



NetSuite Case - Arena Quality Process Integration | Feature Summary

Overview

The NetSuite - Arena Case > Quality Process Integration creates a new *quality process* in Arena for a new qualified Case record in NetSuite. It creates and populates fields in the quality process workflow in Arena, based on required mappings.

This document describes one scenario of the Arena Quality integration with NetSuite, while other iterations are possible based on specific mappings, using available APIs in Arena and NetSuite.

Operation

In this use case:

- Many customers use case records (the native NetSuite “Case” type) for quality control in NetSuite as it can be a very effective way to *track, investigate and drive improvement* of quality-related issues.
- When a product fails inspection, or a customer returns a defective item, you can create a Case record (e.g., Type = “Complaint”, Issue = “Defective Product”).
- On the Case record you can capture relevant fields: item involved, lot/serial number, supplier, date of failure, root cause, corrective action, etc.
- This gives you a central repository of quality incidents and allows linking back to item, vendor, batch, etc.
- The Arena-NetSuite Case-Quality Process Integration auto-creates a Quality Process (for example, a Complaint) in Arena, whenever a qualified Case is created in NetSuite.
- A qualified Case is determined by:
 - *As one example: Repair Job Cards:* NetSuite field “Type of Event” being set to “Complaint”
- A detailed mapping between NetSuite case and Arena Quality Steps is maintained within NetSuite. Upon trigger, the integration creates a quality process, and populates data into different steps as specified in the mapping.
- After synchronization, the fields are editable in Arena (depending on how Quality Templates are set up).
- In the standard use-case, edited data within Arena is not required to sync back to the NetSuite Case

- After a complaint has been created in Arena, the checkbox - “*Sent to Arena?*” is updated on the Case record in NetSuite. This ensures that duplicate quality processes are not created in Arena, as a result of subsequent edit & save attempts on Case records in NetSuite.
- A custom tracker/log record is provided by the integration for every case record in NetSuite. It enables the end-user with a live view of the integration activity on the Case record.
 - The Tracker record contains one row for each case record where the integration attempted a sync with Arena, along with a Status
 - It also contains the Arena Quality Process Number created for this Case record in Arena to simplify tracking. This the only data required to be written back to NetSuite from Arena
- In the standard use-case, there is no information passed back to NetSuite about the Arena Complaint *approval* workflow statuses after initial creation.
- A detailed mapping table with API field names will be created.
- The integration layer does not perform any data validation; i.e., the user is responsible for inputting valid data into the NetSuite record. However, data transformation rules may be added as a customization.

Data Flow Summary

The following data flows are supported.

#	Data Flow Name	Origination App	Destination App	Via
1	NetSuite Case to Arena Quality Process	NetSuite	Arena	SuiteScript User Event

Data Flow Initiation

The NetSuite Case to Arena Complaint data flow is triggered once a Case record is saved in NetSuite. Examples of specific criteria are as follows:

- “*Sent to Arena?*” check-box is unchecked/false.
- NetSuite fields such as “*Type of Event*” or check-boxes can also be utilized to initiate the data flow.
- Any other custom criteria as required by the customer.

The script(s) responsible for creating the case-quality sync are fired after the case record is submitted in NetSuite.

Data Flow Monitoring

Integration activity is logged directly inside NetSuite, in the custom record (CR) called Arena Case Integration Tracker.

- It contains one row for each case record where the integration attempted a sync with Arena, along with a status.
- The status is constantly updated as different steps in a Quality Process in Arena are completed.

- It also contains the Arena Quality Process Number created for the Case record in Arena, in order to simplify tracking.

Example of Tracker Record

EDIT VIEW	INTERNAL ID	CASE NUMBER	ARENA QUALITY PROCESS NUMBER	ARENA QUALITY PROCESS NAME	ARENA SYNC DATE/TIME	STATUS
Edit View	6	JOB CARD_18 JOB CARD_18	CMP-000075	Product Complaints Procedure	02/25/2022 2:17:51 pm	Quality Process Step Updated.
Edit View	5	JOB CARD_117 JOB CARD	CMP-000074	NS Integration Testing 2	02/09/2022 4:24:27 pm	Quality Process Step Updated.
Edit View	4	CASE2684 3 Criticool Mini sent without Spanish Manual	CMP-000073	NS Integration Testing 2	02/09/2022 4:03:51 pm	Quality Process Step Updated.
Edit View	3	CASE2684 3 Criticool Mini sent without Spanish Manual	CMP-000072	NS Integration Testing 2	02/09/2022 1:58:42 pm	Quality Process Created.
Edit View	2	CASE2684 3 Criticool Mini sent without Spanish Manual	CMP-000071	NS Integration Testing 2	02/08/2022 8:48:19 pm	
Edit View	1	CASE2812 Pump Failed after a few months use	CMP-000070	NS Integration Testing 2	02/08/2022 7:58:25 pm	

NetSuite Module Requirement

The Arena-NetSuite Case-Quality Process Integration does not require the NetSuite Quality SuiteApp. While the integration can be further customized to utilize specific features of the SuiteApp when it is available, the basic NetSuite configuration using Case records is sufficient for the use-case described in this document.

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