End-Customer's Feedback

Overview

This section is dedicated to gathering your insights and suggestions. The feedback system is both available on PMX WMS and Scan. As an end-customer you have the ability to provide **direct feedback** on our product through **an annual survey**.

In addition, in this new section you will gain access to the following topics:

- **Product News**
  - **Product roadmap**
  - **Knowledge articles in our community**
  - **Updates from the latest release**

Operation System supported: All supported including *Windows Mobile*.

Important: The survey can only be accessed once per user!
Note: After completing the survey, you will no longer be able to click on the “Survey” button or menu. If a new survey is opened, the button or menu will become available again.

WMS - Feedback & News

WMS Add-on - Menu & System Message

The menu item in SBO called **“Connect with WMS”** was implemented under **“Produmex”** main menu. Clicking the buttons will open a new browser window.

Menu Structure:

- **Connect with WMS**
  - **WMS News**
    - **Release News** - WMS Release Notes
    - **Community Articles** - WMS Articles
    - **Product Roadmap** - Logistics Roadmap
  - **Feedback**

On the desktop, the survey will be available only when you start the WMS Add-on. After the initial connection to the Add-on was successful the **“Connect with WMS”** menu and the **“System Message”** will appear, the menu is accessible under the **“Produmex”** main menu.

System Message

When the survey is available: the embedded window with the survey will be shown.

- **Fill the Survey** - The Survey will open in a new browser window.
- **Don't remind** - The System Message will no longer appear, but it can still be accessed from the WMS menu.
- **Remind later** - The next time you successfully connect to the WMS Add-on, this system message will reappear.
  Note: Closing this System Message window using the “X” button performs the same action as selecting “Remind me later”.



When the survey is no longer available: If you are clicking on the “Feedback” menu item and the survey has already been completed, you will receive the following System Message.



WMS Mobile & Touch Client

The **News & Feedback** section is accessible from the main pages on the **Mobile & Touch Client**. Clicking the buttons will open a new browser window.

The following buttons are available:

- **Release News** - WMS Release Notes
- **Community Articles** - WMS Articles
- **Product Roadmap** - Logistics Roadmap
- **Feedback** - The Survey is accessible with this button.



(Mobile Client News & Feedback screen, Error screen)

Note: If you have already completed the survey, the following message will appear after clicking on the **“Feedback”** button: **“Feedback was already filled”**.



(Touch Client News & Feedback screen)

Scan - Feedback & News

Important: For users on **Windows Mobile**, neither the survey nor the news links will be accessible if there is NO web browser installed on the device.

Survey Completion UDF field in Employee Master Data.

You have the option to manage the survey's setting in the **Employee Master Data**, allowing you to reset the survey value so the survey can be completed again.

Favourites & Other Menu

After the first login, the **Survey** and **News** links are added to the **Favourites menu**. Upon the first successful logout, these links are removed from the **Favourites**, and the new section will be moved to the **Other menu**.

(Windows Mobile - Favourite and Other Menu)

(Android - Favourite and Other Menu)

Feedback Survey

Windows Mobile:

Note: The survey is still available, if the **Survey button** is enabled. If you have already provided

feedback, the **Survey button** will be greyed out.



(Windows Mobile - Survey button before and after filling the survey)

Android:

Note: The survey is still available, if the **Survey button** is visible. If you have already provided feedback, the **Survey button** will no longer be visible.



(Android - Survey button before and after filling the survey)

News Section

This section provides an overview of our most important sites, offering useful information and interesting articles for you to explore. Clicking the buttons will open a new browser window.

With the following buttons you can reach these site:

- **News** - Produmex Scan Articles
- **Roadmap** - Logistics Roadmap
- **New PMX Version** - Scan Release Notes



(Windows Mobile - News Section and buttons)



(Android - News Section and buttons)

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