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# **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

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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"**.



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(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)

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(Android - News Section and buttons)

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