



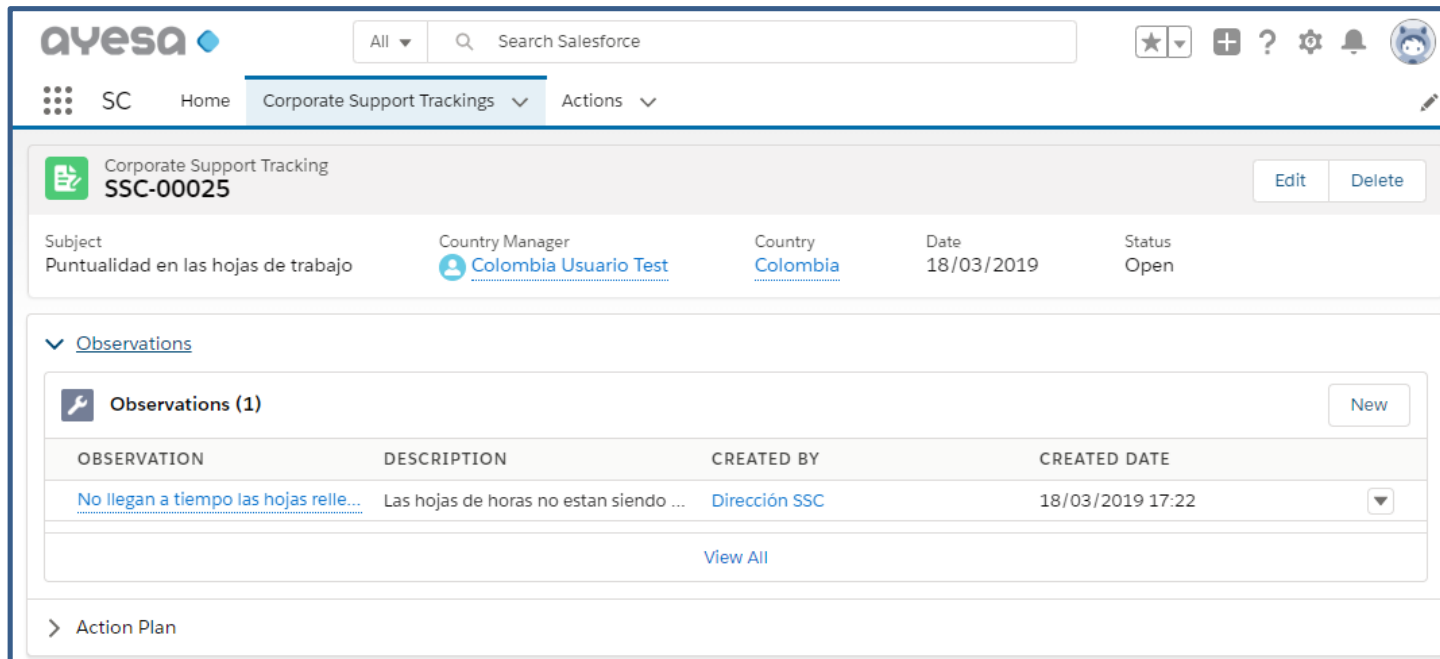
How to create observations?

Corporate Tracking Support

- Observations

The observations are notes within the applications.

These are the highlights of the country's needs, concerns and incidents.



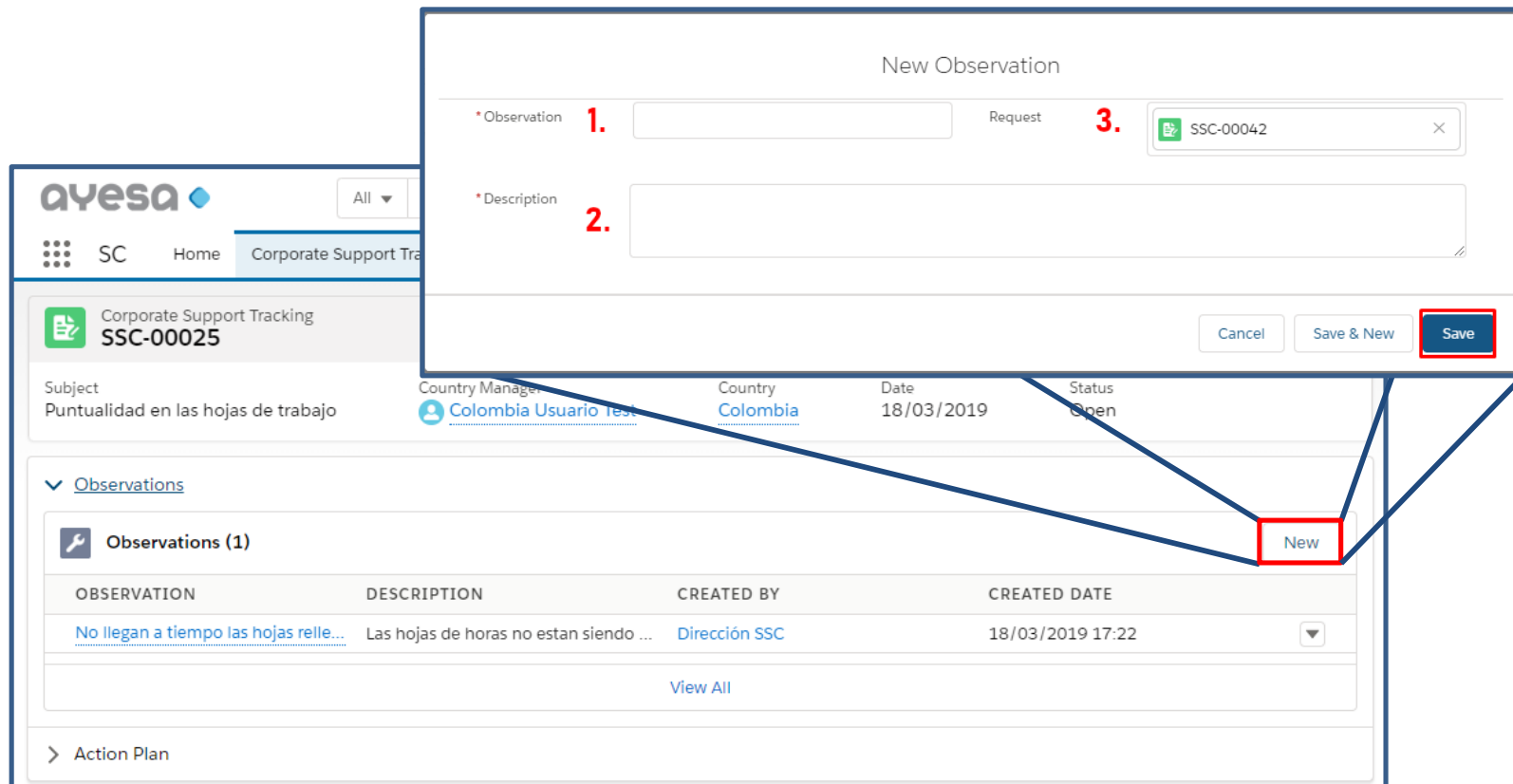
The screenshot displays the 'Corporate Support Tracking' interface. At the top, there's a navigation bar with 'ayesa' logo, a search bar, and various icons. Below this, a breadcrumb trail shows 'SC' > 'Home' > 'Corporate Support Trackings'. The main content area shows a record for 'Corporate Support Tracking SSC-00025' with fields for Subject, Country Manager, Country, Date, and Status. Below this, there's a section for 'Observations' which contains a table with one observation.

OBSERVATION	DESCRIPTION	CREATED BY	CREATED DATE
No llegan a tiempo las hojas rell...	Las hojas de horas no estan siendo ...	Dirección SSC	18/03/2019 17:22

Below the table, there is a 'View All' link and an 'Action Plan' section.

- Observations

-Create an observation



The screenshot shows the 'Corporate Support Tracking' interface. A 'New Observation' modal is open, with fields for 'Observation' (1), 'Description' (2), and 'Request' (3). The 'Request' field is populated with 'SSC-00042'. The 'Save' button is highlighted with a red box. Below the modal, a list of observations is shown, with a 'New' button highlighted with a red box. The list includes columns for 'OBSERVATION', 'DESCRIPTION', 'CREATED BY', and 'CREATED DATE'.

OBSERVATION	DESCRIPTION	CREATED BY	CREATED DATE
No llegan a tiempo las hojas rell...	Las hojas de horas no estan siendo ...	Dirección SSC	18/03/2019 17:22


- Creating an observation

1. **Observation:** Title/name you want to give to the observation.
2. **Description:** Descriptive text of the observation.
3. **Task:** request to which the observation belongs. It's not modifiable.

New Observation

*Observation **1.**

Request **3.**

 SSC-00042

×

*Description **2.**

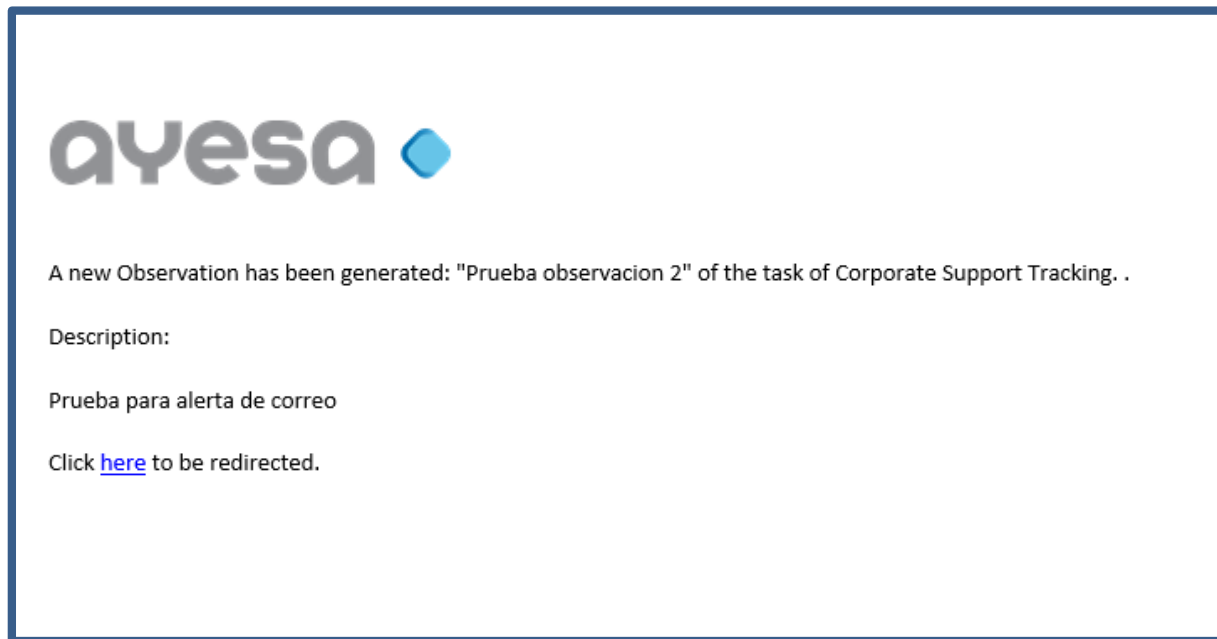
Cancel

Save & New

Save

- Creating an observation

When you create a comment, an email alert is automatically sent to the recipient of that request.



For more information, refer to the SSC user manual

https://ayesaoci--c.eu8.visual.force.com/resource/1560180032000/Manual_de_Usuario_SSC_Ingles

