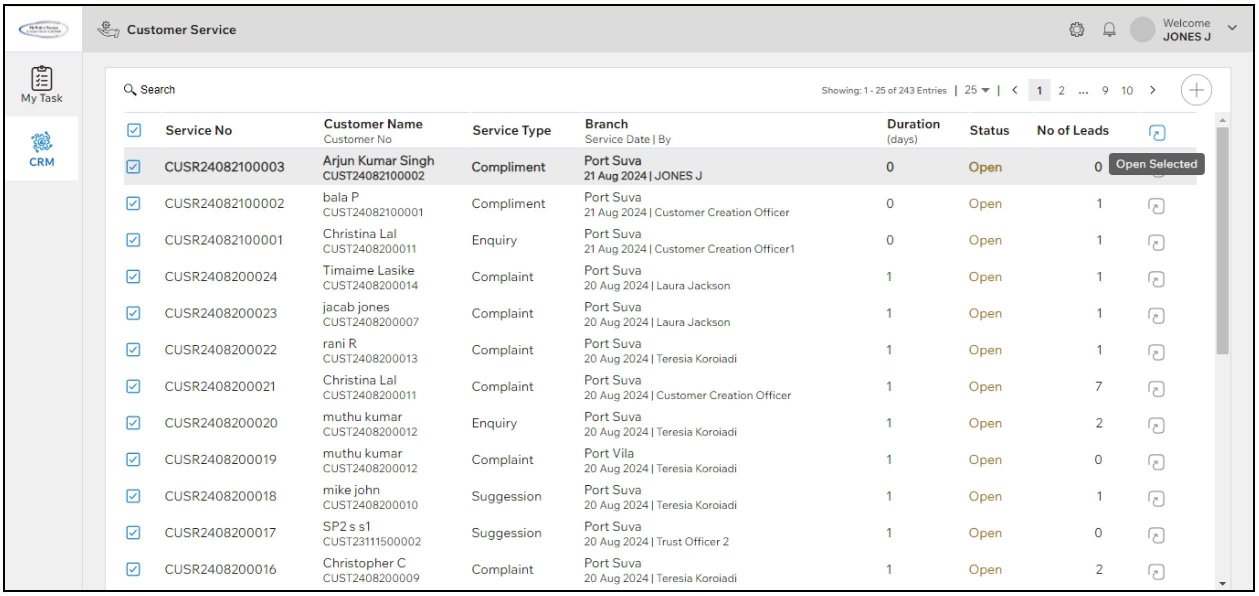


3. Click the **Search** button to display the search results in the customer grid.



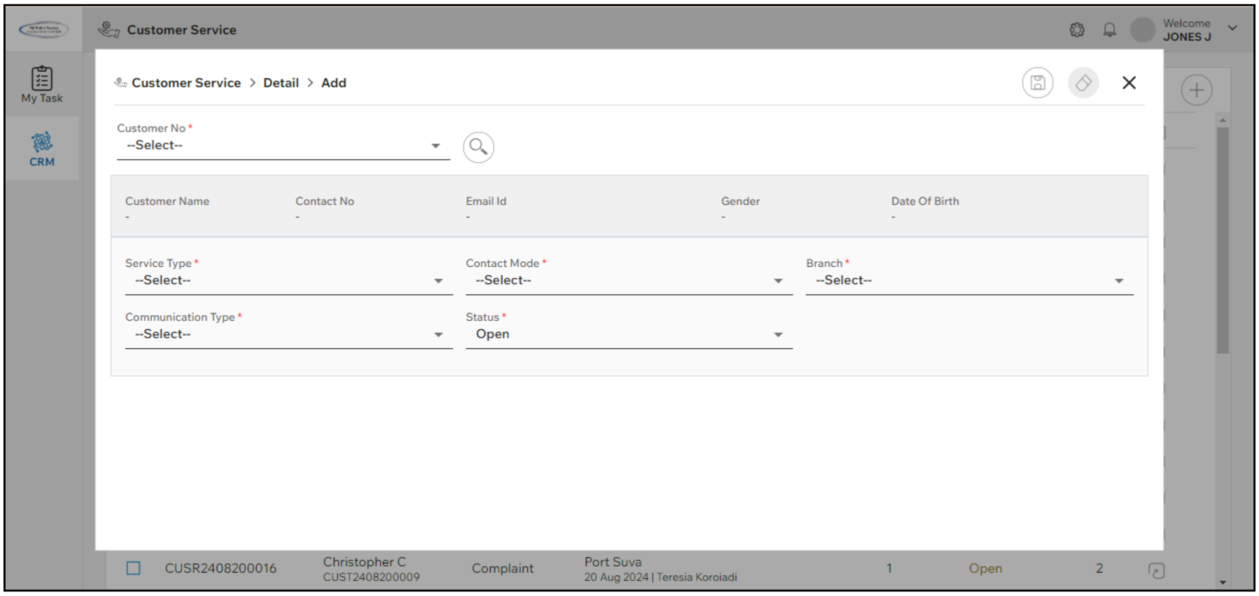
4. Click the **Clear** button to remove all entered or selected details.
5. Click the **Close** icon to close the search panel.

6. From the customer service grid, select the customer checkbox and click **Open** to view the details of the selected customer service. To open a single customer detail, click **Open** to go to the customer detail screen.

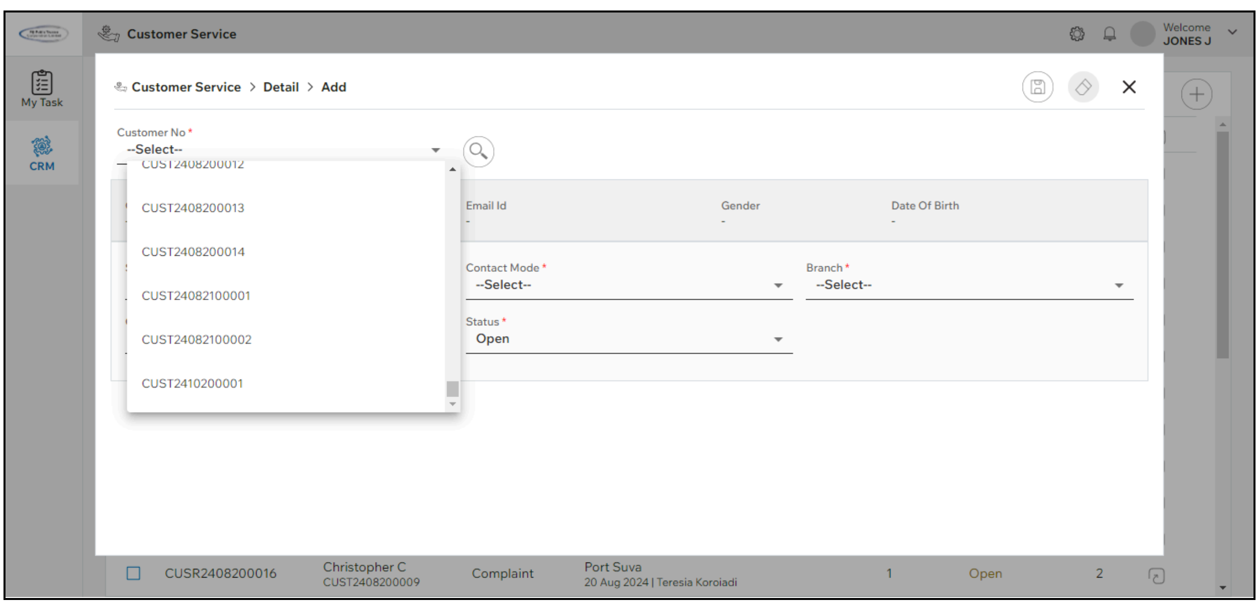


To add customer service details:

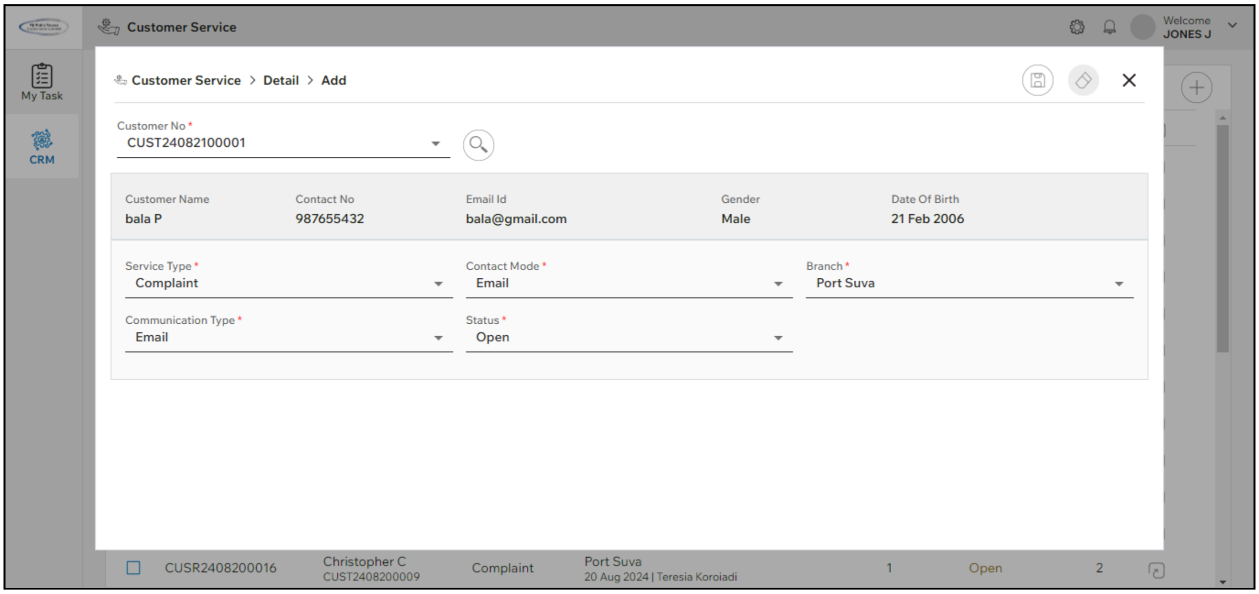
1. To Add new customer service to the customer click on the **Add(+)** button.



2. Select a customer number from the Customer No drop-down list, or click the **Search** icon to open the customer list. Choose a customer number from the customer list.



3. Select the Service Type, Contact mode , Branch , Communication Type, and Status.



4. Click the **Save** button to save the details and redirect to the customer service information screen.
5. Click the **Clear** button next to save button to remove all entered or selected details.
6. Click the **Close(X)** icon to close the panel.

****END OF DOCUMENT*****