Quick Help Guide
SAP CRMS Search on Interaction Number

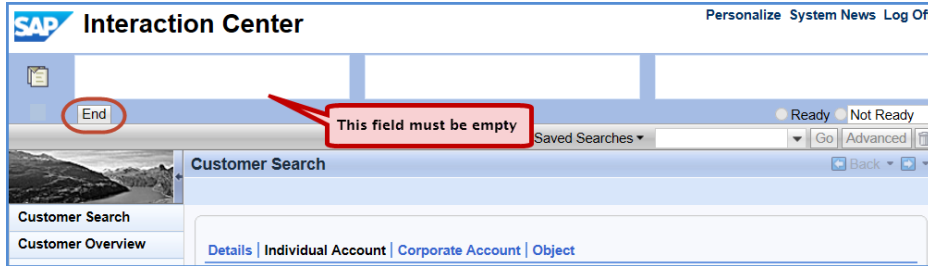|	
Introduction	This quick help guide details how to find an interaction from an Interaction Number (Customer Interaction ID).
Role required	You need to be logged on as an **Advisor** to perform this task.
Before you begin	Ensure you have a clear top portion of your screen. If the previous customer is displayed, click **End**.

Search for a customer interaction ID

Step 1: On the Navigation bar, click **Cust. Interaction Search**.
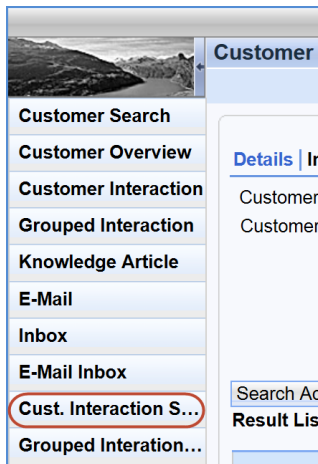
Result: The **Search: Customer Interactions** screen displays.
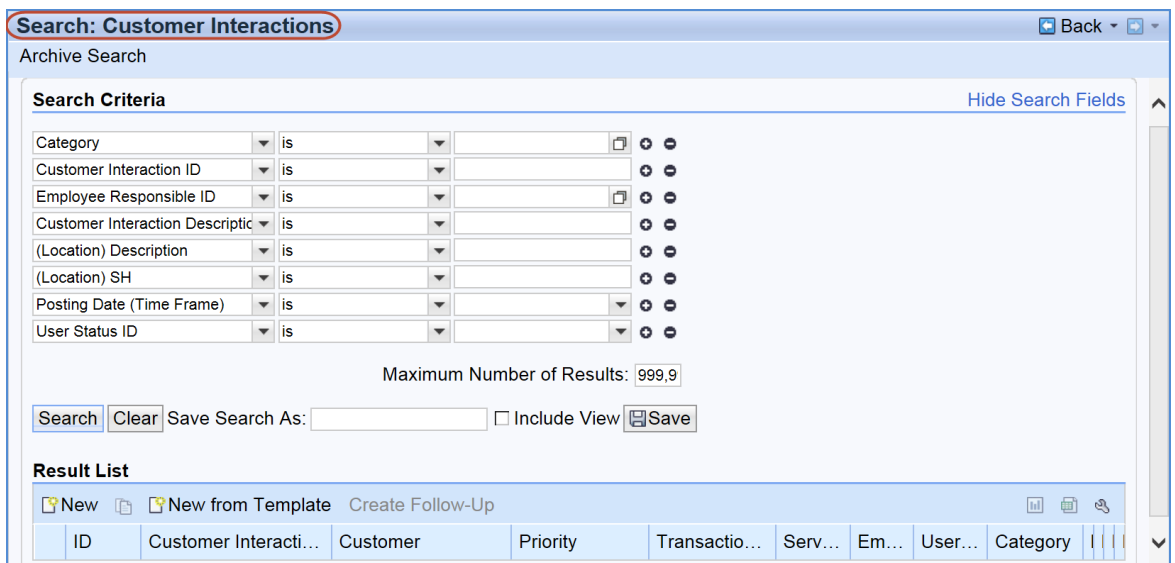
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Search for a customer interaction ID, *continued*

Step 2: Enter the interaction number into the Customer Interaction ID field and click the **Search** button.

Note: If you are not sure of the entire number use wildcards (*) before and after any characters you are sure of egg: *47*, or use the keywords in the drop down list. Three options are available for the search: 'is', 'contains' and 'starts with', eg: you can search for an ID that contains 999 by selecting 'contains' from the middle field, and typing '999' into the right hand field.

Results: Records matching your search parameters are displayed.

Example 1: Results with wildcard used.

Continued on next page

Search for a customer interaction ID, *continued*

Result List: 22 Service Requests Found

ID	Customer Interaction Description	Posting Date	Service...	Priority	Em...	Category
8000026186	25288751 damage from road c...	29.06.2016	WLG ST...	Medium (Response t...	Cra...	Reason Cate...
8000025186	Faint Kaimai road markings	02.06.2016	BOP We...	High (Response time...	De...	Reason Cate...
8000023186	SH1 Huntly to Cambridge secti...	01.04.2016	HLZ ST /...	Low (Response time...	Raj...	Reason Cate...
8000022186	Compliment thank you patched...	07.03.2016	B&M Ro...	Medium (Response t...	Ste...	Reason Cate...
8000021186	Pot Hole	05.02.2016	WLG NO...	Medium (Response t...	Sa...	Reason Cate...
8000020186	24441222 roadworks poor sign...	08.01.2016	WLG NO...	Medium (Response t...	Da...	Reason Cate...
8000019186	SH16 reseal poor job - Sealing	27.11.2015	Northlan...	High (Response time...	Jod...	Reason Cate...
8000018186	Working Hours on Huntly section	27.10.2015	HLZ ST /...	Medium (Response t...	Jen...	Reason Cate...
8000017186	Trucks fast, gravel wind rows Bl...	21.09.2015	B&M Ro...	Low (Response time...	Wa...	Reason Cate...
8000016186	SH10 - Drain clearing Puketota...	19.08.2015	Northlan...	High (Response time...	Jod...	Reason Cate...

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Example 2: Results with exact number entered.

Search: Customer Interactions

Archive Search

Search Criteria   Hide Search Fields

Category	is	
Customer Interaction ID	is	8000026529
Employee Responsible ID	is	
Customer Interaction Descriptic	is	
(Location) Description	is	
(Location) SH	is	
Posting Date (Time Frame)	is	
User Status ID	is	

Maximum Number of Results: 999,9

Search Clear Save Search As: ☐ Include View 💾 Save

Result List: 1 Service Request Found

ID	Customer Interaction Description	Posting Date	Service T...	Priority	Em...	Category
8000026529	Large Pothole - SH57	16.08.2016	Training /...	Medium (Response ti...	Loui...	Reason Cate...

Step 3: Click on the hyperlinked ID to view the Customer Interaction.

Customer Interaction: 8000026529, Large Pothole - SH57

💾 Save | ✗ Cancel | 📝 Edit | 📄 New | New from Template | 📋 | More▾

▾ **Details**

General Data

ID:	8000026529
Description:	Large Pothole - SH57
Customer:	Mrs. Hannah Davies
Reported By:	Mrs. Hannah Davies
Employee Responsible:	Louise Lucas
Service Team:	Training

Processing Data

Status:	Resolved/Closed
Auto E-Mail on Comple...	☑
Source:	Telephone
Priority:	Medium (Response time 5 days)
Customer Call Back Re...	Email

Dates

Event Date:	16.08.2016	12:17 PM
Request Start:	16.08.2016	12:17 PM
Due Date:	23.08.2016	12:17 PM

Service Request

Business Group:	HNO
Category:	Network Operation
Sub-category:	Maintenance issues
Descriptor:	

Reason

Type:	Comment
Sub-type:	
Capacity:	Member of Public

Location

Physical Address:	
SH RS/RP:	
Description:	SH57 - RP 4787766

Relationships

Result: The selected Customer Interaction details are displayed.