

---

|          |                     |  |
|----------|---------------------|--|
| customer | Create Audit Date   | timestamp of when complaint was placed.  |
|          | Call Subject        | same as Assay in E-conn: it is the product name.   |
|          | Call Area           | classification of concern or problem of the product or the analyzer-generated condition. |
|          | Resolution          | code describing how the complaint was resolved.  |
|          | Complaint Number    | unique identifier of each complaint.   |
|          | Customer Number     | unique identifier of each customer.  |
|          | J Number            | analyzer serial number.  |
|          | Lot number          | reagent lot number.  |
|          | Region              | geographic region where complaint was placed.  |
|          | Call Status         | current call status of complaint (Closed or Open).                                       |
|          | Problem description | free-text field describing the complaint.  |

---