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# PeopleSoft Enterprise CRM 8.9 Call Center Applications Reports

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**June 2004**

## PeopleSoft Enterprise CRM 8.9 Call Center Applications Reports SKU CRM89CAL-R 0604

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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.

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## 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.

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**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.

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## See Also

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

## Ordering Printed Documentation

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- Telephone
- Email

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# **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:

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

# CHAPTER 1

## PeopleSoft CRM Call Center Reports

This appendix provides an overview of PeopleSoft Support and PeopleSoft HelpDesk reports and enables you to view summary tables of all reports.

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

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### PeopleSoft CRM Call Center Reports: A to Z

These tables list the PeopleSoft Support and PeopleSoft HelpDesk reports, sorted alphanumerically by report ID.

This section discusses:

- PeopleSoft HelpDesk case reports.

Except for report *RCC2009*, all HelpDesk-specific report IDs start with *RCC1*

- PeopleSoft Support case reports.

All Support-specific report IDs start with *RCC2*.

- Solution reports (shared by both applications).

Solution report IDs start with *RCC2*.

All reports in this appendix are Crystal reports.

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**Note.** Unless otherwise noted, the from date and through date for the cases included in a report refer to the case creation date.

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### PeopleSoft HelpDesk Reports

Report ID and Report Name	Description	Navigation	Run Control Page
RCC1002 HelpDesk Case By Agent	This report categorizes cases according to the agents to whom the case is assigned. For each case, the report shows the case ID, status, priority, contact name, date created, and subject.	HelpDesk, Reports, Case By Agent, HelpDesk Case By Agent	RUN_RCC1002

<b>Report ID and Report Name</b>	<b>Description</b>	<b>Navigation</b>	<b>Run Control Page</b>
RCC1003 HelpDesk Case By Department	This report lists the departments that have reported cases. For each department, the report shows the number of cases reported.	HelpDesk, Reports, Case By Agent, HelpDesk Case By Department	RUN_RCC1003
RCC1004 HelpDesk Case By Priority	This report provides a list of cases ordered by priority and gives the total number of cases for each priority. For each case, the report shows the priority, case ID, status, department, reported by, date created, and assigned to agent.	HelpDesk, Reports, Case By Agent, HelpDesk Case By Priority	RUN_RCC1004
RCC1005 HelpDesk Case By Problem Type	This report provides a list of cases categorized and subtotaled by case type. For each case, the report shows the case ID, priority, status, caller name, date created, and assigned to.	HelpDesk, Reports, Case By Agent, HelpDesk Case By Problem Type	RUN_RCC1005
RCC1006 HelpDesk Case By Status	This report lists case statuses and gives the number of cases with each status.	HelpDesk, Reports, Case By Agent, HelpDesk Case By Status	RUN_RCC1006
RCC1007 HelpDesk Case By Category/Type/Detail	This report groups cases by category and gives the total number of cases for each category. For each case, the report shows the case ID, category, type, detail, creation date, caller name, status, and summary.	HelpDesk, Reports, Case By Agent, HelpDesk Case By Ctg/Type/Dtl	RUN_RCC1007
RCC1008 HelpDesk Case Information	This report provides detailed information for cases, including most of the data shown in the case component.	HelpDesk, Reports, Case Information, HelpDesk Case Information	RUN_RCC1008
RCC1009 HelpDesk Case Status By Agent	This report lists agents to whom cases have been assigned. For each agent, the report shows the agent's ID and name and the number of open cases for that agent?in total and broken out by case status.	HelpDesk, Reports, Case Status By Agent, HelpDesk Case Status By Agent	RUN_RCC1009



Report ID and Report Name	Description	Navigation	Run Control Page
RCC1010 HelpDesk Time To Close By Agent	This report lists agents who have been assigned cases. For each agent, the report shows the agent's ID and name, a list of the agent's closed cases, the total number of cases closed, and the average number of days to close. The case lists show the case ID, priority, date opened, date closed, and days to close.	HelpDesk, Reports, Time To Close By Agnt, HelpDesk Time To Close By Agent	RUN_RCC1010
RCC1011 HelpDesk Case By Employee	This report lists employees who have reported cases. For each employee, the report shows the number of cases opened.	HelpDesk, Reports, HelpDesk Case By Employee	RUN_RCC1011
RCC1012 HelpDesk Case by Business Project	This report lists business projects that have been used in cases. For each business project, the report shows the number of cases where the business project was used.	HelpDesk, Reports, Case By Business Projects, HelpDesk Case By Business Project	RUN_RCC1012
RCC2009 HelpDesk Employees With Case	This report lists employees who opened cases during the specified time period. For each employee, the report provides a name, location, department, telephone number with extension, and email address. No case information appears on this report.	HelpDesk, Reports, Employees with Case, HelpDesk Employees With Case	RUN_RCC2009

## PeopleSoft Support Reports

Report ID and Report Name	Description	Navigation	Run Control Page
RCC2000 Agreement Statistics	This report provides the following statistics for agreements used during a specified date range: the number of cases opened, the number of cases closed, and the average time to close in days and in hours.	Support, Reports, Agreement Statistics, Agreement Statistics	RUN_RCC2000
RCC2001 Case Information	This report provides detailed information for cases, including most of the data shown in the case component.	Support, Reports, Support Case Information	RUN_RCC2001

<b>Report ID and Report Name</b>	<b>Description</b>	<b>Navigation</b>	<b>Run Control Page</b>
RCC2002 Cases by Age	This report categorizes cases by creation date and then by customer. For each case, the report shows the case ID, priority, status, case type, contact name, assigned to agent, and subject.	Support, Reports, Cases By Age	RUN_RCC2002
RCC2003 Cases by Agent	This report lists agents to whom cases have been assigned. For each agent, the report shows the agent's name and the number of cases assigned to the agent, opened by the agent, and closed by the agent. The report also provides the average time to close (in days and hours) for cases that the agent closed.	Support, Reports, Cases By Agent	RUN_RCC2003
RCC2004 Cases by Customer	This report categorizes cases by customer. For each case, the report shows the case ID, priority, status, product ID, case type, contact name, date created, assigned to agent, and subject.	Support, Reports, Cses By Customer	RUN_RCC2004
RCC2005 Cases by Priority	This report categorizes cases by priority and status, then by customer. For each case, the report shows the case ID, case type, date created, and subject.	Support, Reports, Support Reports, Cases By Priority, Cases by Priority	RUN_RCC2005
RCC2006 Cases by Product	This report categorizes cases by product. For each case, the report shows the product ID, case ID, priority, status, case type, contact name, date created, assigned to agent, and subject.	Support, Reports, Cases By Product	RUN_RCC2006
RCC2007 Cases by Type	This report categorizes cases by case type. For each case, the report shows the case ID, priority, status, contact name, date created, assigned to agent, and subject.	Support, Reports, Cases by Type	RUN_RCC2007

Report ID and Report Name	Description	Navigation	Run Control Page
RCC2008 Cases Reopened	<p>This report lists cases that have been reopened. For each case, the report shows the case ID, the date the case was reopened, and the user who reopened the case.</p> <p><b>Note.</b> This report requires that the Case Re-Opened event be activated in the Case History Active Analytics Framework definition.</p>	Support, Reports, Cases Reopened	RUN_RCC2008
RCC2013 Support Agreement Dates	<p>This report lists agreements that have been associated with cases. Agreements are categorized by customer. For each agreement, the report shows the agreement code, the start date, the end date, and the number of cases that are associated with that agreement.</p>	Support, Reports, Support Agreement Dates	RUN_RCC2013

## Solution Reports

Report ID and Report Name	Description	Navigation	Run Control Page
RCC2012 Solution Usage	<p>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.</p>	Solutions, Reports, Solutions, Solution Usage	RUN_RCC2012
RCC2014 Top Ten Solutions by Product	<p>For each included product, this report lists the ten solutions that most often resolved cases that were created during the specified date range.</p> <p>For each solution, the report shows the number of cases solved for that product.</p>	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: RCC1002

PeopleSoft  
HelpDesk Cases By Agent

Page No. 1  
Run Date: 09/26/2001  
Run Time: 3:36:24 PM

From Date:	09/07/1997	Assigned To:	All
Through Date:	09/28/2001	Priority:	All
Business Unit:	US300	Status:	OPEN

Agent	Case ID	Status	Priority	Contact	Date Created
-------	---------	--------	----------	---------	--------------

Lansing, Maureen J

142	OPEN	LOW	Harrison, Robert M	07/10/2000
-----	------	-----	--------------------	------------

**Problem Detail:** Need Instructions Upgrading Microsoft Windows 95 or Windows 3.1 to Windows 98 on

169	OPEN	LOW	Jognu, Ravi T	03/14/2001
-----	------	-----	---------------	------------

**Problem Detail:** Question on "Bits" and "Bytes" - Personal Computer

Rider, Barry R

163	OPEN	LOW	Holmes, Francine K	02/15/2001
-----	------	-----	--------------------	------------

**Problem Detail:** Printer jamming

167	OPEN	HIGH	Warner, Sharon J	02/15/2001
-----	------	------	------------------	------------

**Problem Detail:** Cannot change display settings

Symth, Kendall R

157	OPEN	MED	Gardner, Gayle M	12/13/2000
-----	------	-----	------------------	------------

**Problem Detail:** Need instructions on how to upgrade Win 95 to Win 98

158	OPEN	LOW	Bartlett, Joseph D	02/15/2001
-----	------	-----	--------------------	------------

**Problem Detail:** Computer hangs while running a program

168	OPEN	LOW	Merrimount, Shelley L	02/15/2001
-----	------	-----	-----------------------	------------

**Problem Detail:** Having Black Screen problem

Thomas, Michael E



Report ID: RCC1002

**PeopleSoft**  
**HelpDesk Cases By Agent**

Page No. 2  
Run Date: 09/26/2001  
Run Time: 3:36:24 PM

<b>From Date:</b>	09/07/1997	<b>Assigned To:</b>	All
<b>Through Date:</b>	09/28/2001	<b>Priority:</b>	All
<b>Business Unit:</b>	US300	<b>Status:</b>	OPEN

Agent	Case ID	Status	Priority	Contact	Date Created
	172	OPEN	LOW	Walsh,Brian J	03/14/2001

**Problem Detail:** How do you determine the speed of the Drive.

**Tripper,Elssie P**

147	OPEN	MED	Davies,Susan D	07/10/2000
-----	------	-----	----------------	------------

**Problem Detail:** The screen display is not properly aligned

159	OPEN	LOW	Chow,Bernard J	02/15/2001
-----	------	-----	----------------	------------

**Problem Detail:** Upgrading Microsoft Windows 95 or Windows 3.1 to Windows 98 on Personal Computer

161	OPEN	LOW	Holmes,Francine K	02/15/2001
-----	------	-----	-------------------	------------

**Problem Detail:** How to clear copier/scanner jams for Copiers

166	OPEN	LOW	Lewis,Alicia M	02/15/2001
-----	------	-----	----------------	------------

**Problem Detail:** How to map a Network Printer



Report ID: RCC1003

PeopleSoft

Page No. 1

HelpDesk Cases By Department

Run Date: 09/26/2001

Run Time: 3:37:30 PM

Status: OPEN

From Date: 09/07/1997

Through Date: 09/28/2001

**Business Unit:** US300

**Department**

**Number of Problem Reports**

Marketing

2

Sales and Services

8

Western Sales Region

6

---

**Total Number**

**16**





Report ID: RCC1004

PeopleSoft

Page No. 1

Run Date: 09/26/2001

Run Time: 3:38:18 P

## Help Desk Cases By Priority

From Date:	09/07/1997	Priority:	All
Thru Date:	09/28/2001	Status:	All

Business Unit US300

Priority	Case ID	Status	Department	Reported By	Date Created	Assigned To
HIGH	155.00	CUST	Sales and Servic	Chow,Bernard J	12/13/2000	Symth,Kendall R
HIGH	167.00	OPEN	Western Sales R	Warner,Sharon J	02/15/2001	Rider,Barry R
Total # of Cases for Priority					HIGH	2
LOW	142.00	OPEN	Western Sales R	Harrison,Robert M	07/10/2000	Lansing,Maureen J
LOW	145.00	ENG	Western Sales R	Davies,Susan D	07/10/2000	Thomas,Michael E
LOW	146.00	CUST	Western Sales R	Zigardo,Marion J	07/10/2000	Lansing,Maureen J
LOW	149.00	CUST	Western Sales R	Harris,Ben M	09/12/2000	Lansing,Maureen J
LOW	150.00	CUST	Western Sales R	Davies,Susan D	09/12/2000	Symth,Kendall R
LOW	151.00	CUST	Sales and Servic	Johanssen,John A	09/12/2000	Lansing,Maureen J
LOW	152.00	CUST	Sales and Servic	Harris,George H	09/12/2000	Rider,Barry R
LOW	154.00	RSRCH	Western Sales R	Davies,Susan D	09/12/2000	Tripper,Elssie P
LOW	156.00	RSRCH	Sales and Servic	Klein,Alexa J	12/13/2000	Rider,Barry R
LOW	158.00	OPEN	Western Sales R	Bartlett,Joseph D	02/15/2001	Symth,Kendall R
LOW	159.00	OPEN	Sales and Servic	Chow,Bernard J	02/15/2001	Tripper,Elssie P
LOW	160.00	CUST	Western Sales R	Harrison,Robert M	02/15/2001	Tripper,Elssie P
LOW	161.00	OPEN	Marketing	Holmes,Francine K	02/15/2001	Tripper,Elssie P
LOW	163.00	OPEN	Marketing	Holmes,Francine K	02/15/2001	Rider,Barry R
LOW	164.00	RSRCH	Sales and Servic	McGuire,William J	02/15/2001	Lansing,Maureen J
LOW	165.00	ENG	Sales and Servic	Orellana,Mason D	02/15/2001	Rider,Barry R
LOW	166.00	OPEN	Western Sales R	Lewis,Alicia M	02/15/2001	Tripper,Elssie P
LOW	168.00	OPEN	Sales and Servic	Merrimount,Shelley L	02/15/2001	Symth,Kendall R
LOW	169.00	OPEN	Sales and Servic	Jognu,Ravi T	03/14/2001	Lansing,Maureen J
LOW	172.00	OPEN	Western Sales R	Walsh,Brian J	03/14/2001	Thomas,Michael E
Total # of Cases for Priority					LOW	20



Report ID: RCC1004

PeopleSoft  
Help Desk Cases By Priority

Page No. 2  
Run Date: 09/26/2001  
Run Time: 3:38:18 P

From Date:	09/07/1997	Priority:	All
Thru Date:	09/28/2001	Status:	All

Business Unit US300

<u>Priority</u>	<u>Case ID</u>	<u>Status</u>	<u>Department</u>	<u>Reported By</u>	<u>Date Created</u>	<u>Assigned To</u>
MED	147.00	OPEN	Western Sales R	Davies,Susan D	07/10/2000	Tripper,Elssie P
MED	153.00	CUST	Western Sales R	Davies,Susan D	09/12/2000	Rider,Barry R
MED	157.00	OPEN	Sales and Servic	Gardner,Gayle M	12/13/2000	Symth,Kendall R

Total # of Cases for Priority	MED	3
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Report ID: RCC1005

PeopleSoft

Page No. 1

## HelpDesk Cases By Problem Type

Run Date: 09/26/2001

Run Time: 3:39:04 PM

From Date:	09/07/1997	Priorities:	All
Thru Date:	09/28/2001	Status:	All

Business Unit: US300

		<u>Case ID</u>	<u>Priority</u>	<u>Status</u>	<u>Name</u>	<u>Date Created</u>	<u>Assigned To</u>
Case Type	DEFEC	155	HIGH	CUST	Chow,Bernard J	12/13/2000	Symth,Kendall R
		<u>Summary</u> Blank screen on the monitor					
Total # of Cases for Case Type:						DEFEC	1
Case Type	ENH	153	MED	CUST	Davies,Susan D	09/12/2000	Rider,Barry R
		<u>Summary</u> Machine hangs when a new application is started					
Total # of Cases for Case Type:						ENH	1
Case Type	QUEST	142	LOW	OPEN	Harrison,Robert M	07/10/2000	Lansing,Maureen
		<u>Summary</u> Need Instructions Upgrading Microsoft Windows 95 or Windows 3.1 to Windows 98 on					
		145	LOW	ENG	Davies,Susan D	07/10/2000	Thomas,Michael E
		<u>Summary</u> Computer hangs while running a program					
		146	LOW	CUST	Zigardo,Marion J	07/10/2000	Lansing,Maureen
		<u>Summary</u> Question on Payroll					
		147	MED	OPEN	Davies,Susan D	07/10/2000	Tripper,Elssie P
		<u>Summary</u> The screen display is not properly aligned					
		149	LOW	CUST	Harris,Ben M	09/12/2000	Lansing,Maureen
		<u>Summary</u> Question on Display Settings for the Laptop					



Report ID: RCC1006

**PeopleSoft  
HelpDesk Cases By Status**

Page No. 1  
Run Date: 09/26/2001  
Run Time: 3:40:06 PM

**From Date:** 09/07/1997 **Thru Date:** 09/28/2001

**Business Unit: US300**

<u>Case Status</u>	<u>Number Of Cases</u>
CUST	9
ENG	2
OPEN	20
RSRCH	3
<b>Total Number of Problems Reported for Business Unit: US300</b>	<b>34</b>



**PeopleSoft**  
**HelpDesk Cases By Type/Category/Detail**

<b>Category</b>	All	<b>Status</b>	All
<b>Detail</b>	All	<b>Case Type</b>	All
<b>Person ID</b>	All		

<u>Unit</u>	<u>Category</u>	<u>Type</u>	<u>Detail</u>	<u>Case</u>	<u>Created</u>	<u>Name</u>	<u>Status</u>	<u>Summary</u>
<b>Case Category</b>								
US300				142	07/10/2001	Harrison,Robert M	OPEN	Need Instructions Upgrading Microsoft Windows 95 or Windows 3.1 to Windows 98
US300				144	07/10/2001	Carver,Amed T	OPEN	Computer System lock-ups all the time.
US300				145	07/10/2001	Davies,Susan D	ENG	Computer hangs while running a program
US300				146	07/10/2001	Zigardo,Marion J	CUST	Question on Payroll
US300				149	09/12/2001	Harris,Ben M	CUST	Question on Display Settings for the Laptop
US300				150	09/12/2001	Davies,Susan D	CUST	Cannot see proper image
US300				151	09/12/2001	Johanssen,John A	CUST	Question on Self Test on printers.
US300				152	09/12/2001	Harris,George H	CUST	Display Settings not working
US300				155	12/13/2001	Chow,Bernard J	CUST	Blank screen on the monitor
US300				158	02/15/2001	Bartlett,Joseph D	OPEN	Computer hangs while running a program
US300				159	02/15/2001	Chow,Bernard J	OPEN	Upgrading Microsoft Windows 95 or Windows 3.1 to Windows 98 on Personal Computer
US300				161	02/15/2001	Holmes,Francine K	OPEN	How to clear copier/scanner jams for Copiers
US300				163	02/15/2001	Holmes,Francine K	OPEN	Printer jamming
US300				166	02/15/2001	Lewis,Alicia M	OPEN	How to map a Network Printer
US300				168	02/15/2001	Merrimount,Shelley L	OPEN	Having Black Screen problem
US300				169	03/14/2001	Jognu,Ravi T	OPEN	Question on "Bits" and "Bytes" - Personal Computer
US300				170	03/14/2001	Gardner,Shirley M	OPEN	Question on Upgrading Memory on ITN Computers
US300				171	03/14/2001	Klein,Alexa J	OPEN	Receiving error message, "Personal Computer display correct?"
US300				172	03/14/2001	Walsh,Brian J	OPEN	How do you determine the speed of the Drive.

# of Cases for Category

19

<u>Case Category</u>	<u>HW</u>	<u>DE</u>	<u>RET</u>	<u>RC</u>	<u>Case</u>	<u>Created</u>	<u>Name</u>	<u>Status</u>	<u>Summary</u>
US300	HW	DE	RET		147	07/10/2001	Davies,Susan D	OPEN	The screen display is not properly aligned
US300	HW		RC		157	12/13/2001	Gardner,Gayle M	OPEN	Need instructions on how to upgrade Win 95 to Win 98
US300	HW		RC		160	02/15/2001	Harrison,Robert M	CUST	Error Message "System has low resources"
US300	HW				148	07/10/2001	Davies,Susan D	CUST	Having problem with my disk
US300	HW				153	09/12/2001	Davies,Susan D	CUST	Machine hangs when a new application is started
US300	HW				154	09/12/2001	Davies,Susan D	RSRC	Computer hangs while playing a game
US300	HW				156	12/13/2001	Klein,Alexa J	RSRC	Computer hangs when a program is selected from the Start Menu
US300	HW				162	02/15/2001	Klein,Alexa J	OPEN	Computer hangs as soon as a game CD is inserted.
US300	HW				165	02/15/2001	Orellana,Mason D	ENG	What is the major difference in "Bits" and "Bytes" in a Personal Computer
US300	HW				167	02/15/2001	Warner,Sharon J	OPEN	Cannot change display settings

# of Cases for Category HW

10

Case Category SW



Report ID: RCC1008

PeopleSoft

Page No. 4

HelpDesk Case Information

Run Date: 09/26/2001

Run Time: 3:51:12 PM

From Date:	09/05/1993	Through Date:	09/28/2001	Reported By	All
From Case Number	0	To Case Number	9,999	Created By	All
Business Unit	US300			Assigned To	Maureen Lansing

Problem Report ID: 149



Report ID: RCC1008

PeopleSoft

Page No. 5

## HelpDesk Case Information

Run Date: 09/26/2001

Run Time: 3:51:12 PM

<b>From Date:</b>	09/05/1993	<b>Through Date:</b>	09/28/2001	<b>Reported By</b>	All
<b>From Case Number</b>	0	<b>To Case Number</b>	9,999	<b>Created By</b>	All
<b>Business Unit</b>	US300	<b>Assigned To</b>	Maureen Lansing		

<b>Problem Report ID:</b>	149	<b>Assigned ID :</b>	621
<b>Department ID:</b>	KU010	<b>Assigned To :</b>	Maureen Lansing
<b>Department Name:</b>	Western Sales Region	<b>Priority :</b>	LOW
<b>Reported By :</b>	Harris,Ben M	<b>Status :</b>	CUST
<b>Subject :</b>	Question on Display Settings for the Laptop		
<b>Problem Descr :</b>	Question on Display Settings for the Laptop		
<b>Creation Date :</b>	09/12/2000	<b>Created By :</b>	Smyth,Ebrima T

## Notes

<u>Seq No</u>	<u>Subject</u>	<u>Date Entered</u>	<u>Entered By</u>
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Note Attachments



Report ID: RCC1008

PeopleSoft

Page No. 6

HelpDesk Case Information

Run Date: 09/26/2001

Run Time: 3:51:12 PM

From Date:	09/05/1993	Through Date:	09/28/2001	Reported By	All
From Case Number	0	To Case Number	9,999	Created By	All
Business Unit	US300			Assigned To	Maureen Lansing

Problem Report ID:	149
Action History	
<u>Seq No</u>	
1	Old Value:
	New Value: 621
Action History	
<u>Seq No</u>	
2	Old Value:
	New Value: CUST





Report ID: RCC1009

PeopleSoft

Page No. 1

Run Date: 09/26/2001

Run Time: 3:53:12 PM

## HelpDesk Cases Status By Agent Report

From Date: 9/6/1998 Thru Date: 9/28/2001

Business Unit: US300

Assigned To	Name	Case Status	# of Cases for Status
590	Tripper,Elssie P	Open - Awaiting User	1
		Open - New Case	4
		Open - Research	1
Total # of Cases for Tripper,Elssie P			6

591	Rider,Barry R	Open - Awaiting User	2
		Open - Awaiting Eng	1
		Open - New Case	2
		Open - Research	1
Total # of Cases for Rider,Barry R			6

592	Symth,Kendall R	Open - Awaiting User	2
		Open - New Case	3
Total # of Cases for Symth,Kendall R			5

620	Thomas,Michael E	Open - Awaiting Eng	1
		Open - New Case	1
Total # of Cases for Thomas,Michael E			2

621	Lansing,Maureen J	Open - Awaiting User	3
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Report ID: RCC1009

PeopleSoft

Page No. 2

Run Date: 09/26/2001

Run Time: 3:53:12 PM

HelpDesk Cases Status By Agent Report

From Date: 9/6/1998 Thru Date: 9/28/2001

Open - New Case 2

Open - Research 1

Total # of Cases for Lansing, Maureen J 6

Total Cases for Business Unit: US300 25



Report ID: RCC1010

PeopleSoft  
HelpDesk Time To Close By Agent

Page No. 1  
Run Time: 4:07:16 PM  
Run Date: 09/26/2001

From Date: 9/6/1998 Thru Date: 9/28/2001

Business Unit: US300

Assigned To:	Priority	Case ID	Date Opened	Date Closed	Days to Close
590 Tripper,Elssie P	MED	147	7/10/2000 10:39:00	9/3/2001 12:00:00	420

Total # of Closed Cases for	Tripper,Elssie P	1	Average # of Days to Close:	420
-----------------------------	------------------	---	-----------------------------	-----

620 Thomas,Michael E	LOW	145	7/10/2000 10:34:20	9/3/2001 12:00:00	420
----------------------	-----	-----	--------------------	-------------------	-----

Total # of Closed Cases for	Thomas,Michael E	1	Average # of Days to Close:	420
-----------------------------	------------------	---	-----------------------------	-----

621 Lansing,Maureen J	LOW	142	7/10/2000 9:58:11	9/3/2001 12:00:00	420
	LOW	146	7/10/2000 10:38:10	9/3/2001 12:00:00	420

Total # of Closed Cases for	Lansing,Maureen J	2	Average # of Days to Close:	420
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Total # of Closed Cases for Bus. Unit	US300	4	Average # of Days to Close:	420
---------------------------------------	-------	---	-----------------------------	-----



Report ID: RCC1011

**PeopleSoft**  
**HelpDesk Cases By Employee**

Page No. 1  
Run Date: 09/26/2001  
Run Time: 4:08:06 PM

**From Date:** 09/06/1998 **Through Date:** 09/19/2003

**Status:** CONS

**Business Unit** US300

**Employee Name**

**Number of Problem Reports**

Davies,Susan D

2

Harris,Ben M

1

Harrison,Robert M

1

Zigardo,Marion J

1

**Total for US300**

**5**



Report ID: RCC1012

PeopleSoft

Page No. 1

HelpDesk Cases By Business Process Report

Run Date: 09/26/2001

Run Time: 4:14:06 PM

From Date: 09/05/1999 Through Date 09/28/2001

Business Unit US400

<u>Business Process Description</u>	<u>Case Count</u>
Nested Business Project 1	1
Use Nested Business Project 1	1
Use Nested Business Project 1	1
<hr/>	
Total Cases By Business Processes for US400	3



Report ID: RCC2009

PeopleSoft  
HelpDesk Employees With CasePage No. 1  
Run Date: 09/26/200  
Run Time: 3:32:41 PM

Business Unit: US300

From Date: 09/07/1997

Assigned To: All

Through Date: 09/28/2001

<u>Name</u>	<u>Location</u>	<u>Department</u>	<u>Phone</u>	<u>Ext</u>	<u>E-Mail</u>
Bartlett,Joseph D	California Location	Western Sales Region	925/694-4433		JBartlett@aol.com
Carver,Amed T	Corporation Headquarters	Sales and Services	925/694-2001		aklcrm@yahoo.com
Chow,Bernard J	Corporation Headquarters	Sales and Services	925/555-2232		crmqa@yahoo.com
Davies,Susan D	California Location	Western Sales Region	925/694-2003		SDavies@aol.com
Gardner,Gayle M	Corporation Headquarters	Sales and Services	925/694-2001		aklcrm@yahoo.com
Gardner,Shirley M	Corporation Headquarters	Sales and Services	925/694-2001		aklcrm@yahoo.com
Harris,Ben M	California Location	Western Sales Region	925/694-2222		BHarris@aol.com
Harris,George H	Corporation Headquarters	Sales and Services	925/694-2001		aklcrm@yahoo.com
Harrison,Robert M	California Location	Western Sales Region	925/694-2001		RHarrison@yahoo.com
Holmes,Francine K	Corporation Headquarters	Marketing	888/223-2323		laiannabel@hotmail.com
Jognu,Ravi T	Corporation Headquarters	Sales and Services	925/694-2001		aklcrm@yahoo.com
Johanssen,John A	Corporation Headquarters	Sales and Services	925/694-6332		JJohanssen@yahoo.com
Klein,Alexa J	Corporation Headquarters	Sales and Services	925/694-5522		AKlein@yahoo.com
Lewis,Alicia M	California Location	Western Sales Region	925/694-5566		ALewis.yahoo@com
McGuire,William J	Corporation Headquarters	Sales and Services	925/694-6688		WMcGuire@aol.com
Merrimount,Shelley L	Corporation Headquarters	Sales and Services	925/694-2344		aklcrm@yahoo.com
Orellana,Mason D	Corporation Headquarters	Sales and Services	925/694-2001		crmqa@yahoo.com
Walsh,Brian J	California Location	Western Sales Region	925/694-2233		BWalsh@yahoo.com
Warner,Sharon J	California Location	Western Sales Region	800/232-3434		gayle_martin@peoplesoft.com
Zigardo,Marion J	California Location	Western Sales Region	925/666-4433		MZigardo@aol.com



Report ID: RCC2000

**PeopleSoft**  
**Agreement Type Statistics Report**

Page No. 1  
Run Date: 09/26/200  
Run Time: 2:56:00 P

**Set ID:** CRM01 **From Date:** 09/06/1998 **Through Date:** 09/27/2003

<u>Agreement Code</u>	<u>Cases Opened</u>	<u>Cases Closed</u>	<u>Avg Close (in Days)</u>	<u>Avg Close (in Hours)</u>
COM-AGR-111	2.00			



Report ID: RCC2001

**PeopleSoft**  
**Case Information**

Page No. 1  
Run Date: 09/26/2001  
Run Time: 3:18:11 PM

<b>From Date:</b>	09/07/1997	<b>Thru Date:</b>	09/28/2001	<b>Reported By:</b>	All
<b>From Case Nbr</b>	0	<b>To Case Nbr:</b>	9999	<b>Created By:</b>	RWILLIAMS
<b>Assigned To:</b>	589				
<b>Business Unit:</b>	US200				

<b>CASE_ID:</b>	1		
Customer ID:	309	Assigned To:	589 Mason Orellana
Customer Name:	Savannah Lee	Product ID:	SR1011
Customer Contact:	Lee,Savannah	Product:	21.6 cu. Ft. Top Ref
Priority:	MED	Status:	OPEN
Summary:	The Ice Maker is broken.		
Descr:	The Ice Maker is broken.		
Comments:			
Creation Date:	04/11/2001	Created By:	RWILLIA Smyth,Ebrima T

Note	Seq Nbr	Subject	Date Entered	Entered By
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**Attachment(s)**





Report ID: RCC2001

PeopleSoft  
Case Information

Page No. 2  
Run Date: 09/26/2001  
Run Time: 3:18:11 PM

From Date:	09/07/1997	Thru Date:	09/28/2001	Reported By:	All
From Case Nbr	0	To Case Nbr:	9999	Created By:	RWILLIAMS
Assigned To:	589				

Action History

Seq Num

- |   |            |           |
|---|------------|-----------|
| 1 | Old_Value: |           |
|   | New Value: |           |
| 2 | Old_Value: |           |
|   | New Value: | OPEN      |
| 3 | Old_Value: | No        |
|   | New Value: | No        |
| 4 | Old_Value: |           |
|   | New Value: | BASIC-RES |



From Date: 09/06/1998 Through Date: 09/28/2001 Customer Name: All  
Business Unit: US200 Priority: All Case Status: All

Creation Date: 6/13/2000

Customer Name: Health Concious.com

Case ID:	120	<u>Priority</u>	<u>Status</u>	<u>Case Type</u>	<u>Contact</u>	<u>Assigned To</u>
		MED	OPEN	QUEST	Williams,Victoria	Pine,Teresa P
Subject:	Room Air is not functioning					

Customer Name: Lakeview Community College

Case ID:	122	<u>Priority</u>	<u>Status</u>	<u>Case Type</u>	<u>Contact</u>	<u>Assigned To</u>
		MED	OPEN	QUEST	Chase,John	Perry,David L
Subject:	Freezer is smelling bad					

Case ID:	125	<u>Priority</u>	<u>Status</u>	<u>Case Type</u>	<u>Contact</u>	<u>Assigned To</u>
		MED	OPEN	QUEST	Morrissey,Roger	Pine,Teresa P
Subject:	Cooler is not functioning					

Customer Name: MMA Property Management Group

Case ID:	118	<u>Priority</u>	<u>Status</u>	<u>Case Type</u>	<u>Contact</u>	<u>Assigned To</u>
		MED	OPEN	QUEST	Albright,Fred	Orellana,Mason D
Subject:	Problem with					

Case ID:	119	<u>Priority</u>	<u>Status</u>	<u>Case Type</u>	<u>Contact</u>	<u>Assigned To</u>
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Report ID: RCC2003

**PeopleSoft  
Cases By Agent Report**

Page No. 1  
Run Date: 09/26/200  
Run Time: 3:20:41 PM

**Business Unit:** US200      **From Date:** 09/07/1997      **Through Date:** 09/28/2001

<u>Name</u>	<u>Assigned To</u>	<u>Opened</u>	<u>Closed</u>	<u>Avg Close (in Days)</u>	<u>Avg close (in hrs)</u>
Perry,David L	587	7			
Pine,Teresa P	588	11			
Orellana,Mason D	589	8			



Report ID: RCC2004

**PeopleSoft**  
**Case By Customer Report**Page No. 1  
Run Date: 09/26/200  
Run Time: 2:40:12 PM

<b>From Date:</b>	09/08/1996	<b>Through Date:</b>	09/29/2001
<b>Priority:</b>	MED	<b>Customer ID:</b>	302
<b>Status:</b>	OPEN	<b>Case Type:</b>	QUEST

**Business Unit:** US200**Customer Name** Health Concious.com

<u>Case ID</u>	<u>Priority</u>	<u>Status</u>	<u>Product ID</u>	<u>CaseType</u>	<u>Contact</u>	<u>DateCreated</u>	<u>Assigned To</u>
120	MED	OPEN	SR1003	Technical Que	Williams,Victoria	06/13/2000	Pine,Teresa P
		<b>Subject:</b>	Room Air is not functioning				
127	MED	OPEN	SR1003	Technical Que	Levy,Rick	09/23/2000	Pine,Teresa P
		<b>Subject:</b>	Room Air needs servicing				
129	MED	OPEN	SR1013	Technical Que	Cox,Terry	09/23/2000	Orellana,Mason D
		<b>Subject:</b>	Dishwasher is not cleaing dishes				
133	MED	OPEN	SR1013	Technical Que	Sanchez,Gabrielle	12/18/2000	Pine,Teresa P
		<b>Subject:</b>	Cleaning dishes in the Dishwasher.				
140	MED	OPEN	SR1010	Technical Que	Sanchez,Gabrielle	03/05/2001	Pine,Teresa P
		<b>Subject:</b>	Steps to remove strange odor on the outside of the refrigerator. What is it.				



Report ID: RCC2005

PeopleSoft  
Cases By Priority Report

Page No. 1  
Run Date: 09/26/2001  
Run Time: 2:32:33 PM

From Date:	09/03/1995	Thru Date:	09/28/2001
Cust ID	All	Status	All
Priority	All	Case Type	All
Business Unit	US200		

Priority MED

Status OPEN

Customer Name Cady Montgomery

<u>Case ID</u>	<u>Case Type</u>	<u>Date Created</u>
273	QUEST	04/16/2001

**Subject** Refrigerator condensor needs to be cleaned

Customer Name Health Concious.com

<u>Case ID</u>	<u>Case Type</u>	<u>Date Created</u>
120	QUEST	06/13/2000

**Subject** Room Air is not functioning

126	QUEST	06/13/2000
-----	-------	------------

**Subject** Dishwasher has yellow grime and the pipes are clogged

127	QUEST	09/23/2000
-----	-------	------------

**Subject** Room Air needs servicing



Report ID: RCC2006

PeopleSoft

Page No. 1

Case By Product

Run Date: 09/26/2001

Run Time: 3:23:04 PM

**From Date:** 09/07/1997 **Thru Date:** 09/28/2001**Priority:** All **Status:** All**Product ID:** All**Business Unit:** US200**Product:** SR1001 **Descr:** 6600 BTU Room Air (Light Beige)

<u>Product ID</u>	<u>Case ID</u>	<u>Priority</u>	<u>Status</u>	<u>Type</u>	<u>Contact</u>	<u>DateCreated</u>	<u>Assigned</u>
SR1001	3	MED	OPEN	Technical Q	Boyd,Jimmy	04/11/2001	Orellana,Mason D
	<b>Subject</b>	Air Conditioner is not cooling the room					

**Product:** SR1002 **Descr:** 6000 BTU Room Air (Grey)

<u>Product ID</u>	<u>Case ID</u>	<u>Priority</u>	<u>Status</u>	<u>Type</u>	<u>Contact</u>	<u>DateCreated</u>	<u>Assigned</u>
SR1002	125	MED	OPEN	Technical Q	Morrissey,Roger	06/13/2000	Pine,Teresa P
	<b>Subject</b>	Cooler is not functioning					
SR1002	132	MED	OPEN	Technical Q	Santiago,Tomas	12/18/2000	Pine,Teresa P
	<b>Subject</b>	The Air Conditioner is blowing Hot Air					

**Product:** SR1003 **Descr:** 12000 BTU Room Air (Light Beig

<u>Product ID</u>	<u>Case ID</u>	<u>Priority</u>	<u>Status</u>	<u>Type</u>	<u>Contact</u>	<u>DateCreated</u>	<u>Assigned</u>
SR1003	120	MED	OPEN	Technical Q	Williams,Victoria	06/13/2000	Pine,Teresa P
	<b>Subject</b>	Room Air is not functioning					
SR1003	127	MED	OPEN	Technical Q	Levy,Rick	09/23/2000	Pine,Teresa P
	<b>Subject</b>	Room Air needs servicing					



Report ID: RCC2007

**PeopleSoft**  
**Cases By Type Report**Page No. 1  
Run Date: 09/26/2007  
Run Time: 3:24:10 PM**Business Unit:** US200  
**From Date:** 09/07/1997  
**Thru Date:** 09/28/2001**Case Type:** All  
**Status:** All  
**Priority:** All**Case Type:** Technical Question

<u>Case ID</u>	<u>Priority</u>	<u>Status</u>	<u>Contact</u>	<u>Date Created</u>	<u>Assigned To</u>
5	MED	OPEN	Santiago,Tomas	04/11/2001	Perry,David L
Cleaning the Dish Washer					
11	MED	OPEN	Boyd,Jimmy	04/06/2001	Perry,David L
Refrigerator light is always on, even though the door is closed.					
119	MED	OPEN	Hauser,Bill	06/13/2000	Perry,David L
Discoloration in the dishwasher					
122	MED	OPEN	Chase,John	06/13/2000	Perry,David L
Freezer is smelling bad					
134	MED	OPEN	Lee,Savannah	12/18/2000	Perry,David L
How to clean Waste Disposal.					
135	MED	OPEN	Chase,John	12/18/2000	Perry,David L
How to Fix Air Temperature in the freezer					
273	MED	OPEN	Albright,Fred	04/16/2001	Perry,David L
Refrigerator condensor needs to be cleaned					
2	MED	OPEN	Albright,Fred	04/11/2001	Pine,Teresa P
Dishwasher is not cleaning the dishes properly					
120	MED	OPEN	Williams,Victoria	06/13/2000	Pine,Teresa P
Room Air is not functioning					
123	MED	OPEN	Johnson,Barb	06/13/2000	Pine,Teresa P
Refridgerator is making loud noises. It is running for last 8 years. Does it nee					
125	MED	OPEN	Morrissey,Roger	06/13/2000	Pine,Teresa P
Cooler is not functioning					



Report ID: RCC2008

**PeopleSoft  
Cases Reopened**

Page No. 1  
Run Date: 09/26/200  
Run Time: 3:30:19 PM

**Business Unit :** US200

**From Date:** 09/07/1997

**Through Date:** 09/28/2001

<u>Date Reopened</u>	<u>Case ID</u>	<u>Reopened By</u>
04/10/2001	9	FUN
04/10/2001	9	FUN
04/11/2001	1	FUN
04/11/2001	2	FUN
04/11/2001	3	FUN
04/11/2001	5	FUN





Report ID: RCC2013

**PeopleSoft**  
**Agreement Usage Report**

Page No. 1  
Run Date: 09/26/2001  
Run Time: 2:42:14 PM

**Business Unit: US200**

**Customer Name:** Health Concious.com

<u>Agreement Code</u>	<u>Start Date</u>	<u>End Date</u>	<u>No Of Cases Used</u>
COM-AGR-111	01/01/2000	12/31/2000	2
COM-AGR-101	04/05/2001	04/05/2003	3
COM-AGR-102	04/05/2001	04/05/2002	1



Report ID: RCC2012

**PeopleSoft  
Solutions Usage Report**

Page No. 1

Run Date: 09/26/2001

Run Time: 3:33:27 PM

**Set ID: CRM01****From Date: 09/07/1997****Through Date: 09/28/2001**

<u>Solution ID</u>	<u>Summary</u>	<u>Usage Count</u>	<u>Solved Count</u>	<u>Success Rate</u>
0		5	1	20%
1	Removing Yellow and Brown discoloration from the Dishwasher?	5	0	0%
2	Cleaning dishes in the Dishwasher.	2	0	0%
5	How to get rid of the Yellow and Brown discoloration in my Dishwasher?	2	0	0%
6	How to get the dishes clean in the Dishwasher.	1	0	0%
7	How to avoid permanent film on Glasses when washes dishes in the Dishwasher	4	1	25%
10	How to fix dishwasher leaks.	1	0	0%
11	Steps to fix if the Dishwasher Cycle is too long.	1	0	0%
12	Standing water in the bottom of the dishwasher after a wash.	2	0	0%
13	What items to put in the Waste Disposal.	1	0	0%
15	How to clean Waste Disposal.	1	0	0%
16	Steps to remove frost build-up on the inside of the refrigerator.	4	1	25%
17	Steps to remove strange odor on the outside of the refrigerator. What is it.	1	0	0%
18	Cleaning the condenser coil of the Refrigerator?	3	0	0%
22	How to fix if the refrigerator runs too long? When to schedule a service call.	3	0	0%
26	Fixing Air Temperature in the freezer	3	0	0%
27	Steps to fix ice cubes taste bad and smell in the Freezer.	1	0	0%
29	Steps to get odor out of the freezer.	1	1	100%
30	Lens indicator in the freezer.	1	0	0%
181	does this become a note or a resolution?	1	0	0%
185	Cancel the Case	1	0	0%



Report ID: RCC2014

PeopleSoft  
Top Ten Solutions By Product

Page No. 1  
Run Date: 09/26/2001  
Run Time: 3:34:31 PM

Set ID: CRM01  
Product: All

From Date: 09/07/1997  
Through Date: 09/28/2001

Product ID: SR1002      6000 BTU Room Air (Grey)

Solution ID      Summary  
0

Cases Solved  
1

Product ID: SR1011      21.6 cu. Ft. Top Refrigerator

Solution ID      Summary  
16      Steps to remove frost build-up on the inside of the refrigerator.

Cases Solved  
1

Product ID: SR1019      22.8 cu. Ft. Chest Freezer Man

Solution ID      Summary  
29      Steps to get odor out of the freezer.

Cases Solved  
1