



PeopleSoft Enterprise CRM 8.9 Services Foundation Reports

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PeopleSoft Enterprise CRM 8.9 Services Foundation Reports
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About This PeopleBook

PeopleBooks provide you with the information that you need to implement and use PeopleSoft applications.

This preface discusses:

- Related documentation.
- Comments and suggestions.

Related Documentation

This section discusses how to:

- Obtain documentation updates.
- Order printed documentation.

Obtaining Documentation Updates

You can find updates and additional documentation for this release, as well as previous releases, on the PeopleSoft Customer Connection website. Through the Documentation section of PeopleSoft Customer Connection, you can download files to add to your PeopleBook Library. You'll find a variety of useful and timely materials, including updates to the full PeopleSoft documentation that is delivered on your PeopleBooks CD-ROM.

Important! Before you upgrade, you must check PeopleSoft Customer Connection for updates to the upgrade instructions. PeopleSoft continually posts updates as the upgrade process is refined.

See Also

PeopleSoft Customer Connection, <https://www.peoplesoft.com/corp/en/login.jsp>

Ordering Printed Documentation

You can order printed, bound volumes of the complete PeopleSoft documentation that is delivered on your PeopleBooks CD-ROM. PeopleSoft makes printed documentation available for each major release shortly after the software is shipped. Customers and partners can order printed PeopleSoft documentation by using any of these methods:

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PeopleSoft Customer Connection, <https://www.peoplesoft.com/corp/en/login.jsp>

Comments and Suggestions

Your comments are important to us. We encourage you to tell us what you like, or what you would like to see changed about PeopleBooks and other PeopleSoft reference and training materials. Please send your suggestions to:

PeopleSoft Product Documentation Manager PeopleSoft, Inc. 4460 Hacienda Drive Pleasanton, CA 94588

Or send email comments to doc@peoplesoft.com.

While we cannot guarantee to answer every email message, we will pay careful attention to your comments and suggestions.

CHAPTER 1

PeopleSoft CRM Solution Management Reports

This appendix provides an overview of PeopleSoft CRM Solution Management reports and enables you to view a summary table of all reports.

Note. For samples of these reports, see the Portable Document Format (PDF) files that are published on CD-ROM with the documentation.

PeopleSoft CRM Solution Management Reports: A to Z

This table lists the two solution management reports that are shared by PeopleSoft Support, PeopleSoft HelpDesk, and PeopleSoft Integrated FieldService.

Solution Usage Report

Report ID and Report Name	Description	Navigation	Run Control Page
RCC2012 Solution Usage	This report lists solutions that were used in cases created during the specified date range. For each solution, the report shows the solution usage count, solved count, and success rate.	Solutions, Reports, Solutions, Solution Usage	RUN_RCC2012

Top Ten Solutions by Product

Report ID and Report Name	Description	Navigation	Run Control Page
RCC2014 Top Ten Solutions by Product	For each included product, this report lists the ten solutions that most often resolved cases that were created during the specified date range. For each solution, the report shows the number of cases solved for that product.	Solutions, Reports, Top Solutions, Top Ten Solutions by Product	RUN_RCC2014

CHAPTER 2

Report Samples

This chapter provides report samples.

For the online samples of these reports, see the PDF files that are published on CD-ROM with your online documentation.



Report ID: RCC2012

PeopleSoft
Solutions Usage ReportPage No. 1
Run Date: 06/01/2004
Run Time: 5:35:22 PM**Set ID: HTECH****From Date: 06/01/2000****Through Date: 06/01/2004**

<u>Solution ID</u>	<u>Summary</u>	<u>Usage Count</u>	<u>Solved Count</u>	<u>Success Rate</u>
301236	Troubleshooting tips for router hang	1	0	0%
301239	What is a VPN?	1	0	0%
301245	Password Recovery Procedure	1	0	0%
301261	Troubleshooting router power subsystem problems	1	0	0%
301263	Troubleshooting router cooling subsystem problems	1	0	0%
301266	Router losing configuration during reboot	1	0	0%
301270	Troubleshooting network connection problems connected to the hub	1	0	0%
301278	Interpreting LEDs of GBI Switches	1	0	0%



Report ID: RCC2014

PeopleSoft
Top Ten Solutions By Product

Page No. 1
Run Date: 06/03/2004
Run Time: 4:10:00 PM

Set ID: CRM02**From Date:** 01/01/1997**Product:** SR1021**Through Date:** 06/04/2004**Product ID:** SR1021**ITN Intel Pentium PC**

<u>Solution ID</u>	<u>Summary</u>	<u>Cases Solved</u>
42	Fixing Computer hangs when placed in standby (suspend) mode	3
43	Fixing Display Settings on Personal Computers	2
37	Basic causes for Computer System lock-ups, hangs or freezes	1
40	Fixing problem relating to Computer hanging while playing a game	1
45	Defining Personal Computer Processor.	1
46	Explanation on the Difference Between "Desktop" and "Minitower" Computers.	1
58	Procedure for when the Monitor display is blank or unreadable when Windows start	1
60	Steps to Ensure that the modem is connected properly	1
83	Steps to fix ITN Scanner hanging after Pressing the SCAN Button	1