

Incident Management add-on for SAP Business ByDesign

Identify, track and analyse incidents

Header

Origin: Internal
Incident Classification: Incorrect configuration
Description: Problem with resource in production
Type: Incident
Code: P015
Creation Date: 19.06.2024

Internal Panel

Resource: Linea de montaje LI02
Employee: E0002

Item

ID	Quantity	Note
3479	3	ea - Each Broken item

Observations Table

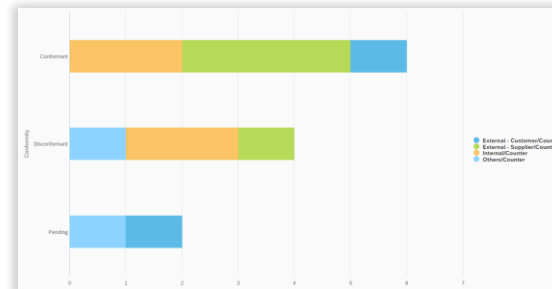
Observation ID	Date	Responsible	Observation	Actions
1	02.09.2024	E0016	Registration of a new incident	Investigate Incident
2	05.09.2024	E0011	All broken items belong to same box	Request additional information
3	10.09.2024	E0007		Tests

Resolution

Closing Date: 12.09.2024
Conformity: Conformant
Resolution: Refund

Notes

Observations: Incident resolved successfully



User Story

SAP Business ByDesign manages customer-related incidents through its Customer Service module, but it doesn't cover incidents involving suppliers, internal operations or other generic issues.

With Seidor's incident management add-on, you will be able to easily manage all types of incidents in a unified way, whether they involve customers, suppliers, internal operations or other issues.

This add-on is designed to streamline the process of creating, tracking and analysing incidents for all sectors and areas of the business.

Benefits for customers

1. Full incident management across all areas.
2. Complete suite-in-a-box solution with SAP Business ByDesign.
3. Improve company decision-making through efficient analysis of incidents.
4. Increase control offering users full access to incidents.