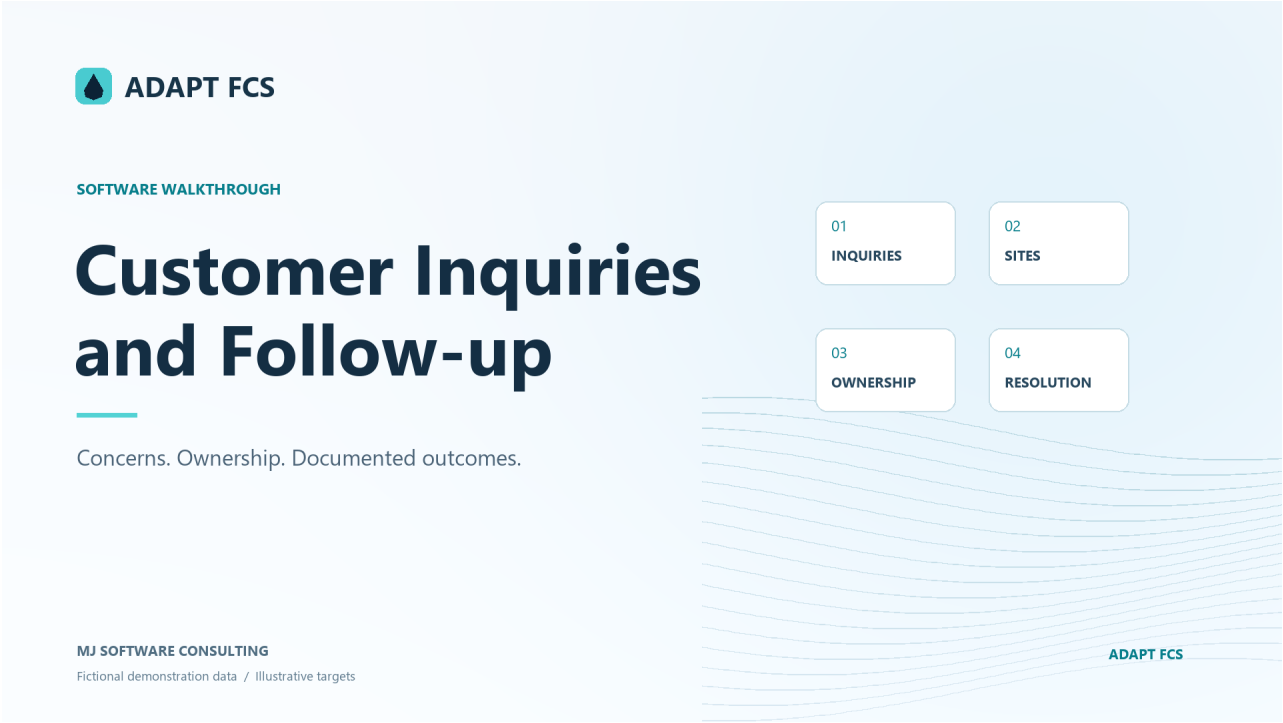
Customer Inquiries and Follow-up

Compare open and resolved customer inquiries, site references, staff assignments, summaries, resolution notes, and completion dates.

Version 1 | Narration and screenshots | 2 minutes

Watch the video online
https://app.adaptfcs.com/videos/water-quality/customer-inquiries-and-follow-up.html



Introduction - 00:00

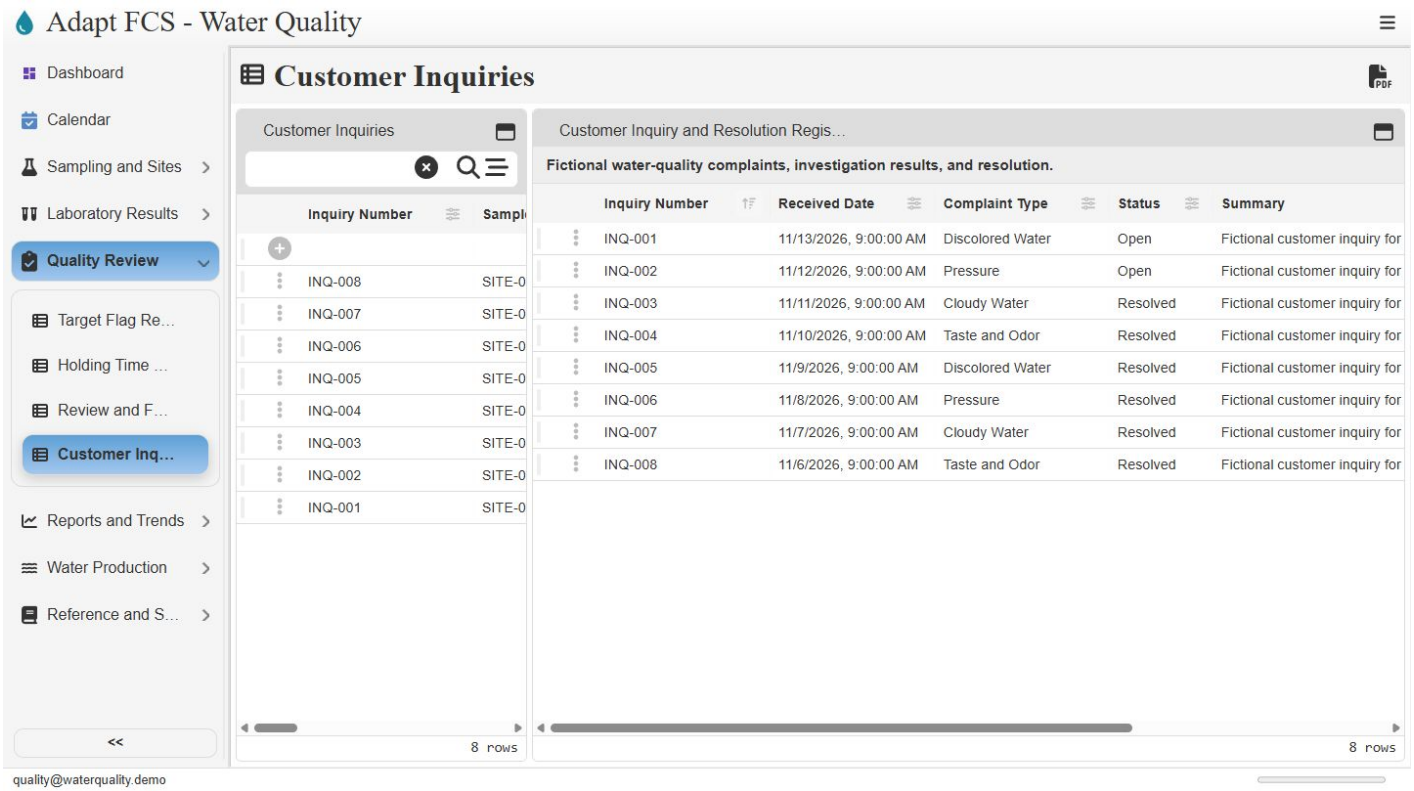
See how the existing customer inquiry records organize water-quality concerns, location references, staff ownership, and documented outcomes. We will compare an open inquiry with a separate resolved example, using fictional demonstration records and leaving both unchanged.

This PDF contains the complete narration and relevant screenshots. The linked page includes the video, chapter controls, captions and downloads.

Fictional demonstration data and illustrative targets. This walkthrough does not determine regulatory compliance.

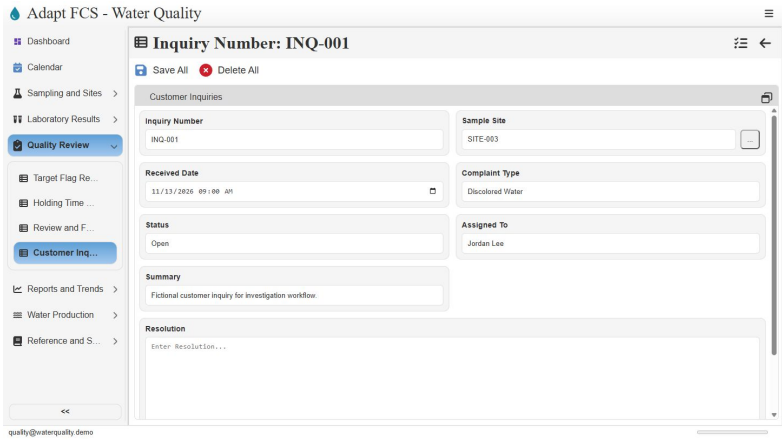
00:19 | Open the inquiry and resolution register

Open Quality Review, then choose Customer Inquiries. The view lists the recorded water-quality concerns and their current states. This demonstration includes discolored water, pressure, cloudy water, and taste-and-odor examples. The register lets staff compare open items with those already recorded as resolved.



Quality Review > Customer Inquiries

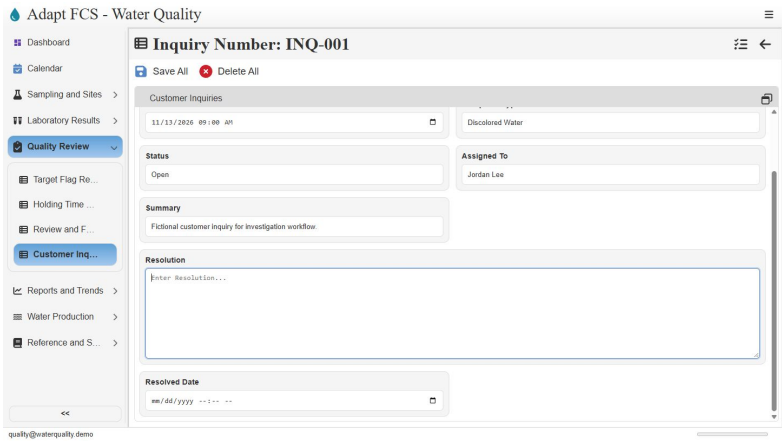
00:41 | Inspect the open inquiry and its owner



INQ-001 is Open, assigned to Jordan Lee, and references SITE-003.

Open inquiry zero zero one using its row selector. The record identifies the site, received date, complaint type, Open status, and Jordan Lee as the assignee. Its site reference helps staff identify the sampling location and the records they should review. It does not automatically establish the cause of a customer concern.

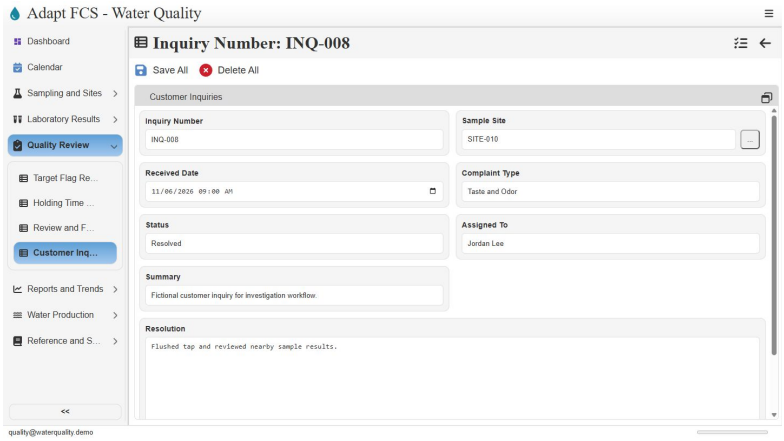
01:04 | Keep the concern separate from the outcome



The open example has a summary but no resolution or resolved date.

Scroll to the summary and outcome fields. This example describes the concern but has no resolution text or resolved date yet. Keeping those fields separate makes incomplete follow-up visible. Staff would document their investigation and any supporting review before recording the eventual outcome. We leave this open inquiry unchanged.

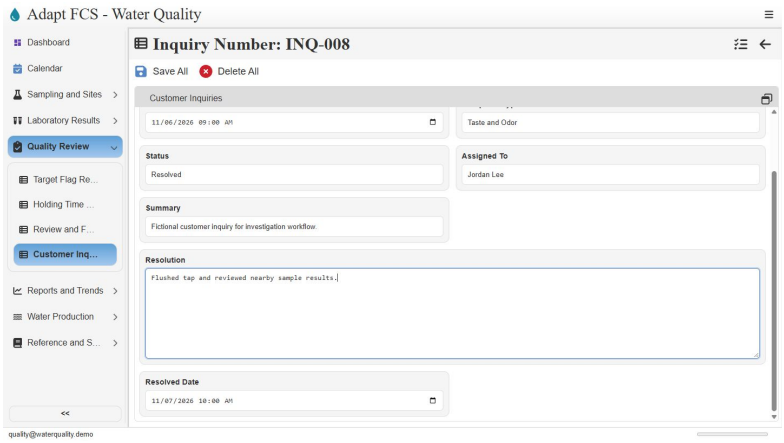
01:28 | Compare a previously resolved example



INQ-008 is a separate taste-and-odor example with Resolved status.

Now compare a different, previously resolved example. Inquiry zero zero eight refers to a taste-and-odor concern at site zero one zero. It is assigned to Jordan Lee and marked Resolved. This is a separate seeded record, not a status change made to the earlier inquiry during the video.

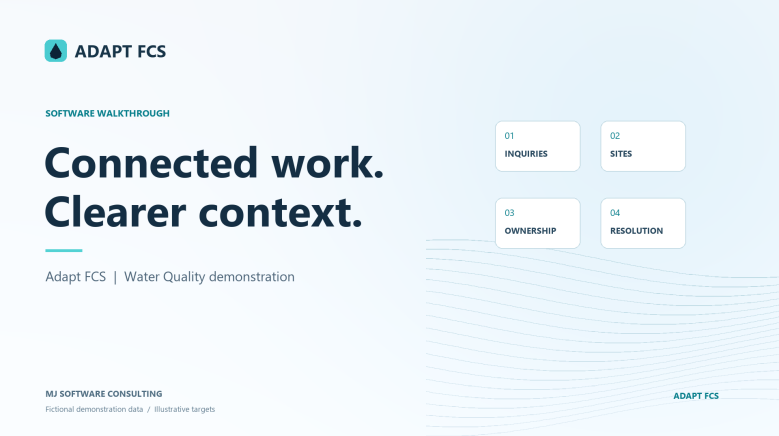
01:48 | Review the recorded response and date



Resolution notes and the resolved date describe the recorded follow-up.

The resolution text says the tap was flushed and nearby sample results reviewed, with a resolved date recorded below. These fields preserve the account of the follow-up. They are maintained records, not an automatic technical diagnosis or proof of a customer notification. Associated sampling evidence still needs qualified review for the particular concern.

02:13 | Closing



Closing card.

Instrumental closing; no narration.