

Spell Check a Conversation Entry

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Spell Check a Conversation Entry



Conversations can be added to items on many Core-CT 9.1 Accounts Receivable pages. The Conversations page provides a **Conversation Entries** group box that allows users to enter comments related to the conversation. Core-CT 9.1 allows user to spellcheck the information they enter into the **Comments** field. This feature is new to Core-CT 9.1.

In this example a user enters a new conversation and spellchecks the text entered in the **Comments** field.

Procedure

Navigation: Accounts Receivable > Customer Interactions > Conversations > View/Update Conversations

Step	Action
1.	New Conversations can be entered on this page from the Add a New Value tab. Existing Conversations can be viewed under the Find an Existing Value tab.

ORACLE

Home | Worklist | Add to Favorites | Sign out

Favorites | Main Menu > Accounts Receivable > Customer Interactions > Conversations > View/Update Conversations

New Window | Help | http

View/Update Conversations

Enter any information you have and click Search. Leave fields blank for a list of all values.

Find an Existing Value | Add a New Value

Search Criteria

SetID: = BAAM1

Business Unit: = BAAM1

Customer ID: begins with

Customer Name: begins with

Status: =

Item ID: begins with

Invoice: begins with

Contract: begins with

Bill of Lading: begins with

Purchase Order Reference: begins with

Payment ID: begins with

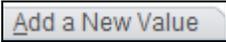
Order No: begins with

Promise Date: =

Case Sensitive

Search | Clear | Basic Search | Save Search Criteria

Find an Existing Value | Add a New Value

Step	Action
2.	Click the Add a New Value tab. 

ORACLE

Home | Worklist | Add to Favorites | Sign out

Favorites | Main Menu > Accounts Receivable > Customer Interactions > Conversations > View/Update Conversations

New Window | Help | http

View/Update Conversations

Find an Existing Value | Add a New Value

SetID: BAAM1

Business Unit: BAAM1

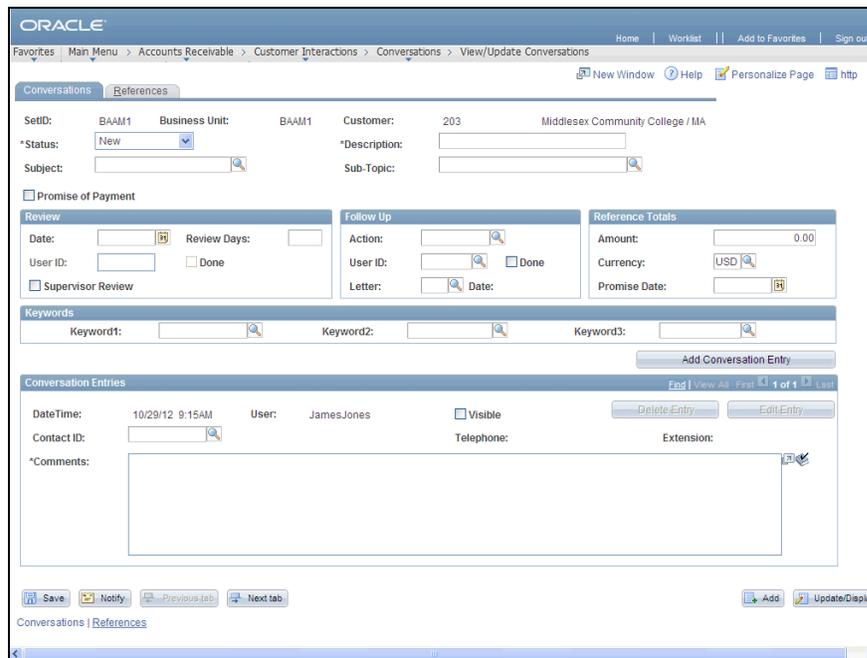
Customer ID:

Add

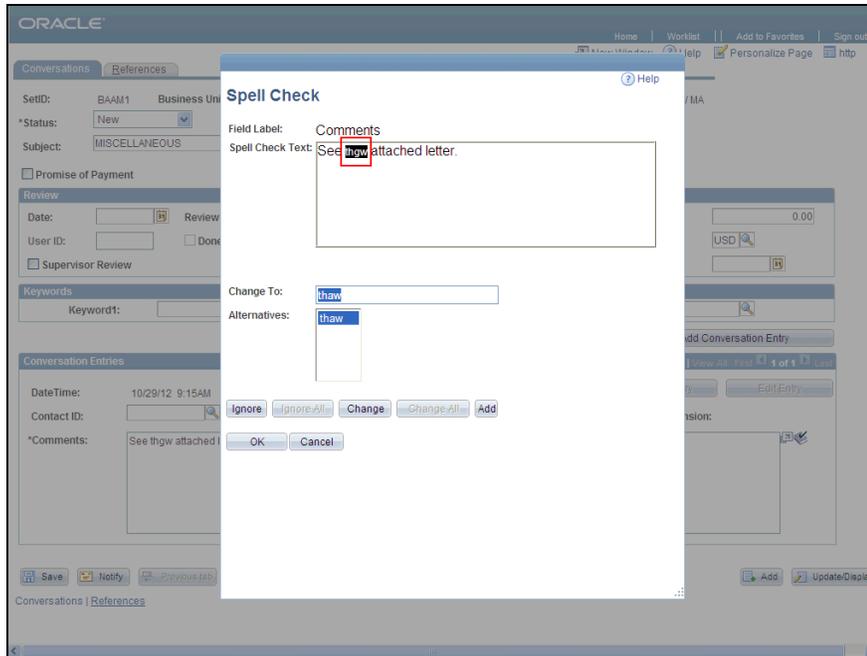
Find an Existing Value | Add a New Value

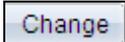
Step	Action
3.	Enter 203 into the Customer ID field.

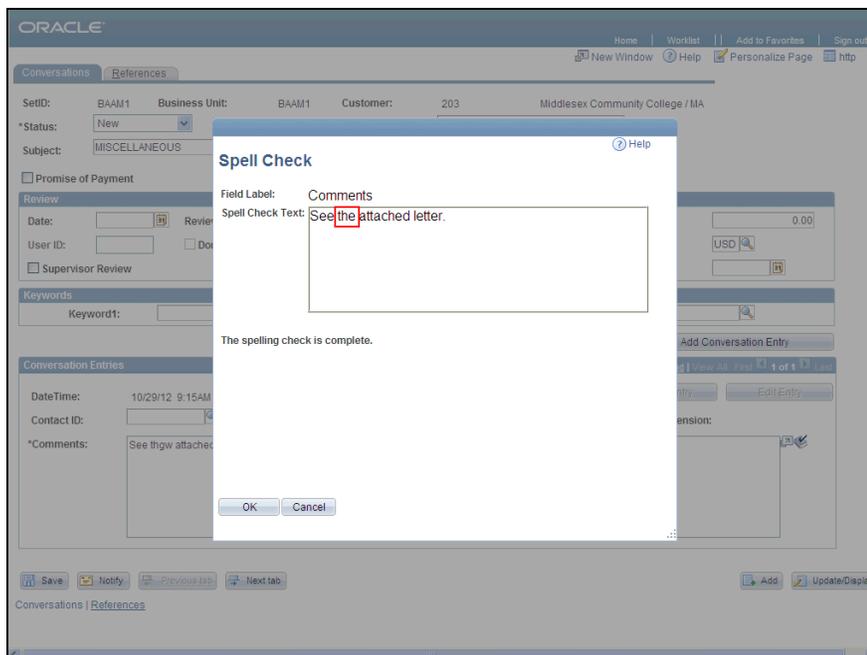
Step	Action
4.	Click the Add button. 

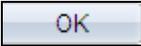


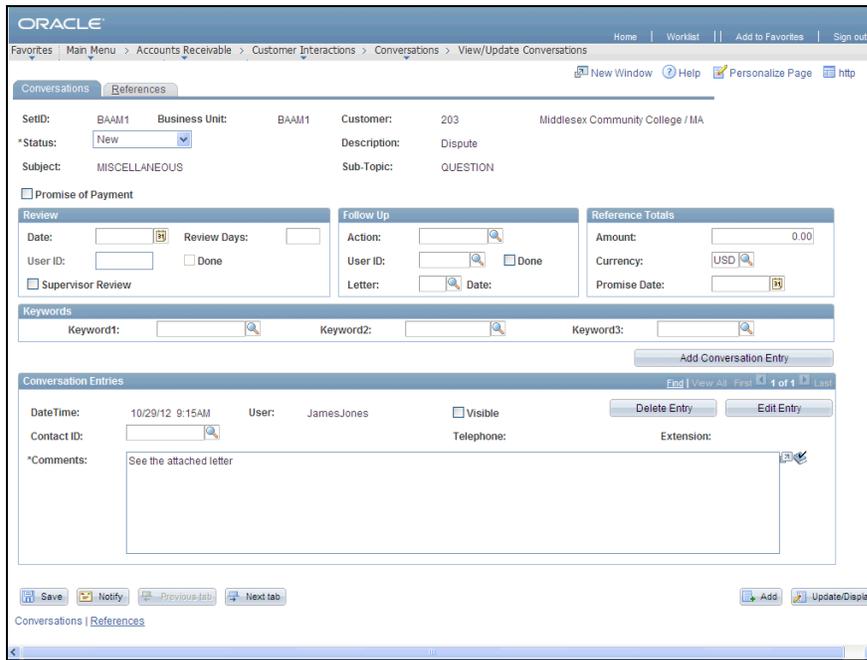
Step	Action
5.	The Conversations page is used to update and review Conversation information for the Customers or Items selected. Click the Look up Subject button. 
6.	Click the MISCELLANEOUS link. 
7.	Enter Dispute into the Description field.
8.	Click the Look up Sub-Topic button. 
9.	Click the QUESTION link. 
10.	Enter See thgw attached letter into the Comments field.
11.	This text contains one misspelled word. Click the Spell Check Comments button. 



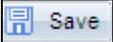
Step	Action
12.	The misspelled word is identified. The Alternatives field lists a suggested alternative. In this example the suggested alternative is not the correct word.
13.	Enter the into the Change To field to overwrite the suggested alternative with the correct word.
14.	Click the Change button. 



Step	Action
15.	The misspelled word (Thgw) is replaced with the correct word (the). Click the OK button. 



The screenshot shows the Oracle CRM interface for a conversation reference. The 'References' tab is active, and the 'Comments' field contains the text 'See the attached letter'. The interface includes various fields for metadata, review, follow-up, and keywords, along with buttons for 'Save', 'Notify', 'Previous tab', 'Next tab', 'Add', and 'Update/Display'.

Step	Action
16.	The Comments field now contains no misspelled words.
17.	Click the Save button. 
18.	End of Procedure.