



PeopleSoft 8  
Customer Relationship  
Management Reports PeopleBook

**SKU CRMr8ALL-R 0601**

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## ABOUT THIS PEOPLEBOOK

This book describes information about PeopleSoft 8 Customer Relationship Management Reports. You can order the online version by requesting SKU CRMB8r0, or the hardcopy version by requesting SKU MACRMr8R 0601.

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## CHAPTER 1

# PeopleSoft CRM Sales Product Configurator Reports

The following is a list of the product configurator specific reports provided with PeopleSoft CRM Sales Product Configurator:

<b>Report ID</b>	<b>Report Name</b>	<b>Description</b>	<b>Report Type</b>
CPS1000	Rule Report	<p>Creates a detail report or a summary report on the configuration rules.</p> <p>A Summary Rule report is a type of Rule Report that lists configuration rules—one rule per line. Limited fields are shown.</p> <p>A Detail Rule report is a type of Rule Report that shows all of the configuration rule fields for each rule, sequentially.</p>	SQR
CPS2000	Tree Report	<p>Creates a report on a specific configuration rule tree—either a Distribution tree or a Production tree. The report displays the configuration rules in the order that they process.</p>	SQR
CPS3000	Production Compare Report	<p>Creates a report that displays production information for configured sales orders that have been changed after production IDs have been created.</p>	SQR

PeopleSoft Product Configurator  
SUMMARY RULE REPORT

Report ID: CPS1000

Page No. 1  
Run Date 08/17/2000  
Run Time 14:50:33

SetID: SHARE Area: Distribution  
Action Code: Tree Name: LT5010\_TREE  
Show Inactive: Y Keyword:

<u>RULE NUMBER</u>	<u>DESCRIPTION</u>	<u>ACTION CODE</u>	<u>IN EFFECT</u>	<u>OBSOLETE</u>	<u>STATUS</u>
BCD-00	Branch for Configuration Details	Condition	01/01/1900	12/31/2099	Inactive
BCD-10	Print Bike Base Price	Configuration Detail	01/01/1900	12/31/2099	Active
BCD-20	Print Aluminum Price	Configuration Detail	01/01/1900	12/31/2099	Active
BCD-30	Print Carbon Fiber Price	Configuration Detail	01/01/1900	12/31/2099	Active
BCD-40	Print Custom Wheel Price	Configuration Detail	01/01/1900	12/31/2099	Active
BCD-50	Print Pedal Price	Configuration Detail	01/01/1900	12/31/2099	Active
BCD-60	Print Seat Price	Configuration Detail	01/01/1900	12/31/2099	Active
BCD-65	Print MSRP	Configuration Detail	01/01/1900	12/31/2099	Inactive
BCD-70	Print Discount Amount	Configuration Detail	01/01/1900	12/31/2099	Active
BCD-80	Print Total Price	Configuration Detail	01/01/1900	12/31/2099	Active
BCST-00	Branch for Costing Rules	Condition	01/01/1900	12/31/2099	Active
BCST-10	Base Cost	Global Variable	01/01/1900	12/31/2099	Active
BCST-20	Aluminum Frame Cost	Global Variable	01/01/1900	12/31/2099	Active
BCST-30	Carbon Fiber Frame Cost	Global Variable	01/01/1900	12/31/2099	Active
BCST-40	Custom Wheel Cost	Global Variable	01/01/1900	12/31/2099	Active
BCST-50	Clipless Pedals Cost	Global Variable	01/01/1900	12/31/2099	Active
BCST-60	DPD Seat Cost	Global Variable	01/01/1900	12/31/2099	Active
BCST-70	Final Bike Cost	Finalize Cost	01/01/1900	12/31/2099	Active
BKDATE-10	Calculate Scheduled Ship Date (CP Orders)	Finalize Date	01/01/1900	12/31/2099	Inactive
BKDATE-12	Calculate Scheduled Ship Date (Sales Orders)	Finalize Date	01/01/1900	12/31/2099	Active
BKDATE-13	Availabilty Date For Bike (Sales Orders)	Availability Date	01/01/1900	12/31/2099	Inactive
BKDATES-00	Branch for Date Calculation Rules	Condition	01/01/1900	12/31/2099	Active
BKDISC-00	Discount Message	Page Validation	01/01/1900	12/31/2099	Inactive
BKDISP-00	Branch for Bike Displays	Condition	01/01/1900	12/31/2099	Active
BKDISP-01	Branch for Bike Displays-Single Page	Condition	01/01/1900	12/31/2099	Active
BKDISP-02	Branch for Bike Displays-Multiple Pages	Condition	01/01/1900	12/31/2099	Inactive
BKPG-1A	Custom Bike Panel - Frame Material	Page Generation	01/01/1900	12/31/2099	Active
BKPG-2A	Custom Bike Panel - Frame Size	Page Generation	01/01/1900	12/31/2099	Active
BKPG-3A	Custom Bike Panel - Frame Color	Page Generation	01/01/1900	12/31/2099	Active
BKPG-4A	Custom Bike Panel - Comp. Group	Page Generation	01/01/1900	12/31/2099	Active
BKPG-5A	Custom Bike Panel - Pedal	Page Generation	01/01/1900	12/31/2099	Active
BKPG-6A	Custom Bike Panel - Seat	Page Generation	01/01/1900	12/31/2099	Active
BKPG-7A	Custom Bike Panel - Wheel	Page Generation	01/01/1900	12/31/2099	Active
BKPG-ALL	Custom Bike Main Panel - All Pages	Page Generation	01/01/1900	12/31/2099	Active
BPRC-00	Branch for Bike Pricing	Condition	01/01/1900	12/31/2099	Active
BPRC-01	Fetch Bike Base Price (Sales Orders)	Secondary Variable	01/01/1900	12/31/2099	Active
BPRC-02	Fetch Bike Base Price (CP Direct Orders)	Secondary Variable	01/01/1900	12/31/2099	Active
BPRC-10	Bike Base Price	Global Variable	01/01/1900	12/31/2099	Active
BPRC-20	Aluminum Frame Price	Global Variable	01/01/1900	12/31/2099	Active
BPRC-30	Carbon Fiber Frame Price	Global Variable	01/01/1900	12/31/2099	Active
BPRC-40	Custom Wheel Price	Global Variable	01/01/1900	12/31/2099	Active
BPRC-50	Bike Pedal Price	Global Variable	01/01/1900	12/31/2099	Active
BPRC-60	Bike Seat Price	Global Variable	01/01/1900	12/31/2099	Active
BPRC-70	Bike Price Before discount	Global Variable	01/01/1900	12/31/2099	Active
BPRC-80	Final Bike Price	Finalize Price	01/01/1900	12/31/2099	Active
BWCC-10	Build a Configured Wheel Subassembly	Configured Component	01/01/1900	12/31/2099	Active
ET-9999999	End Trace	End Trace	01/01/1900	12/31/2099	Inactive
ST-0000000	Start Trace Rule	Start Trace	01/01/1900	12/31/2099	Inactive

PeopleSoft Product Configurator  
DETAIL RULE REPORT

Report ID: CPS1000

Page No. 1  
Run Date 08/17/2000  
Run Time 14:50:02

SetID: SHARE  
Action Code:  
Show Inactive: Y

Area: Distribution  
Tree Name: LT5010\_TREE  
Keyword:

---

<u>RULE NUMBER</u>	<u>DESCRIPTION</u>	<u>ACTION CODE</u>	<u>STATUS</u>
BCD-00	Branch for Configuration Details	Condition	Inactive

<u>IN EFFECT</u>	<u>OBSOLETE</u>	<u>KEYWORDS</u>
01/01/1900	12/31/2099	LT5010

CONDITION

CONDITION

---

<u>RULE NUMBER</u>	<u>DESCRIPTION</u>	<u>ACTION CODE</u>	<u>STATUS</u>
BCD-10	Print Bike Base Price	Configuration Detail	Active

<u>IN EFFECT</u>	<u>OBSOLETE</u>	<u>KEYWORDS</u>
01/01/1900	12/31/2099	LT5010

PRINT PRICE

CONDITION

RESULT 1  
11 ALL NBase Price:

RESULT 2  
("\$ ",CT,S-PRICE)

---

<u>RULE NUMBER</u>	<u>DESCRIPTION</u>	<u>ACTION CODE</u>	<u>STATUS</u>
BCD-20	Print Aluminum Price	Configuration Detail	Active

<u>IN EFFECT</u>	<u>OBSOLETE</u>	<u>KEYWORDS</u>
01/01/1900	12/31/2099	LT5010

PRINT PRICE

CONDITION  
(O-BFRAME\_MAT,="ALM")

RESULT 1  
12 ALL NAluminum Frame:

RESULT 2  
("+ ",CT,"300.00")

---

<u>RULE NUMBER</u>	<u>DESCRIPTION</u>	<u>ACTION CODE</u>	<u>STATUS</u>
BCD-30	Print Carbon Fiber Price	Configuration Detail	Active

<u>IN EFFECT</u>	<u>OBSOLETE</u>	<u>KEYWORDS</u>
01/01/1900	12/31/2099	LT5010

PRINT PRICE

CONDITION  
(O-BFRAME\_MAT,="CFB")

RESULT 1  
13 ALL NCarbon Fiber Frame:

RESULT 2  
("+ ",CT,"700.00")

---

<u>RULE NUMBER</u>	<u>DESCRIPTION</u>	<u>ACTION CODE</u>	<u>STATUS</u>
BCD-40	Print Custom Wheel Price	Configuration Detail	Active

<u>IN EFFECT</u>	<u>OBSOLETE</u>	<u>KEYWORDS</u>
01/01/1900	12/31/2099	LT5010

PRINT PRICE

CONDITION  
(O-BWHEEL\_TYPE,="CST")

RESULT 1  
14 ALL NCustom Wheel:

PeopleSoft Product Configurator  
DETAIL RULE REPORT

Report ID: CPS1000

Page No. 5  
Run Date 08/17/2000  
Run Time 14:50:02

SetID: SHARE  
Action Code:  
Show Inactive: Y

Area: Distribution  
Tree Name: LT5010\_TREE  
Keyword:

RESULT 1  
(C-CURRENT\_DATE,CD,15)

<u>RULE NUMBER</u>	<u>DESCRIPTION</u>	<u>ACTION CODE</u>	<u>STATUS</u>
BKDATE-12	Calculate Scheduled Ship Date (Sales Orders)	Finalize Date	Active
<u>IN EFFECT</u>	<u>OBSOLETE</u>	<u>KEYWORDS</u>	
01/01/1900	12/31/2099	LT5010	DATES
<u>CONDITION</u>			

RESULT 1  
(I-ORDER\_DATE,CD,15)

<u>RULE NUMBER</u>	<u>DESCRIPTION</u>	<u>ACTION CODE</u>	<u>STATUS</u>
BKDATE-13	Availabilty Date For Bike (Sales Orders)	Availability Date	Inactive
<u>IN EFFECT</u>	<u>OBSOLETE</u>	<u>KEYWORDS</u>	
01/01/1900	12/31/2099	LT5010	DATES
<u>CONDITION</u>			

RESULT 1  
ORDER\_DATE

RESULT 2  
TY

<u>SEQ</u>	<u>BU</u>	<u>Item Id</u>	<u>Qty to check</u>
0	US008	"LT5010"	I-ORDER_QUANTITY

<u>RULE NUMBER</u>	<u>DESCRIPTION</u>	<u>ACTION CODE</u>	<u>STATUS</u>
BKDATES-00	Branch for Date Calculation Rules	Condition	Active
<u>IN EFFECT</u>	<u>OBSOLETE</u>	<u>KEYWORDS</u>	
01/01/1900	12/31/2099	LT5010	CONDITION DATES
<u>CONDITION</u>			

<u>RULE NUMBER</u>	<u>DESCRIPTION</u>	<u>ACTION CODE</u>	<u>STATUS</u>
BKDISC-00	Discount Message	Page Validation	Inactive
<u>IN EFFECT</u>	<u>OBSOLETE</u>	<u>KEYWORDS</u>	
01/01/1900	12/31/2099	LT5010	DISCOUNT MESSAGE
<u>CONDITION</u>			

RESULT 1  
\*\* 58 CM OR LARGER SIZE BIKES IN WHITE, RED, OR BLACK AND ORDERED WITH CUSTOM WHEELS ARE SUBJECT TO AN ADDITIONAL DISCOUNT.

RESULT 2  
M

<u>RULE NUMBER</u>	<u>DESCRIPTION</u>	<u>ACTION CODE</u>	<u>STATUS</u>
BKDISP-00	Branch for Bike Displays	Condition	Active
<u>IN EFFECT</u>	<u>OBSOLETE</u>	<u>KEYWORDS</u>	
01/01/1900	12/31/2099	LT5010	CONDITION DISPLAY
<u>CONDITION</u>			

PeopleSoft Product Configurator  
RULE TREE REPORT

Report ID: CPS2000

Page No. 1  
Run Date 08/17/2000  
Run Time 14:47:15

Set ID: SHARE  
AREA: Distribution  
TREE: LT5010\_TREE

TOP

```
---->(Node:1,Seq:1)RULE:ST-0000000AC:ST    Start Trace Rule

---->(Node:1,Seq:5)RULE:BKDISP-00 AC:CN    Branch for Bike Displays
|
(T)---->(Node:5,Seq:1)RULE:BKDISC-00 AC:PV    Discount Message
|
(T)---->(Node:5,Seq:5)RULE:BKDISP-01 AC:CN    Branch for Bike Displays-Single Page
|
|   (T)---->(Node:7,Seq:1)RULE:BKPG-ALL  AC:PG    Custom Bike Main Panel - All Pages
|
|   (T)---->(Node:5,Seq:10)RULE:BKDISP-02 AC:CN    Branch for Bike Displays-Multiple Pages
|   |
|   |   (T)---->(Node:8,Seq:1)RULE:BKPG-1A  AC:PG    Custom Bike Panel - Frame Material
|   |   |
|   |   (T)---->(Node:8,Seq:5)RULE:BKPG-2A  AC:PG    Custom Bike Panel - Frame Size
|   |   |
|   |   (T)---->(Node:8,Seq:10)RULE:BKPG-3A  AC:PG    Custom Bike Panel - Frame Color
|   |   |
|   |   (T)---->(Node:8,Seq:15)RULE:BKPG-4A  AC:PG    Custom Bike Panel - Comp. Group
|   |   |
|   |   (T)---->(Node:8,Seq:20)RULE:BKPG-5A  AC:PG    Custom Bike Panel - Pedal
|   |   |
|   |   (T)---->(Node:8,Seq:25)RULE:BKPG-6A  AC:PG    Custom Bike Panel - Seat
|   |   |
|   |   (T)---->(Node:8,Seq:30)RULE:BKPG-7A  AC:PG    Custom Bike Panel - Wheel
|   |
|   (T)---->(Node:5,Seq:15)RULE:BWCC-10  AC:CC    Build a Configured Wheel Subassembly

---->(Node:1,Seq:10)RULE:BPRC-00  AC:CN    Branch for Bike Pricing
|
(T)---->(Node:2,Seq:1)RULE:BPRC-01  AC:SV    Fetch Bike Base Price (Sales Orders)
|
(T)---->(Node:2,Seq:5)RULE:BPRC-02  AC:SV    Fetch Bike Base Price (CP Direct Orders)
|
(T)---->(Node:2,Seq:10)RULE:BPRC-10  AC:GV    Bike Base Price
|
(T)---->(Node:2,Seq:15)RULE:BPRC-20  AC:GV    Aluminum Frame Price
|
(T)---->(Node:2,Seq:20)RULE:BPRC-30  AC:GV    Carbon Fiber Frame Price
|
(T)---->(Node:2,Seq:25)RULE:BPRC-40  AC:GV    Custom Wheel Price
|
(T)---->(Node:2,Seq:30)RULE:BPRC-50  AC:GV    Bike Pedal Price
|
(T)---->(Node:2,Seq:35)RULE:BPRC-60  AC:GV    Bike Seat Price
```

PeopleSoft Product Configurator  
RULE TREE REPORT

Report ID: CPS2000

Page No. 2  
Run Date 08/17/2000  
Run Time 14:47:15

Set ID: SHARE  
AREA: Distribution  
TREE: LT5010\_TREE

(T)---->(Node:2,Seq:40)RULE:BPRC-70 AC:GV Bike Price Before discount

(T)---->(Node:2,Seq:45)RULE:BPRC-80 AC:FP Final Bike Price

---->(Node:1,Seq:15)RULE:BCST-00 AC:CN Branch for Costing Rules

(T)---->(Node:3,Seq:1)RULE:BCST-10 AC:GV Base Cost

(T)---->(Node:3,Seq:5)RULE:BCST-20 AC:GV Aluminum Frame Cost

(T)---->(Node:3,Seq:10)RULE:BCST-30 AC:GV Carbon Fiber Frame Cost

(T)---->(Node:3,Seq:15)RULE:BCST-40 AC:GV Custom Wheel Cost

(T)---->(Node:3,Seq:20)RULE:BCST-50 AC:GV Clipless Pedals Cost

(T)---->(Node:3,Seq:25)RULE:BCST-60 AC:GV DPD Seat Cost

(T)---->(Node:3,Seq:30)RULE:BCST-70 AC:FC Final Bike Cost

---->(Node:1,Seq:20)RULE:BCD-00 AC:CN Branch for Configuration Details

(T)---->(Node:4,Seq:55)RULE:BCD-10 AC:CD Print Bike Base Price

(T)---->(Node:4,Seq:60)RULE:BCD-20 AC:CD Print Aluminum Price

(T)---->(Node:4,Seq:65)RULE:BCD-30 AC:CD Print Carbon Fiber Price

(T)---->(Node:4,Seq:70)RULE:BCD-40 AC:CD Print Custom Wheel Price

(T)---->(Node:4,Seq:75)RULE:BCD-50 AC:CD Print Pedal Price

(T)---->(Node:4,Seq:80)RULE:BCD-60 AC:CD Print Seat Price

(T)---->(Node:4,Seq:85)RULE:BCD-65 AC:CD Print MSRP

(T)---->(Node:4,Seq:90)RULE:BCD-70 AC:CD Print Discount Amount

(T)---->(Node:4,Seq:95)RULE:BCD-80 AC:CD Print Total Price

---->(Node:1,Seq:25)RULE:BKDATES-00AC:CN Branch for Date Calculation Rules

(T)---->(Node:6,Seq:1)RULE:BKDATE-10 AC:FD Calculate Scheduled Ship Date (CP Orders)

(T)---->(Node:6,Seq:5)RULE:BKDATE-12 AC:FD Calculate Scheduled Ship Date (Sales Orders)

<u>OP</u>		<u>COMP</u>	<u>SEQ</u>	<u>OP</u>	<u>SEQ</u>
NEW	->	1.00		10.00	
NEW	->	1.00		20.00	
NEW	->	1.00		30.00	
NEW	->	1.00		40.00	
OLD	->	1.00		10.00	
OLD	->	1.00		20.00	
OLD	->	1.00		30.00	
OLD	->	1.00		40.00	

Report ID: CPS3000		PeopleSoft Product Configurator PRODUCTION COMPARE REPORT				Page No. 2 Run Date 07/28/2000 Run Time 15:45:37		
BUSINESS UNIT: US001								
ORDER NO: BIKE-01								
<u>LINE</u>	<u>ORIGINAL PID</u>	<u>NEW PID</u>						
1	PRD00201	PRD00204						
<u>HEADER</u>	<u>ITEM</u>	<u>UNIT</u>	<u>QUANTITY</u>	<u>PRDN AREA</u>	<u>CONFIGURATION CODE</u>			
NEW ->	LT5011	US008	2	CUSTOM	BOX-TTN-TTN-700X25			
OLD ->	LT5011	US008	2	CUSTOM	BOX-ALM-ALM-700X25			
<u>COMP LIST</u>	<u>COMP SEQ</u>	<u>OP SEQ</u>	<u>COMPONENT ID</u>	<u>QTY CODE</u>	<u>QTY PER</u>	<u>YIELD</u>	<u>NON-OWNED?</u>	<u>CONFIGURATION CODE</u>
NEW ->	2.00	30.00	WH1002	ASY	2.00	100.0	N	
NEW ->	2.00	30.00	WH1004	ASY	18.00	100.0	N	
NEW ->	2.00	30.00	WH1007	ASY	18.00	100.0	N	
NEW ->	2.00	30.00	LT5003	ASY	2.00	100.0	N	
OLD ->	2.00	30.00	LT5003	ASY	2.00	100.0	N	
OLD ->	2.00	30.00	WH1002	ASY	2.00	100.0	N	
OLD ->	2.00	30.00	WH1003	ASY	18.00	100.0	N	
OLD ->	2.00	30.00	WH1006	ASY	18.00	100.0	N	
<u>OP</u>	<u>COMP SEQ</u>	<u>OP SEQ</u>						
NEW ->	2.00	30.00						
OLD ->	2.00	30.00						

## CHAPTER 2

# Running PeopleSoft CRM Sales Reports

PeopleSoft CRM Sales provides you with multiple predefined reports. You can use these reports to monitor the activities of your call center. For example, you can view all of the cases handled by an agent or department; or you can view all cases in a business unit, sorted by problem type, status, or priority.

## List of PeopleSoft CRM Sales Reports

The following PeopleSoft CRM Sales reports are delivered predefined with your system:

<b>Report Name</b>	<b>Report ID</b>	<b>Location</b>
Activity Summary report	RSFC1000	Manage Sales, Manage Sales Opportunities, Reports, Activity Summary
Company report	RSFC1001	Manage Sales, Manage Sales Opportunities, Reports, Activity Summary, Company Report
Customer Revenue Ranking By Product Group report	RSFC1002	Manage Sales, Manage Sales Opportunities, Reports, Cust Rev Rank By Prod Group
Forecast By Product Group report	RSFC1003	Manage Sales, Manage Sales Forecast, Reports, Forecast By Product
Forecast By Sales Representative report	RSFC1004	Manage Sales, Manage Sales Forecast, Reports, Forecast By Sales Rep
Opportunity report	RSFC1005	Manage Sales, Manage Sales Opportunities, Reports, Opportunity Report
Product Group Review Revenue Analysis report	RSFC1007	Manage Sales, Manage Sales Forecast, Reports, Product Group Review Revenue

<b>Report Name</b>	<b>Report ID</b>	<b>Location</b>
Revenue Fallout Analysis report	RSFC1009	Manage Sales, Manage Sales Forecast, Reports, Revenue Fallout Analysis
Customer Revenue Ranking By Industry report	RSFC1010	Manage Sales, Manage Sales Opportunities, Reports, Cust Rev Rank By Industry
Customer Revenue Ranking By Region report	RSFC1011	Manage Sales, Manage Sales Opportunities, Reports, Cust Rev Rank By Region
Product Group report	RSFC1013	Manage Sales, Manage Sales Forecast, Reports, Product Group



Report ID: RSFC1000

PeopleSoft  
Activity Summary Report

Page No. 1  
Run Date: 5/17/01  
Run Time: 11:12:24 AM

From Date: 1/1/01 Thru Date: 1/1/02

Sales User ID		767		Assigned To		Redford,Sabrina Atlantic			
Actual Start Date		Actual End Date		Company		Opportunity		Contact	
5/16/01 3:18:31PM				TCF Networks		Sales Opp #1 - Alan Bailey		Louie,John	
		Subject:		New Years Day					



CustID 316 SetID Person Company Detail Customer

Web Site

Preferred Channel Partner APPLIANCE DISTRIBUTION AS

Phone Type PHONE  
BUSN 222-3000

Installed Products

ProductID	SR1024	ITN Intel Celeron PC w/12x D	Ship Date	Quantity	POID
				1.00	

Agreements

Agreement Template	Agreement Code	Num	Start Date	End Date	POID
--------------------	----------------	-----	------------	----------	------

Open Cases

Priority	Status	CaselD	Last Name	First Name	Summary
----------	--------	--------	-----------	------------	---------

Leads

Lead Status	Lead Rating	Lead ID	Territory	Contact
-------------	-------------	---------	-----------	---------

Contacts

Name	Title	Office Email Address	Phone Type	Phone
------	-------	----------------------	------------	-------



Report ID: RSFC1001  
5/15/01

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1

Company Detail

Company Notes      SetID      Person      Customer

Seq Num      Note Type      Date Created      Notes

Sites			
<u>SiteID</u>	<u>Descr</u>	<u>Phome</u>	<u>Extension</u>
PALO ALTO	Palo Alto	223-6783	
PLEASANTON	Pleasanton	237-0987	
SAN FRANCI	San Francisco	678-3567	

CustID      316  
Web Site

Preferred Channel Partner      APPLICATIONS COMPONENT I

Phone Type      PHONE  
BUSN      222-3000

Installed Products					
<u>ProductID</u>	<u>SR1024</u>	ITN Intel Celeron PC w/12x D	<u>Ship Date</u>	<u>Quantity</u>	<u>POID</u>
				1.00	

Agreements

<u>Agreement Template</u>	<u>Agreement Code</u>	<u>Num</u>	<u>Start Date</u>	<u>End Date</u>	<u>POID</u>
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Open Cases

<u>Priority</u>	<u>Status</u>	<u>CaseID</u>	<u>Last Name</u>	<u>First Name</u>	<u>Summary</u>
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Leads



1

Person Company Detail  
SetID Customer

Lead Status Lead Rating Lead ID Territory Contact

Contacts

Name Title Office Email Address Phone Type Phone

Company Notes

Seq Num Note Type Date Created Notes

Sites  
SiteID Descr Phone Extension

PALO ALTO	Palo Alto	223-6783	
PLEASANTON	Pleasanton	237-0987	
SAN FRANCI	San Francisco	678-3567	

CustID 316  
Web Site

Preferred Channel Partner ATHLETIC EQUIPMENT PARTN

Phone Type PHONE  
BUSN 222-3000

Installed Products

<u>ProductID</u> SR1024	ITN Intel Celeron PC w/12x D	<u>Ship Date</u>	<u>Quantity</u> 1.00	<u>POID</u>
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1

SetID

Person

Company Detail

Customer

Agreements

<u>Agreement Template</u>	<u>Agreement Code</u>	<u>Num</u>	<u>Start Date</u>	<u>End Date</u>	<u>POID</u>
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Open Cases

<u>Priority</u>	<u>Status</u>	<u>CaselD</u>	<u>Last Name</u>	<u>First Name</u>	<u>Summary</u>
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Leads

<u>Lead Status</u>	<u>Lead Rating</u>	<u>Lead ID</u>	<u>Territory</u>	<u>Contact</u>
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Contacts

<u>Name</u>	<u>Title</u>	<u>Office Email Address</u>	<u>Phone Type</u>	<u>Phone</u>
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Company Notes

<u>Seq Num</u>	<u>Note Type</u>	<u>Date Created</u>	<u>Notes</u>
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Sites

<u>SiteID</u>	<u>Descr</u>	<u>Phome</u>	<u>Extension</u>
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PALO ALTO

Palo Alto

223-6783



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	Person	Company Detail
	SetID	Customer
PLEASANTON	Pleasanton	237-0987
SAN FRANCI	San Francisco	678-3567

CustID 316  
Web Site

Preferred Channel Partner HOUSEHOLD TRENDS INC.

Phone Type PHONE  
BUSN 222-3000

Installed Products

<u>ProductID</u>	<u>Ship Date</u>	<u>Quantity</u>	<u>POID</u>
SR1024	ITN Intel Celeron PC w/12x D	1.00	

Agreements

<u>Agreement Template</u>	<u>Agreement Code</u>	<u>Num</u>	<u>Start Date</u>	<u>End Date</u>	<u>POID</u>
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Open Cases

<u>Priority</u>	<u>Status</u>	<u>CaselD</u>	<u>Last Name</u>	<u>First Name</u>	<u>Summary</u>
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Leads

<u>Lead Status</u>	<u>Lead Rating</u>	<u>Lead ID</u>	<u>Territory</u>	<u>Contact</u>
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Contacts



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<u>Name</u>	<u>Title</u>	SetID	Person	Company Detail	Customer	<u>Office Email Address</u>	<u>Phone Type</u>	<u>Phone</u>
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Company Notes

<u>Seq Num</u>	<u>Note Type</u>	<u>Date Created</u>	<u>Notes</u>
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Sites <u>SiteID</u>	<u>Descr</u>	<u>Phone</u>	<u>Extension</u>
PALO ALTO	Palo Alto	223-6783	
PLEASANTON	Pleasanton	237-0987	
SAN FRANCI	San Francisco	678-3567	

<u>CustID</u>	
316	

<u>Preferred Channel Partner</u>	
JOE'S SPORTS DISTRIBUTION	

<u>Phone Type</u>	<u>PHONE</u>
BUSN	222-3000

Installed Products

<u>ProductID</u>		<u>Ship Date</u>	<u>Quantity</u>	<u>POID</u>
SR1024	ITN Intel Celeron PC w/12x D		1.00	

Agreements

<u>Agreement Template</u>	<u>Agreement Code</u>	<u>Num</u>	<u>Start Date</u>	<u>End Date</u>	<u>POID</u>
---------------------------	-----------------------	------------	-------------------	-----------------	-------------

Open Cases

<u>Priority</u>	<u>Status</u>	<u>CaselD</u>	<u>Last Name</u>	<u>First Name</u>	<u>Summary</u>
-----------------	---------------	---------------	------------------	-------------------	----------------



SetID      Person      Company Detail      Customer

Leads

Lead Status      Lead Rating      Lead ID      Territory      Contact

Contacts

Name      Title      Office Email Address      Phone Type      Phone

Company Notes

Seq Num      Note Type      Date Created      Notes

Sites			
<u>Siteld</u>	<u>Descr</u>	<u>Phome</u>	<u>Extension</u>
PALO ALTO	Palo Alto	223-6783	
PLEASANTON	Pleasanton	237-0987	
SAN FRANCI	San Francisco	678-3567	

CustID      316  
Web Site

Preferred Channel Partner      MOBILE COMPUTER SYSTEMS



Phone Type  
BUSN

SetID  
PHONE  
222-3000

Person Company Detail  
Customer

Installed Products

<u>ProductID</u>	<u>SR1024</u>	<u>Ship Date</u>	<u>Quantity</u>	<u>POID</u>
	ITN Intel Celeron PC w/12x D		1.00	

Agreements

<u>Agreement Template</u>	<u>Agreement Code</u>	<u>Num</u>	<u>Start Date</u>	<u>End Date</u>	<u>POID</u>
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Open Cases

<u>Priority</u>	<u>Status</u>	<u>CaselD</u>	<u>Last Name</u>	<u>First Name</u>	<u>Summary</u>
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Leads

<u>Lead Status</u>	<u>Lead Rating</u>	<u>Lead ID</u>	<u>Territory</u>	<u>Contact</u>
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Contacts

<u>Name</u>	<u>Title</u>	<u>Office Email Address</u>	<u>Phone Type</u>	<u>Phone</u>
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Company Notes

<u>Seq Num</u>	<u>Note Type</u>	<u>Date Created</u>	<u>Notes</u>
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SetID Person Company Detail Customer

Sites <u>SiteID</u>	<u>Descr</u>	<u>Phone</u>	<u>Extension</u>
PALO ALTO	Palo Alto	223-6783	
PLEASANTON	Pleasanton	237-0987	
SAN FRANCI	San Francisco	678-3567	

CustID 316  
Web Site

Preferred Channel Partner NETWORKING CENTRAL INC.

Phone Type PHONE  
BUSN 222-3000

Installed Products

<u>ProductID</u>	<u>Ship Date</u>	<u>Quantity</u>	<u>POID</u>
SR1024 ITN Intel Celeron PC w/12x D		1.00	

Agreements

<u>Agreement Template</u>	<u>Agreement Code</u>	<u>Num</u>	<u>Start Date</u>	<u>End Date</u>	<u>POID</u>
---------------------------	-----------------------	------------	-------------------	-----------------	-------------

Open Cases

<u>Priority</u>	<u>Status</u>	<u>CaselD</u>	<u>Last Name</u>	<u>First Name</u>	<u>Summary</u>
-----------------	---------------	---------------	------------------	-------------------	----------------

Leads

<u>Lead Status</u>	<u>Lead Rating</u>	<u>Lead ID</u>	<u>Territory</u>	<u>Contact</u>
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1

SetID Person Company Detail Customer

Contacts

<u>Name</u>	<u>Title</u>	<u>Office Email Address</u>	<u>Phone Type</u>	<u>Phone</u>
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Company Notes

<u>Seq Num</u>	<u>Note Type</u>	<u>Date Created</u>	<u>Notes</u>
----------------	------------------	---------------------	--------------

Sites			
<u>SiteID</u>	<u>Descr</u>	<u>Phone</u>	<u>Extension</u>
PALO ALTO	Palo Alto	223-6783	
PLEASANTON	Pleasanton	237-0987	
SAN FRANCI	San Francisco	678-3567	

<u>CustID</u>	316
<u>Web Site</u>	

<u>Preferred Channel Partner</u>	SPORT RESEARCH COMPANY
----------------------------------	------------------------

<u>Phone Type</u>	<u>PHONE</u>
BUSN	222-3000

Installed Products

<u>ProductID</u>		<u>Ship Date</u>	<u>Quantity</u>	<u>POID</u>
SR1024	ITN Intel Celeron PC w/12x D		1.00	

Agreements



SetID		Person		Company Detail		Customer	
<u>Agreement Template</u>	<u>Agreement Code</u>	<u>Num</u>	<u>Start Date</u>	<u>End Date</u>	<u>POID</u>		

Open Cases

<u>Priority</u>	<u>Status</u>	<u>CaselD</u>	<u>Last Name</u>	<u>First Name</u>	<u>Summary</u>
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Leads

<u>Lead Status</u>	<u>Lead Rating</u>	<u>Lead ID</u>	<u>Territory</u>	<u>Contact</u>
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Contacts

<u>Name</u>	<u>Title</u>	<u>Office Email Address</u>	<u>Phone Type</u>	<u>Phone</u>
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Company Notes

<u>Seq Num</u>	<u>Note Type</u>	<u>Date Created</u>	<u>Notes</u>
----------------	------------------	---------------------	--------------

Sites		<u>Phone</u>	<u>Extension</u>
<u>SiteID</u>	<u>Descr</u>		
PALO ALTO	Palo Alto	223-6783	
PLEASANTON	Pleasanton	237-0987	
SAN FRANCI	San Francisco	678-3567	



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SetID Person Company Detail Customer

CustID 318  
Web Site

Preferred Channel Partner APPLIANCE DISTRIBUTION AS

Phone Type PHONE  
BUSN 211-3697

Installed Products

<u>ProductID</u>	<u>Ship Date</u>	<u>Quantity</u>	<u>POID</u>
SR1023 ITN Intel Pentium PC w/DVD,		1.00	

Agreements

<u>Agreement Template</u>	<u>Agreement Code</u>	<u>Num</u>	<u>Start Date</u>	<u>End Date</u>	<u>POID</u>
---------------------------	-----------------------	------------	-------------------	-----------------	-------------

Open Cases

<u>Priority</u>	<u>Status</u>	<u>CaselD</u>	<u>Last Name</u>	<u>First Name</u>	<u>Summary</u>
-----------------	---------------	---------------	------------------	-------------------	----------------

Leads

<u>Lead Status</u>	<u>Lead Rating</u>	<u>Lead ID</u>	<u>Territory</u>	<u>Contact</u>
--------------------	--------------------	----------------	------------------	----------------

Contacts

<u>Name</u>	<u>Title</u>	<u>Office Email Address</u>	<u>Phone Type</u>	<u>Phone</u>
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1

SetID Person Company Detail Customer

Company Notes

<u>Seq Num</u>	<u>Note Type</u>	<u>Date Created</u>	<u>Notes</u>
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<u>Sites</u> <u>SiteID</u>	<u>Descr</u>	<u>Phone</u>	<u>Extension</u>
ATL	Atlanta		
IRV	Irvine		
MIN	Minneapolis		

<u>CustID</u>	318
<u>Web Site</u>	

<u>Preferred Channel Partner</u>	APPLICATIONS COMPONENT I
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<u>Phone Type</u>	<u>PHONE</u>
BUSN	211-3697

Installed Products

<u>ProductID</u>		<u>Ship Date</u>	<u>Quantity</u>	<u>POID</u>
SR1023	ITN Intel Pentium PC w/DVD,		1.00	

<u>Agreements</u> <u>Agreement Template</u>	<u>Agreement Code</u>	<u>Num</u>	<u>Start Date</u>	<u>End Date</u>	<u>POID</u>
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Open Cases

<u>Priority</u>	<u>Status</u>	<u>CaselD</u>	<u>Last Name</u>	<u>First Name</u>	<u>Summary</u>
-----------------	---------------	---------------	------------------	-------------------	----------------



Person Company Detail  
SetID Customer

Leads

Lead Status Lead Rating Lead ID Territory Contact

Contacts

Name Title Office Email Address Phone Type Phone

Company Notes

Seq Num Note Type Date Created Notes

Sites			
<u>SiteID</u>	<u>Descr</u>	<u>Phone</u>	<u>Extension</u>
ATL	Atlanta		
IRV	Irvine		
MIN	Minneapolis		

CustID 318  
Web Site

Preferred Channel Partner ATHLETIC EQUIPMENT PARTN

Phone Type PHONE  
BUSN 211-3697



Report ID: RSFC1001  
5/15/01

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Run Time: 11:03:38 AM

1

SetID Person Company Detail Customer

Installed Products

<u>ProductID</u>	<u>SR1023</u>	<u>ITN Intel Pentium PC w/DVD,</u>	<u>Ship Date</u>	<u>Quantity</u>	<u>POID</u>
				1.00	

Agreements

<u>Agreement Template</u>	<u>Agreement Code</u>	<u>Num</u>	<u>Start Date</u>	<u>End Date</u>	<u>POID</u>
---------------------------	-----------------------	------------	-------------------	-----------------	-------------

Open Cases

<u>Priority</u>	<u>Status</u>	<u>CaselD</u>	<u>Last Name</u>	<u>First Name</u>	<u>Summary</u>
-----------------	---------------	---------------	------------------	-------------------	----------------

Leads

<u>Lead Status</u>	<u>Lead Rating</u>	<u>Lead ID</u>	<u>Territory</u>	<u>Contact</u>
--------------------	--------------------	----------------	------------------	----------------

Contacts

<u>Name</u>	<u>Title</u>	<u>Office Email Address</u>	<u>Phone Type</u>	<u>Phone</u>
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Company Notes

<u>Seq Num</u>	<u>Note Type</u>	<u>Date Created</u>	<u>Notes</u>
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Report ID: RSFC1001  
5/15/01

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1

Company Detail

Person

SetID

Customer

Sites

SitID

Descr

Phome

Extension

ATL

Atlanta

IRV

Irvine

MIN

Minneapolis

CustID  
Web Site

318

Preferred Channel Partner

HOUSEHOLD TRENDS INC.

Phone Type  
BUSN

PHONE  
211-3697

Installed Products

Ship Date

Quantity POID

ProductID SR1023

ITN Intel Pentium PC w/DVD,

1.00

Agreements

Agreement Template

Agreement Code

Num

Start Date

End Date

POID

Open Cases

Priority

Status

CasID

Last Name

First Name

Summary

Leads

Lead Status

Lead Rating

Lead ID

Territory

Contact



Report ID: RSFC1001  
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1

SetID Person Company Detail Customer

Contacts

<u>Name</u>	<u>Title</u>	<u>Office Email Address</u>	<u>Phone Type</u>	<u>Phone</u>
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Company Notes

<u>Seq Num</u>	<u>Note Type</u>	<u>Date Created</u>	<u>Notes</u>
----------------	------------------	---------------------	--------------

Sites			
<u>SiteID</u>	<u>Descr</u>	<u>Phone</u>	<u>Extension</u>
ATL	Atlanta		
IRV	Irvine		
MIN	Minneapolis		

<u>CustID</u>	318
<u>Web Site</u>	

<u>Preferred Channel Partner</u>	JOE'S SPORTS DISTRIBUTION
----------------------------------	---------------------------

<u>Phone Type</u>	<u>PHONE</u>
BUSN	211-3697

Installed Products

<u>ProductID</u>		<u>Ship Date</u>	<u>Quantity</u>	<u>POID</u>
SR1023	ITN Intel Pentium PC w/DVD,		1.00	

Agreements					
<u>Agreement Template</u>	<u>Agreement Code</u>	<u>Num</u>	<u>Start Date</u>	<u>End Date</u>	<u>POID</u>



1

SetID      Person      Company Detail      Customer

Open Cases

Priority      Status      CaselD      Last Name      First Name      Summary

Leads

Lead Status      Lead Rating      Lead ID      Territory      Contact

Contacts

Name      Title      Office Email Address      Phone Type      Phone

Company Notes

Seq Num      Note Type      Date Created      Notes

Sites			
<u>SiteID</u>	<u>Descr</u>	<u>Phome</u>	<u>Extension</u>
ATL	Atlanta		
IRV	Irvine		
MIN	Minneapolis		



Report ID: RSFC1001  
5/15/01

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1

Person Company Detail  
SetID Customer

CustID 318  
Web Site

Preferred Channel Partner MOBILE COMPUTER SYSTEMS

Phone Type PHONE  
BUSN 211-3697

Installed Products

<u>ProductID</u>	<u>Ship Date</u>	<u>Quantity</u>	<u>POID</u>
SR1023 ITN Intel Pentium PC w/DVD,		1.00	

Agreements

<u>Agreement Template</u>	<u>Agreement Code</u>	<u>Num</u>	<u>Start Date</u>	<u>End Date</u>	<u>POID</u>
---------------------------	-----------------------	------------	-------------------	-----------------	-------------

Open Cases

<u>Priority</u>	<u>Status</u>	<u>CaselD</u>	<u>Last Name</u>	<u>First Name</u>	<u>Summary</u>
-----------------	---------------	---------------	------------------	-------------------	----------------

Leads

<u>Lead Status</u>	<u>Lead Rating</u>	<u>Lead ID</u>	<u>Territory</u>	<u>Contact</u>
--------------------	--------------------	----------------	------------------	----------------

Contacts

<u>Name</u>	<u>Title</u>	<u>Office Email Address</u>	<u>Phone Type</u>	<u>Phone</u>
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Report ID: RSFC1001  
5/15/01

Page No. Run Date:

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1

Company Detail

SetID

Person

Customer

Company Notes

<u>Seq Num</u>	<u>Note Type</u>	<u>Date Created</u>	<u>Notes</u>
----------------	------------------	---------------------	--------------

Sites <u>SiteID</u>	<u>Descr</u>	<u>Phone</u>	<u>Extension</u>
ATL	Atlanta		
IRV	Irvine		
MIN	Minneapolis		

<u>CustID</u>	318
<u>Web Site</u>	

<u>Preferred Channel Partner</u>	NETWORKING CENTRAL INC.
----------------------------------	-------------------------

<u>Phone Type</u>	<u>PHONE</u>
BUSN	211-3697

Installed Products

<u>ProductID</u>	<u>Ship Date</u>	<u>Quantity</u>	<u>POID</u>
SR1023	ITN Intel Pentium PC w/DVD,	1.00	

Agreements <u>Agreement Template</u>	<u>Agreement Code</u>	<u>Num</u>	<u>Start Date</u>	<u>End Date</u>	<u>POID</u>
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Open Cases

<u>Priority</u>	<u>Status</u>	<u>CaseID</u>	<u>Last Name</u>	<u>First Name</u>	<u>Summary</u>
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Report ID: RSFC1001  
5/15/01

Page No. Run Date:

Run Time: 11:03:38 AM

1

Person Company Detail  
SetID Customer

Leads

Lead Status Lead Rating Lead ID Territory Contact

Contacts

Name Title Office Email Address Phone Type Phone

Company Notes

Seq Num Note Type Date Created Notes

Sites <u>SiteID</u>	<u>Descr</u>	<u>Phone</u>	<u>Extension</u>
ATL	Atlanta		
IRV	Irvine		
MIN	Minneapolis		

CustID 318  
Web Site

Preferred Channel Partner SPORT RESEARCH COMPANY

Phone Type PHONE  
BUSN 211-3697

Installed Products

<u>ProductID</u>	<u>Ship Date</u>	<u>Quantity</u>	<u>POID</u>
SR1023	ITN Intel Pentium PC w/DVD,		



1

SetID      Person      Company Detail      Customer      1.00

Agreements  
Agreement Template      Agreement Code      Num      Start Date      End Date      POID

Open Cases  
Priority      Status      CaselD      Last Name      First Name      Summary

Leads  
Lead Status      Lead Rating      Lead ID      Territory      Contact

Contacts  
Name      Title      Office Email Address      Phone Type      Phone

Company Notes  
Seq Num      Note Type      Date Created      Notes

Sites  
SiteID      Descr      Phome      Extension



Report ID: RSFC1001  
5/15/01

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1			
		SetID	Person
ATL	Atlanta		
IRV	Irvine		
MIN	Minneapolis		

Company Detail  
Customer



Report ID: RSFC1002

Customer Revenue Ranking By Product Group

Page No. 1  
Run Date: 5/9/01  
Run Time: 3:05:24 PM

Actual Date From: 2001-05-01  
Business Unit:  
Actual Date Thru: 6/1/01  
Product Group: %

<u>Name</u>		<u>Revenue</u>	<u>Currency</u>	<u>% Total</u>
US200				
BAD COMPANY	Air Conditioner	1,447.40	U	100.00
	Air Conditioner	1,447.40		100.00
	Chest Freezer			
Test TimeZone		0.00	U	0.00
	Chest Freezer	0.00		0.00
US200		1,447.40		
Grand Total:		1,447.40		



Report ID: RSFC1003

PeopleSoft  
Forecast By Product Group Report

Page No. 1  
Run Date: 5/15/01  
Run Time: 11:43:16 AM

		Forecast Type	Revenue	% of Total
Business Unit	US200			
Product Group	A/C	Air Conditioner		
Product ID	SR1004	18000 BTU Room Air (G		
		OPEN	11,678.08	1.00
Total Revenue for Product ID		SR1004	11,678.08	
Total Revenue for Product Group		A/C	11,678.08	
Total Revenue for Business Unit		US200	11,678.08	



Report ID: RSFC1003

PeopleSoft  
Forecast By Product Group Report

Page No. 1  
Run Date: 5/15/01  
Run Time: 11:43:16 AM

	Forecast Type	Revenue	% of Total
Grand Total:		11,678.08	



Report ID: RSFC1004

Page No. Run Date:

Forecast Report by Sales Representative

Run Time: 5/14/01  
4:23:49 PM

Sales Rep                      AUG2001                      Forecast ID                      8/2001-8/2  
ID  
Forecast Category      R                      Time Frame Period      1000

<u>Opportunity Name</u>	<u>Sales Stage</u>	<u>Close Date</u>	<u>Revenue</u>	<u>Rep Confidence %</u>	<u>Rep Close %</u>
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Report ID: RSFC1004

Page No. Run Date:

1

Forecast Report by Sales Representative

Run Time: 5/14/01  
4:23:49 PM

Sales Rep AUG2001 Forecast ID 8/2001-8/2  
ID  
Forecast Category R Time Frame Period 1000

<u>Opportunity Name</u>	<u>Sales Stage</u>	<u>Close Date</u>	<u>Revenue</u>	<u>Rep Confidence %</u>	<u>Rep Close %</u>
<u>Sales Rep</u> Ray,Stephen Central					
<u>Forecast ID</u> AUG2001					
<u>Time Frame Period</u> 8/2001-8/2001		<u>Forecast Type</u> OPEN			
Sales Opp 2 - Steven R		8/31/01	20.00	0.00	764.00
			20.00		
	AUG2001		20.00		
Ray,Stephen Central			20.00		
Grand Total:			20.00		

Stage	Stage % Close	Status
-------	---------------	--------

Run Date: 5/15/01  
Run Time: 4:23:08 PM

For Customer 322

Contact Sales Rep	Louie Bailey,Alan D	John	Opp Name	Sales Opp #1 - Alan Bailey	Business Unit	US300
Sales Stage	05-NEGOTIATE AND CLOSE		Total Close Date	12,000.00	Currency ConfidencePctClose	USD 0.00
Partner			Territory	Central US300 - Co	Stage Pct Close	60.00

<u>Company</u>	<u>Involvement</u>	<u>Product</u>	<u>NOTES</u>
322	E		

<u>Seq No.</u>	<u>Name</u>		<u>Work Phone</u>	<u>Ext</u>	<u>Role</u>
1.00	John	Louie	555-9399		
1.00	Steve	Schattmaier	555-9392		

<u>Name</u>	<u>Job</u>	<u>Type</u>	<u>Phone</u>	<u>Ext</u>	<u>ROLE</u>
Alan	Bailey	KUD01	FLDR	925/694-2001	

<u>Seq.No</u>	<u>Priority</u>	<u>Req. Date</u>	<u>Descr</u>
---------------	-----------------	------------------	--------------

<u>Quote No</u>	<u>Quote Type</u>	<u>Price</u>	<u>Datetime Added</u>	<u>Expire Dt</u>
-----------------	-------------------	--------------	-----------------------	------------------

<u>Activity Date</u>	<u>Entered By</u>	<u>Activity Type</u>
----------------------	-------------------	----------------------

Confidence %

Currency

Sales Model

Exch Rate

Stage

Stage % Close

Status

Report ID: RSF3010-RSF3017

Opportunity Report

Run Date: 5/15/01

Run Time: 4:23:08 PM

For BusinessUnit

US300

For Customer

322

Opportunity Status

20073

Products

Product Group	Descr	Product ID	Descr	Qty	Revenue
COMPUTER	Intel Pentium and Celero	100060	Keyboard	100.00	1,000,000.
COMPUTER	Intel Pentium and Celero	100060	Keyboard	100.00	1,000,000.
COMPUTER	Intel Pentium and Celero	100060	Keyboard	100.00	1,000,000.
COMPUTER	Intel Pentium and Celero	100060	Keyboard	100.00	1,000,000.
COMPUTER	Intel Pentium and Celero	100060	Keyboard	100.00	1,000,000.
COMPUTER	Intel Pentium and Celero	100060	Keyboard	100.00	1,000,000.
COMPUTER	Intel Pentium and Celero	100060	Keyboard	100.00	1,000,000.
COMPUTER	Intel Pentium and Celero	100060	Keyboard	100.00	1,000,000.
COMPUTER	Intel Pentium and Celero	100060	Keyboard	100.00	1,000,000.
COMPUTER	Intel Pentium and Celero	100060	Keyboard	100.00	1,000,000.

0.00  
Computers  
APPLIANCE DISTRIBUTION ASSOC.

Contact	Louie	John	Opp Name	Sales Opp #1 - Alan Bailey	Business Unit	US300
Sales Rep	Bailey,Alan D		Total	12,000.00	Currency	USD
Sales Stage	05-NEGOTIATE AND CLOSE		Close Date		ConfidencePctClose	0.00
Partner	APPLIANCE DISTRIBUTION		Territory	Central US300 - Co	Stage Pct Close	60.00

Competitors

Company	Involvement	Product	NOTES
322	E		

Contact

Seq No.	Name	Work Phone	Ext	Role
1.00	John	Louie	555-9399	
1.00	Steve	Schattmaier	555-9392	

Confidence %  
Currency

Sales Model  
Exch Rate

StageStage % Close  
Status

Report ID: RSF3010-RSF3017

Opportunity Report

Run Date: 5/15/01  
Run Time: 4:23:08 PM

For BusinessUnit US300

For Customer 322

Opportunity Status 20073

Sales Rep

<u>Name</u>		<u>Job</u>	<u>Type</u>	<u>Phone</u>	<u>Ext</u>	<u>ROLE</u>
Alan	Bailey	KUD01	FLDR	925/694-2001		

Needs

<u>Seq.No</u>	<u>Priority</u>	<u>Req. Date</u>	<u>Descr</u>
---------------	-----------------	------------------	--------------

Quote

<u>Quote No</u>	<u>Quote Type</u>	<u>Price</u>	<u>Datetime Added</u>	<u>Expire Dt</u>
-----------------	-------------------	--------------	-----------------------	------------------

Activity

<u>Activity Date</u>	<u>Entered By</u>	<u>Activity Type</u>
----------------------	-------------------	----------------------

Products

<u>Product Group</u>	<u>Descr</u>	<u>Product ID</u>	<u>Descr</u>	<u>Qty</u>	<u>Revenue</u>
COMPUTER	Intel Pentium and Celero	100060	Keyboard	100.00	1,000,000.
COMPUTER	Intel Pentium and Celero	100060	Keyboard	100.00	1,000,000.
COMPUTER	Intel Pentium and Celero	100060	Keyboard	100.00	1,000,000.
COMPUTER	Intel Pentium and Celero	100060	Keyboard	100.00	1,000,000.
COMPUTER	Intel Pentium and Celero	100060	Keyboard	100.00	1,000,000.
COMPUTER	Intel Pentium and Celero	100060	Keyboard	100.00	1,000,000.
COMPUTER	Intel Pentium and Celero	100060	Keyboard	100.00	1,000,000.
COMPUTER	Intel Pentium and Celero	100060	Keyboard	100.00	1,000,000.
COMPUTER	Intel Pentium and Celero	100060	Keyboard	100.00	1,000,000.
COMPUTER	Intel Pentium and Celero	100060	Keyboard	100.00	1,000,000.

Confidence %

Currency

Sales Model

Exch Rate

Stage

Stage % Close

Status

Report ID: RSF3010-RSF3017

Opportunity Report

Run Date: 5/15/01

Run Time: 4:23:08 PM

For BusinessUnit

US300

For Customer

322

Opportunity Status

20073

0.00

Computers

MOBILE COMPUTER SYSTEMS

Contact

Louie

John

Opp Name

Sales Opp #1 - Alan Bailey

Business Unit

US300

Sales Rep

Bailey,Alan D

Total

12,000.00

Currency

USD

Sales Stage

05-NEGOTIATE AND CLOSE

Close Date

ConfidencePctClose

0.00

Partner

MOBILE COMPUTER SYSTE

Territory

Central US300 - Co

Stage Pct Close

60.00

Competitors

Company

Involvement

Product

NOTES

322

E

Contact

Seq No.

Name

Work Phone

Ext

Role

1.00

John

Louie

555-9399

1.00

Steve

Schattmaier

555-9392

Sales Rep

Name

Job

Type

Phone

Ext

ROLE

Alan

Bailey

KUD01

FLDR

925/694-2001

Needs

Seq.No

Priority

Req. Date

Descr

Quote

Quote No

Quote Type

Price

Datetime Added

Expire Dt

Activity

Confidence %  
Currency

Sales Model  
Exch Rate

StageStage % Close  
Status

Report ID: RSF3010-RSF3017

Opportunity Report

Run Date: 5/15/01  
Run Time: 4:23:08 PM

For BusinessUnit US300

For Customer 322

Opportunity Status 20073

Activity Date

Entered By

Activity Type

Products

<u>Product Group</u>	<u>Descr</u>	<u>Product ID</u>	<u>Descr</u>	<u>Qty</u>	<u>Revenue</u>
COMPUTER	Intel Pentium and Celero	100060	Keyboard	100.00	1,000,000.
COMPUTER	Intel Pentium and Celero	100060	Keyboard	100.00	1,000,000.
COMPUTER	Intel Pentium and Celero	100060	Keyboard	100.00	1,000,000.
COMPUTER	Intel Pentium and Celero	100060	Keyboard	100.00	1,000,000.
COMPUTER	Intel Pentium and Celero	100060	Keyboard	100.00	1,000,000.
COMPUTER	Intel Pentium and Celero	100060	Keyboard	100.00	1,000,000.
COMPUTER	Intel Pentium and Celero	100060	Keyboard	100.00	1,000,000.
COMPUTER	Intel Pentium and Celero	100060	Keyboard	100.00	1,000,000.
COMPUTER	Intel Pentium and Celero	100060	Keyboard	100.00	1,000,000.
COMPUTER	Intel Pentium and Celero	100060	Keyboard	100.00	1,000,000.

0.00

<b>Contact</b>	Louie	John	<b>Opp Name</b>	Sales Opp #1 - Alan Bailey	<b>Business Unit</b>	US300
<b>Sales Rep</b>	Bailey,Alan D		<b>Total</b>	12,000.00	<b>Currency</b>	USD
<b>Sales Stage</b>	05-NEGOTIATE AND CLOSE		<b>Close Date</b>		<b>ConfidencePctClose</b>	0.00
<b>Partner</b>			<b>Territory</b>	Central US300 - Co	<b>Stage Pct Close</b>	60.00

Competitors

<u>Company</u>	<u>Involvement</u>	<u>Product</u>	<u>NOTES</u>
322	E		

Contact

<u>Seq No.</u>	<u>Name</u>	<u>Work Phone</u>	<u>Ext</u>	<u>Role</u>
1.00	John	Louie	555-9399	
1.00	Steve	Schattmaier	555-9392	

<u>Stage</u>	<u>Stage % Close</u>	<u>Status</u>
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Confidence %  
Currency

Sales Model  
Exch Rate

StageStage % Close  
Status

Report ID: RSF3010-RSF3017

Opportunity Report

Run Date: 5/15/01  
Run Time: 4:23:08 PM

For BusinessUnit US300

For Customer 322

Opportunity Status 20073

Products

<u>Product Group</u>	<u>Descr</u>	<u>Product ID</u>	<u>Descr</u>	<u>Qty</u>	<u>Revenue</u>
COMPUTER	Intel Pentium and Celero	100060	Keyboard	100.00	1,000,000.
COMPUTER	Intel Pentium and Celero	100060	Keyboard	100.00	1,000,000.
COMPUTER	Intel Pentium and Celero	100060	Keyboard	100.00	1,000,000.
COMPUTER	Intel Pentium and Celero	100060	Keyboard	100.00	1,000,000.
COMPUTER	Intel Pentium and Celero	100060	Keyboard	100.00	1,000,000.
COMPUTER	Intel Pentium and Celero	100060	Keyboard	100.00	1,000,000.
COMPUTER	Intel Pentium and Celero	100060	Keyboard	100.00	1,000,000.
COMPUTER	Intel Pentium and Celero	100060	Keyboard	100.00	1,000,000.
COMPUTER	Intel Pentium and Celero	100060	Keyboard	100.00	1,000,000.
COMPUTER	Intel Pentium and Celero	100060	Keyboard	100.00	1,000,000.



Mon, May 14, 2001

Report ID: RS2050

PeopleSoft  
Product Line Revenue Analysis

Page No. 1  
Run Date: 5/14/01  
Run Time: 5:14:50 PM

From Date 5/14/9  
SetID CRM01

Thru Date 5/14/0  
Product Group A/C

<u>Product Group</u>	<u>Product Id</u>	<u>Sales Model</u>	<u>Sales Stage</u>	<u>Territory</u>	<u>Business Unit</u>	<u>ForeCasted Revenue</u>
Air Conditioner	18000 BTU Room Air (Grey)	PSFT - Knowledge Enabled Sales	Discover			
				Atlantic US200 -	US200	11,678.08
Total By Sales Stage						11,678.08
Total By Sales Model						11,678.08
Total By Product ID						11,678.08
Total By Product Group						11,678.08



Report ID: RSF\_1009

PeopleSoft  
Revenue Fallout Analysis

Page No. 1  
Run Date: 5/18/01  
Run Time: 9:05:16 AM

From Date: 1/1/01

Thru Date 1/1/02

Territory ID ATLANTIC

Business Unit US300  
Territory Name Atlantic - Computers  
Sales Stage Develop Proposal for Customer

<u>Customer Name</u>	<u>Oppurtunity</u>	<u>Close Date</u>	<u>Revenue</u>	<u>Currency</u>	<u>% of Total</u>
IMC, Inc	Sales Opp 1 - Rider Boo	5/15/01	164,606.35	ADP	17%
Valley Hea	Sales Opp 2 - Rider Boo	5/15/01	823,031.75	ADP	83%
Total By Sales Stage			987,638.10		
Total By Territory			987,638.10		
Total By Business Unit	US300		987,638.10		



Report ID: RSFC1010  
5/9/01

PeopleSoft

Page No. Run Date: 1

Customer Revenue Ranking By Industry

Run Time: 3:11:54 PM

Date From: 5/1/01 Date Thru: 6/1/01  
US200 Industry: %  
Business Unit:

<u>Name</u>		<u>Revenue</u>	<u>Currency</u>	<u>% Total</u>
<u>Business Unit</u>	US200			
<u>Industry</u>	Appliances, Household Electric			
BAD COMPANY		1,448.40	USD	100.00
Appliances, Househo		1,448.40		100.00
US200		1,448.40		
Grand Total:		1,448.40		



Report ID: RSFC1011

PeopleSoft  
Customer Revenue Ranking By Region

Page No. 1  
Run Date: 5/9/01  
Run Time: 3:17:01 PM

		<u>Date From:</u>	US200	<u>Date Thru:</u>	5/1/01		
		<u>Business Unit:</u>	6/1/01	<u>Region:</u>	%		
<u>Name</u>		<u>Revenue</u>		<u>Currency</u>		<u>% Total</u>	
<u>Business Unit</u>	US200						
<u>Region</u>	Asia Pacific						
BAD COMPANY		1,447.40		USD		100.00	
Asia Pacific		1,447.40				100.00	
US200		1,447.40					
Grand Total:		1,447.40					



Report ID: RSFC1013

PeopleSoft  
Product Group ReportPage No.  
Run Date: 9:34:42 AM 05/27/200  
Run Time:

Person ID: 597 - Bookie,Rider T

Product Group: COMPUTER - Intel Pentium and Celeron

Product ID	Product Descr	Prod Group Type	Qty	ACCT UOM	Price	Cost
------------	---------------	-----------------	-----	----------	-------	------

100055	Central Processing		1.00	EA	1,000.00	1,000.00
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Product ID	Product Descr	Prod Group Type	Qty	CTLG UOM	Price	Cost
------------	---------------	-----------------	-----	----------	-------	------

100055	Central Processing		1.00	EA	1,000.00	1,000.00
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Product ID	Product Descr	Prod Group Type	Qty	FCST UOM	Price	Cost
------------	---------------	-----------------	-----	----------	-------	------

100055	Central Processing		1.00	EA	1,000.00	1,000.00
--------	--------------------	--	------	----	----------	----------

Product ID	Product Descr	Prod Group Type	Qty	FRT UOM	Price	Cost
------------	---------------	-----------------	-----	---------	-------	------

100055	Central Processing		1.00	EA	1,000.00	1,000.00
--------	--------------------	--	------	----	----------	----------

Product ID	Product Descr	Prod Group Type	Qty	PRC UOM	Price	Cost
------------	---------------	-----------------	-----	---------	-------	------

100055	Central Processing		1.00	EA	1,000.00	1,000.00
--------	--------------------	--	------	----	----------	----------

Product ID	Product Descr	Prod Group Type	Qty	RPT UOM	Price	Cost
------------	---------------	-----------------	-----	---------	-------	------

100055	Central Processing		1.00	EA	1,000.00	1,000.00
--------	--------------------	--	------	----	----------	----------

Product ID	Product Descr	Prod Group Type	Qty	SCON UOM	Price	Cost
------------	---------------	-----------------	-----	----------	-------	------

100055	Central Processing		1.00	EA	1,000.00	1,000.00
--------	--------------------	--	------	----	----------	----------

Product ID	Product Descr	Prod Group Type	Qty	TAX UOM	Price	Cost
------------	---------------	-----------------	-----	---------	-------	------

100055	Central Processing		1.00	EA	1,000.00	1,000.00
--------	--------------------	--	------	----	----------	----------

Product ID	Product Descr	Prod Group Type	Qty	TRPT UOM	Price	Cost
------------	---------------	-----------------	-----	----------	-------	------

100055	Central Processing		1.00	EA	1,000.00	1,000.00
--------	--------------------	--	------	----	----------	----------

Product ID	Product Descr	Prod Group Type	Qty	VAT UOM	Price	Cost
------------	---------------	-----------------	-----	---------	-------	------



Report ID: RSFC1013

PeopleSoft  
Product Group Report

Page No.  
Run Date: 9:34:42 AM 05/27/200  
Run Time:

100055	Central Processing	1.00	EA	1,000.00	1,000.00
End of Prod Group COMPU Intel Pentium and C					



Report ID: RSFC1013

PeopleSoft  
Product Group ReportPage No.  
Run Date: 9:34:42 AM 05/27/200  
Run Time:**Product Group: PRINTER - Color Printer**

		Prod Group Type		ACCT		
Product ID	Product Descr	Qty	UOM		Price	Cost
LT5001	ITN Printer Cartrid	1.00	EA		5,000.00	0.00
LT5001	Wheel Tire, 700x20	1.00	EA		5,000.00	0.00
		Prod Group Type		CTLG		
Product ID	Product Descr	Qty	UOM		Price	Cost
LT5001	ITN Printer Cartrid	1.00	EA		5,000.00	0.00
LT5001	Wheel Tire, 700x20	1.00	EA		5,000.00	0.00
		Prod Group Type		FCST		
Product ID	Product Descr	Qty	UOM		Price	Cost
LT5001	ITN Printer Cartrid	1.00	EA		5,000.00	0.00
LT5001	Wheel Tire, 700x20	1.00	EA		5,000.00	0.00
		Prod Group Type		FRT		
Product ID	Product Descr	Qty	UOM		Price	Cost
LT5001	ITN Printer Cartrid	1.00	EA		5,000.00	0.00
LT5001	Wheel Tire, 700x20	1.00	EA		5,000.00	0.00
		Prod Group Type		PRC		
Product ID	Product Descr	Qty	UOM		Price	Cost
LT5001	ITN Printer Cartrid	1.00	EA		5,000.00	0.00
LT5001	Wheel Tire, 700x20	1.00	EA		5,000.00	0.00
		Prod Group Type		RPT		
Product ID	Product Descr	Qty	UOM		Price	Cost
LT5001	ITN Printer Cartrid	1.00	EA		5,000.00	0.00
LT5001	Wheel Tire, 700x20	1.00	EA		5,000.00	0.00
		Prod Group Type		SCON		
Product ID	Product Descr	Qty	UOM		Price	Cost
LT5001	ITN Printer Cartrid	1.00	EA		5,000.00	0.00
LT5001	Wheel Tire, 700x20	1.00	EA		5,000.00	0.00
		Prod Group Type		TAX		
Product ID	Product Descr	Qty	UOM		Price	Cost
LT5001	ITN Printer Cartrid	1.00	EA		5,000.00	0.00
LT5001	Wheel Tire, 700x20	1.00	EA		5,000.00	0.00
		Prod Group Type		TRPT		



Report ID: RSFC1013

PeopleSoft  
Product Group ReportPage No.  
Run Date: 9:34:42 AM 05/27/200  
Run Time:

Product ID	Product Descr	Qty	UOM	Price	Cost
LT5001	ITN Printer Cartrid	1.00	EA	5,000.00	0.00
LT5001	Wheel Tire, 700x20	1.00	EA	5,000.00	0.00
Prod Group Type		VAT			
Product ID	Product Descr	Qty	UOM	Price	Cost
LT5001	ITN Printer Cartrid	1.00	EA	5,000.00	0.00
LT5001	Wheel Tire, 700x20	1.00	EA	5,000.00	0.00
End of Prod Group PRINTE Color Printer					



Report ID: RSFC1013

PeopleSoft  
Product Group Report

Page No.  
Run Date: 9:34:42 AM 05/27/200  
Run Time:

## CHAPTER 3

# Running PeopleSoft CRM Marketing Reports

PeopleSoft CRM Marketing provides you with multiple predefined reports. You can use these reports to assess the performance of your marketing campaigns.

### List of PeopleSoft CRM Marketing Reports

The following PeopleSoft CRM Marketing reports are delivered predefined with your system:

<b><i>Report Name</i></b>	<b><i>Report ID</i></b>	<b><i>Location</i></b>
Campaign Effectiveness	RAC1000	<b>Establish Marketing Campaigns, Establish Marketing Campaigns, Report, Campaign Effectiveness</b>
Wave Effectiveness	RAC1001	<b>Establish Marketing Campaigns, Establish Marketing Campaigns, Report, Wave Effectiveness</b>
Campaign and Wave Effectiveness	RAC1002	<b>Establish Marketing Campaigns, Establish Marketing Campaigns, Report, Campaign and Wave Effectiveness</b>
Campaign Management	RAC10000	<b>Establish Marketing Campaigns, Establish Marketing Campaigns, Report, Campaign Management Report</b>
Task Management	RAC2000	<b>Establish Marketing Campaigns, Establish Marketing Campaigns, Report, Task Management Report</b>

<b>Report Name</b>	<b>Report ID</b>	<b>Location</b>
Content Management	RAC9000	Establish Marketing Campaigns, Establish Marketing Campaigns, Report, Content Management Report
Campaign-Content Management	RAC9001	Establish Marketing Campaigns, Establish Marketing Campaigns, Report, Campaign-Content Management Report
Channel Performance	RAC3000	Establish Marketing Campaigns, Establish Marketing Campaigns, Report, Channel Performance Report
List Performance	RAC4000	Establish Marketing Campaigns, Establish Marketing Campaigns, Report, List Performance Report
Product Performance	RAC5000	Establish Marketing Campaigns, Establish Marketing Campaigns, Report, Product Performance Report
ROI	RAC7000	Establish Marketing Campaigns, Establish Marketing Campaigns, Report, ROI Report
Campaign Expense	RAC8000	Establish Marketing Campaigns, Establish Marketing Campaigns, Report, Campaign Expense Report



Report ID: RAC1000

PeopleSoft  
Campaign Effectiveness Report

Page No. 1  
Run Date: 5/8/01  
Run Time: 8:02:44 AM

From DATE 5/4/01 THRU DATE 5/7/01

Business Unit: US200  
Campaign Status: APPR

CAMPAIGN ID	Name	Lead Status	Count	STATUS_PCT
CMP0000102	Test 05/07/2001			
		Converted	1	33.33%
		New	1	33.33%
		Open	1	33.33%
Total Leads for Campaign		CMP0000102	3	

Campaign Status: EXEC

CAMPAIGN ID	Name	Lead Status	Count	STATUS_PCT
CMP0000104	Campaign K1			
		Converted	1	50.00%
		Open	1	50.00%
Total Leads for Campaign		CMP0000104	2	

Campaign Status: NEW

CAMPAIGN ID	Name	Lead Status	Count	STATUS_PCT
CMP0000103	GMM Campaign 1			
		Converted	1	100.00%
Total Leads for Campaign		CMP0000103	1	
Total Leads for Business Unit		US200	6	



Report ID: RAC1000

PeopleSoft  
Campaign Effectiveness Report

Page No. 1  
Run Date: 5/8/01  
Run Time: 8:02:44 AM

From DATE 5/4/01 THRU DATE 5/7/01

Grand Total: 6



Report ID: RAC1001

PeopleSoft  
Campaign Wave Effectiveness Report

Page No. 1  
Run Date: 5/8/01  
Run Time: 8:07:33 AM

From Date: 5/1/01 Thru Date: 5/7/01

Business Unit: US200  
Campaign Wave Status: NEW  
Campaign Wave ID WVE00001 Default Wave Name

Campaign ID	Campaign Name	Lead Status	Count	Status %
CMP00001	Test 05/07/2001	CO	1	.33
CMP00001	Test 05/07/2001	NE	1	.33
CMP00001	Test 05/07/2001	OP	1	.33

Total Leads for Campaign Wave WVE00001

3

Campaign Wave ID WVE00001 GMM Wave 1

Campaign ID	Campaign Name	Lead Status	Count	Status %
CMP00001	GMM Campaign 1	CO	1	1.00

Total Leads for Campaign Wave WVE00001

1

US200

4

Total Leads for Business Unit



Report ID: RAC1002

PeopleSoft  
Campaign and Campaign Wave Report

Page No. 1  
Run Date: 5/8/01  
Run Time: 1:30:03 PM

From Date 5/4/01 Thru Date 5/7/01  
Business Unit US200

Campaign ID CMP000010 Test 05/07/2001  
Wave ID WVE0000102 Default Wave Name

Lead Status	Count
CO	1
NE	1
OP	1
	3

Total Leads for Campaign CMP0000102

Campaign ID CMP000010 GMM Campaign 1  
Wave ID WVE0000103 GMM Wave 1

Lead Status	Count
CO	2
	2

Total Leads for Campaign CMP0000103

Campaign ID CMP000010 Campaign K1  
Wave ID Wave 1

Lead Status	Count
CO	2
CO	2
CO	2
OP	1
OP	1
OP	1
	9

Total Leads for Campaign CMP0000104

Campaign ID CMP000010 RA001 Campaing  
Wave ID WVE0000105 RA001 Wave

Lead Status	Count
OP	1
	1
	15

Total Leads for Campaign CMP0000105

Total Leads for Business Unit US200

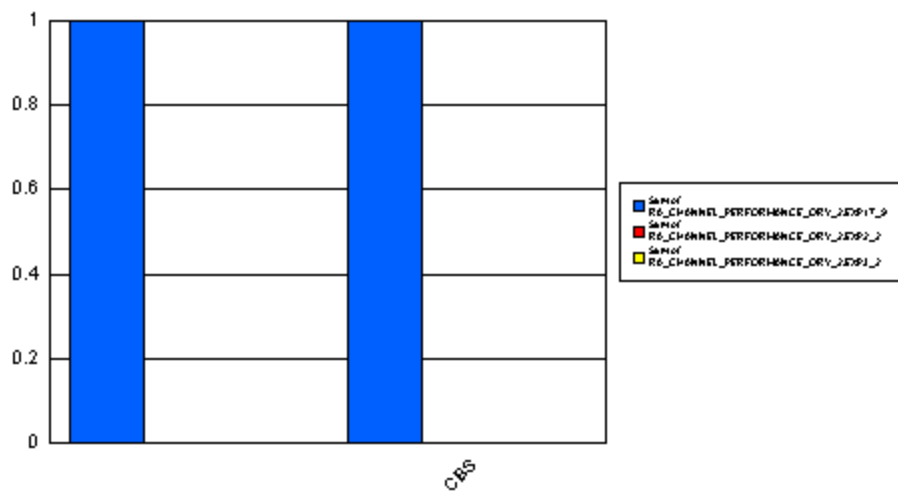


Report ID: RAC2000

PeopleSoft  
Task Management Report

Page No. 1  
Run Date: 05/22/2001  
Run Time: 11:14:02 A

<u>Task Name</u>	<u>Status</u>	<u>Start Date</u>	<u>End Date</u>	<u>Priority</u>	<u>% Complete</u>
Content Task1	ASGN	05/18/2001	05/31/2001	L	11
Pauls Workflow Ca	OVER	05/17/2001	05/31/2001	L	11

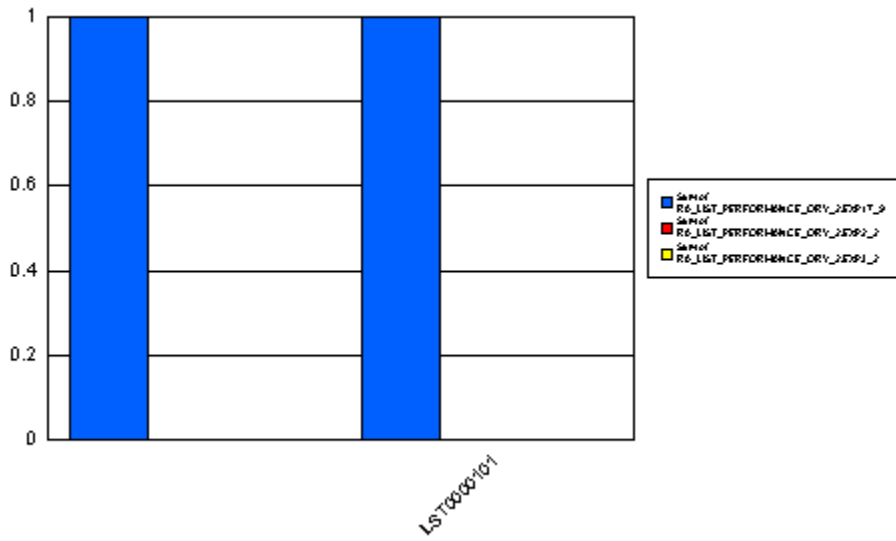


Report ID: RAC3000

PeopleSoft  
Channel Performance Report

Page No. 1  
Run Date: 05/22/2001  
Run Time: 11:16:29 A

<u>Channel</u>	<u># Leads</u>	<u># Responses</u>	<u># Quotes</u>
	1.00	0.00	0.00
CBS	1.00	0.00	0.00

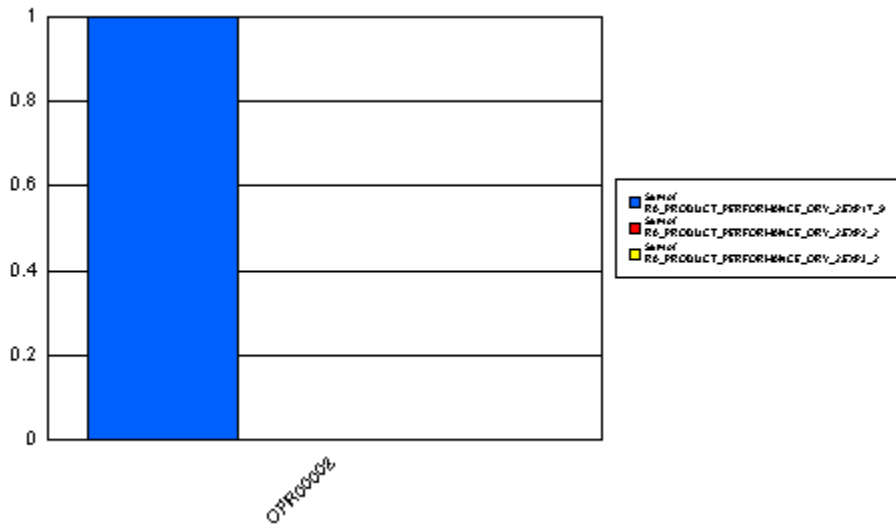


Report ID: RAC4000

PeopleSoft  
List Performance Report

Page No. 1  
Run Date: 05/22/2001  
Run Time: 11:18:14 A

<u>List Name</u>	<u># Leads</u>	<u># Responses</u>	<u># Quotes</u>
LST0000101	1.00	0.00	0.00



Report ID: RAC5000

PeopleSoft  
Product Performance Report

Page No. 1  
Run Date: 05/22/2001  
Run Time: 11:25:00 A

<u>Product ID</u>	<u>Product Name</u>	<u># Leads</u>	<u># Responses</u>	<u># Quotes</u>
OFR00002	Handspring Visor	1.00	0.00	0.00

<u>Business Unit</u>		<u>Wave ID</u>	<u>Wave Name</u>	<u>Actual Cost</u>	<u>Actual Revenue</u>	<u>ROI</u>
US200						
	<u>Roll Up Campaign</u>					
	<u>Campaign</u>	CMP000010				
				0.00	0.00	0.00
				123.00	0.00	-1.00
		WVE000		0.00	0.00	0.00



Report ID: RAC8000

PeopleSoft  
Campaign Expense Report

Page No. 1  
Run Date: 05/31/200  
Run Time: 10:11:50 A

		Forecast Cost	Actual Cost	Variance
Business Unit	US200			
Roll Up Campaign				
	CMP0000101			
	Camp 1			
	WVE0000101	6,000.00	7,000.00	-0.14
		6,000.00	7,000.00	-0.14
		6,000.00	7,000.00	-0.14
Grand Total:		6,000.00	7,000.00	-0.14
		6,000.00	7,000.00	-0.14



Report ID: RAC9000

PeopleSoft  
Content Management Report

Page No. 1  
Run Date: 05/30/200  
Run Time: 8:53:49 AM

<u>Content ID</u>	<u>Content Name</u>	<u>Available Qty</u>	<u>Status</u>
Parent Content :			
CON0000102	CONTENT 2	0	New
CON0000103	testcontentaaa	0	New
CON0000104	MMA Property Campaign	250	New
Parent Content : CON0000102			
CONTENT 2			
CON0000101	New content	1	New



Report ID: RAC9001

PeopleSoft  
Campaign's Content Management Report

Page No. 1  
Run Date: 05/29/2001  
Run Time: 10:52:46 A

<u>Content ID</u>	<u>Content Name</u>	<u>Available Qty</u>	<u>Status</u>
-------------------	---------------------	----------------------	---------------

Campaign : CMP0000103      Start Date : 05/01/2001      End Date : 05/31/2001

---

Parent Content

CON0000101	test	0.00	New
------------	------	------	-----



Report ID: RAC10000

PeopleSoft  
Campaign Management Report

Page No. 1  
Run Date: 05/29/2001  
Run Time: 10:47:30 A

<u>Campaign ID</u>	<u>Campaign Name</u>	<u>Wave ID</u>	<u>Wave Name</u>	<u>Start Date</u>	<u>End Date</u>	<u>Status</u>
--------------------	----------------------	----------------	------------------	-------------------	-----------------	---------------

**Business Unit :** **US200**

**Roll Up Campaign :** **CMP0000103** **Dons 1st Campaign**

CMP0000108	Pauls Timeoff Campaign 3			<b>05/25/2001</b>	<b>05/31/2001</b>	
		WVE0000116	Wave 1	05/25/2001	05/31/2001	IREV

**Roll Up Campaign :** **CMP0000107** **Dons ROLLUP Campaign**

CMP0000103	Dons 1st Campaign			<b>05/01/2001</b>	<b>05/31/2001</b>	
		WVE0000103	Dons 1st Campaign Wave 1	05/01/2001	05/31/2001	EXEC
		WVE0000112	Dons 1st Campaign Wave 2	05/01/2001	05/31/2001	EXEC



## CHAPTER 4

# Running PeopleSoft CRM FieldService Reports

PeopleSoft CRM Field Service provides you with multiple predefined reports that you can use to monitor your Field Service activities.

The following PeopleSoft CRM Field Service reports are delivered predefined with your system:

<b><i>Report Name</i></b>	<b><i>Report ID</i></b>	<b><i>Location</i></b>
Dispatch Performance	RFC5000	Manage FieldService, Maintain Service Orders, Reports, Dispatch Performance
Expense	RFC5001	Manage FieldService, Maintain Service Orders, Reports, Expense Report
Expense by Customer	RFC5001A	Manage FieldService, Maintain Service Orders, Reports, Expense Report By Customer
Mean Time to Repair	RFC5002	Manage FieldService, Maintain Service Orders, Reports, Mean Time To Repair



Report ID: RFC5000

**PeopleSoft**  
Dispatch Performance Report

Page No. 1  
Run Date: 05/30/01  
Run Time: 4:33:15 PM

From Date: 04/01/01

Thru Date: 06/01/02

Business Unit

**US200**

Service Orders Completed

	April	May	Total
MMA Property Management	2	3	5
Customer First	1	0	1
Total	3	3	6



Report ID: RFC5001

PeopleSoft  
Monthly Expense Report

Page No. 1  
Run Date: 05/31/01  
Run Time: 5:23:21 PM

From Date: 01/01/01

Thru Date: 01/01/02

Business Unit US200

Region ID: ASIA

	June	May	Total
Men' s Long Sleeve Bike Jersey	1	1	2
Refrigerator, Plastic Bins	2	2	4
Total	3	3	6



Report ID: RFC5001A

PeopleSoft  
Expense Report By Customer

Page No. 1  
Run Date: 05/31/01  
Run Time: 5:53:46 PM

Date From: 1/1/01      Date Thru: 3/1/01

Business Unit      **US200**

Region ID      **PACIFIC**

	January	February	March	Total
PeopleSoft CRM	15	15	25	55
PeopleSoft HRMS	35	10	5	50
Total	40	25	30	105



Report ID: RFC5002

PeopleSoft  
Mean Time To Repair Monthly Report

Page No. 1  
Run Date: 05/31/01  
Run Time: 5:39:50 PM

From Service Order Date 1/1/01 Thru Service Order Date 1/1/02

Number of Days Report is prepared for 365

Business Unit US200  
Region United States

<u>Customer</u>	<u>Number of Cases</u>	<u>Number of Hours worked</u>	<u>Average Number of hrs worked/case</u>
MMA Property Management	2	3	1.5



## CHAPTER 5

# Running Call Center Reports

PeopleSoft CRM call center applications provide you with multiple predefined reports. You can use these reports to monitor the activities of your call center. For example, you can view all of the cases handled by a particular agent; or you can view all cases in a business unit, sorted by problem type, status, or priority.

Each call center report is specific to either PeopleSoft CRM Support or PeopleSoft CRM HelpDesk. Report IDs that start with *RCC1* are specific to HelpDesk. Report IDs that start with *RCC2* are specific to Support.

## PeopleSoft CRM Help Desk Reports

The following PeopleSoft CRM Help Desk reports are delivered predefined with your system:

<b>Report Name</b>	<b>Report ID</b>	<b>Location</b>
<b>HelpDesk Case By Agent Report</b>	RCC1002	Manage Call Center, Manage Cases, Reports, HelpDesk Case By Agent
<b>HelpDesk Case By Department Report</b>	RCC1003	Manage Call Center, Manage Cases, Reports, HelpDesk Case By Department
<b>HelpDesk Case By Priority Report</b>	RCC1004	Manage Call Center, Manage Cases, Reports, HelpDesk Case By Priority
<b>HelpDesk Case By Problem Type Report</b>	RCC1005	Manage Call Center, Manage Cases, Reports, HelpDesk Case by Problem Type
<b>HelpDesk Case By Status Report</b>	RCC1006	Manage Call Center, Manage Cases, Reports, HelpDesk Case By Status
<b>HelpDesk Cases By Type/Area/Detail Report</b>	RCC1007	Manage Call Center, Manage Cases, Reports, HelpDesk Case By Ctg/Type/Dtl
<b>HelpDesk Case Information Report</b>	RCC1008	Manage Call Center, Manage Cases, Reports, HelpDesk Case Information
<b>HelpDesk Case Status By Agent Report</b>	RCC1009	Manage Call Center, Manage Cases, Reports, HelpDesk Case Status By Agent
<b>HelpDesk Time To Close By Agent Report</b>	RCC1010	Manage Call Center, Manage Cases, Reports, HelpDesk Time To Close By Agnt

<b><i>Report Name</i></b>	<b><i>Report ID</i></b>	<b><i>Location</i></b>
<b>HelpDesk Case By Employee Report</b>	RCC1011	Manage Call Center, Manage Cases, Reports, HelpDesk Case by Employee
<b>HelpDesk Case by Business Process Report</b>	RCC1012	Manage Call Center, Manage Cases, Reports, HelpDesk Case By Business Proc



Report ID:

Run Time: 6:41:49 PM

Date From:		7/1/00	Date To:		5/17/0
Priority		%	Status		%
Agent	PR ID	Assigned To	%	Contact	Date Created
Business Unit	US300				
Lansing, Maureen	142.00	OPEN	LOW	Harrison, Robert M	7/10/00
<a href="#">Problem Detail</a>		Need Instructions			
Thomas, Michael E	145.00	ENG	LOW	Davies, Susan D	7/10/00
<a href="#">Problem Detail</a>		Computer hangs wh			
Lansing, Maureen	146.00	CUST	LOW	Zigardo, Marion J	7/10/00
<a href="#">Problem Detail</a>		Question on Payrol			
Lansing, Maureen	147.00	OPEN	LOW	Davies, Susan D	7/10/00
<a href="#">Problem Detail</a>		Intel hardware			
Lansing, Maureen	149.00	CUST	LOW	Harris, Ben M	9/12/00
<a href="#">Problem Detail</a>		Question on Displa			
Symth, Kendall R	150.00	CUST	LOW	Davies, Susan D	9/12/00
<a href="#">Problem Detail</a>		Cannot see proper			
Lansing, Maureen	151.00	CUST	LOW	Johanssen, John A	9/12/00
<a href="#">Problem Detail</a>		Question on Self Te			
Rider, Barry R	152.00	CUST	LOW	Harris, George H	9/12/00
<a href="#">Problem Detail</a>		Display Settings n			
Rider, Barry R	153.00	CUST	MED	Davies, Susan D	9/12/00
<a href="#">Problem Detail</a>		Machine hangs when			
Tripper, Elssie P	154.00	RSRCH	LOW	Davies, Susan D	9/12/00
<a href="#">Problem Detail</a>		Computer hangs wh			
Symth, Kendall R	155.00	CUST	HIGH	Chow, Bernard J	12/13/00
<a href="#">Problem Detail</a>		Blank screen on th			
Rider, Barry R	156.00	RSRCH	LOW	Klein, Alexa J	12/13/00
<a href="#">Problem Detail</a>		Computer hangs wh			
Symth, Kendall R	157.00	OPEN	MED	Gardner, Gayle M	12/13/00
<a href="#">Problem Detail</a>		Need instructions			
Symth, Kendall R	158.00	OPEN	LOW	Bartlett, Joseph D	2/15/01
<a href="#">Problem Detail</a>		Computer hangs wh			
Tripper, Elssie P	159.00	OPEN	LOW	Chow, Bernard J	2/15/01
<a href="#">Problem Detail</a>		Upgrading Microso			
Tripper, Elssie P	160.00	CUST	LOW	Harrison, Robert M	2/15/01
<a href="#">Problem Detail</a>		Error Message "Sy			
Tripper, Elssie P	161.00	OPEN	LOW	Holmes, Francine	2/15/01
<a href="#">Problem Detail</a>		How to clear copie			
Rider, Barry R	163.00	OPEN	LOW	Holmes, Francine	2/15/01
<a href="#">Problem Detail</a>		Printer jamming			
Lansing, Maureen	164.00	RSRCH	LOW	McGuire, William J	2/15/01



RCCHDAG

Help Desk Cases By Agent

Run Date: Page No. 5/17/01

1

Report ID:

Run Time: 6:41:49 PM

Date From: 7/1/00 Date To: 5/17/0  
 Priority % Status %  
 Assigned To %

<u>Agent</u>	<u>PR ID</u>	<u>Status</u>	<u>Priority</u>	<u>Contact</u>	<u>Date Created</u>
<u>Problem Detail</u> Rider, Barry R	165.00	How to upgrade fr ENG	LOW	Orellana, Mason D	2/15/01
<u>Problem Detail</u> Tripper, Elssie P	166.00	What is the major OPEN	LOW	Lewis, Alicia M	2/15/01
<u>Problem Detail</u> Rider, Barry R	167.00	How to map a Netw OPEN	HIGH	Warner, Sharon J	2/15/01
<u>Problem Detail</u> Symth, Kendall R	168.00	Cannot change disp OPEN	LOW	Merrimount, Shelle	2/15/01
<u>Problem Detail</u> Lansing, Maureen	169.00	Having Black Scre OPEN	LOW	Jognu, Ravi T	3/14/01
<u>Problem Detail</u> Thomas, Michael E	172.00	Question on "Bits" OPEN	LOW	Walsh, Brian J	3/14/01
<u>Problem Detail</u> Tripper, Elssie P	277.00	How do you determi OPEN	MED	Bartlett, Joseph D	5/16/01
<u>Problem Detail</u> Rider, Barry R	304.00	computer RESOL	MED	Bartlett, Joseph D	5/16/01
<u>Problem Detail</u> Rider, Barry R	306.00	computer RESOL	MED	Bookie, Rider T	5/16/01
<u>Problem Detail</u> Tripper, Elssie P	308.00	ahmed RESOL	MED	Bookie, Rider T	5/16/01
<u>Problem Detail</u> Symth, Kendall R	309.00	computer RESOL	MED	Bookie, Rider T	5/16/01
<u>Problem Detail</u> Tripper, Elssie P	312.00	hard drive RESOL	MED	Brooks, Donald J	5/16/01
<u>Problem Detail</u>		computer modem			



Report ID: RCC1003

**PeopleSoft**  
HelpDesk Cases By Department

Page No. 1  
Run Date: 05/24/200  
Run Time: 9:51:05 PM

From Date

04/03/2

Thru Date

05/24/

Status

%

**Department**

**Number of Problem Reports**

**Business Unit**

**US300**

Human Resources

4

Marketing

2

Sales and Services

15

Western Sales Region

18

**Total Number**

**39**



Report ID: RCC\_3008

**PeopleSoft**  
Help Desk Cases By Priority

Page No. 1  
Run Date: 5/14/01  
Run Time: 3:10:36 PM

Date From: 1/1/01  
Priority: %

Date Thru: 1/1/02  
Status: %

<u>Priority</u>	<u>PR ID</u>	<u>Status</u>	<u>Department</u>	<u>Reported By</u>	<u>Date Created</u>	<u>Assigned To</u>
<u>Business Unit</u>	<b>US300</b>					
LOW	326.00	ENG	Field Service	Bronte,Anne	5/11/01	Thomas,Michael E
LOW	346.00	ENG	Field Service	Bronte,Anne	5/11/01	Thomas,Michael E



HelpDesk HDPROBTYPE

PeopleSoft  
Help Desk Cases By Problem Type

Page No. 1  
Run Date: 05/24/200  
Run Time: 12:47:06 AM

Date Created From: 04/03/ Date Closed Thru 05/24/  
Business Unit: US300 Problem Type: %  
Priorities: % Status: %

<u>CASE TYPE</u>	<u>CASE ID</u>	<u>PRIORITY</u>	<u>STATUS</u>	<u>NAME</u>	<u>DATE CREATED</u>	<u>ASSIGNED TO</u>
<u>BUSINESS UNIT</u>	US300					
QUEST <u>SUMMARY</u> Computer hangs while running a	145.00	LOW	RESOL	Davies,Susan D	07/10/2000	Thomas,Micha
QUEST <u>SUMMARY</u> Question on Upgrading Memory	170.00	MED	RESOL	Gardner,Shirley M	03/14/2001	Tripper,Elssie
QUEST <u>SUMMARY</u> Receiving error message, "Perso	171.00	MED	RESOL	Klein,Alexa J	03/14/2001	Tripper,Elssie
QUEST <u>SUMMARY</u> How do you determine the speed	172.00	MED	RESOL	Walsh,Brian J	03/14/2001	Tripper,Elssie
QUEST <u>SUMMARY</u> ahmed computer	314.00	MED	RESOL	Bailey,Melonie D	05/23/2001	Tripper,Elssie
QUEST <u>SUMMARY</u> ahmed computer	315.00	MED	RESOL	Bookie,Rider T	05/23/2001	Tripper,Elssie
QUEST <u>SUMMARY</u> ahmed computer	317.00	MED	RESOL	Carver,Julie T	05/23/2001	Tripper,Elssie
QUEST <u>SUMMARY</u> Computer hangs while running a	323.00	LOW	RESOL	Bailey,Melonie D	05/23/2001	Thomas,Micha



Report ID: RCC1006

PeopleSoft  
Help Desk Cases By Status

Page No. 1  
Run Date: 05/24/200  
Run Time: 1:40:09 AM

From Date 04/03/2000 Thru Date 05/24/2001

		Case Status	Number Of Problem Reports
Business Unit:	US300		
		CUST	10
		ENG	1
		OPEN	53
		RESOL	24
		RMA	1
		ROPEN	2
		RSRCH	4
Total Number of Problems Reported for Business Unit:		US300	95



Report ID: HDBYCATEYDET  
05/24/200

PeopleSoft  
Help Desk Cases By  
Type/Category/Detail

Page No. 1  
Run Date:

Run Time: 1:53:56

AM

Unit	Category	Type	Detail	Case	Created	Name	Status	Summary	Description
<b>US300</b>									
US300 running				232.0	05/23/2	Bailey,Melonie D	RESOL	Computer hangs while running	Computer hangs while a program
US300 Upgrading				142.0	07/10/2	Harrison,Robert M	OPEN	Need Instructions Upgrading M	Need Instructions
98									
US300 Settings				150.0	09/12/2	Davies,Susan D	CUST	Cannot see proper image	Cannot see proper image
US300 Settings				149.0	09/12/2	Harris,Ben M	CUST	Question on Display Settings fo	Question on Display
US300 Printer				166.0	02/15/2	Lewis,Alicia M	OPEN	How to map a Network Printer	How to map a Network
US300 running				158.0	02/15/2	Bartlett,Joseph D	OPEN	Computer hangs while running	Computer hangs while a program
US300 "Bytes"				146.0	07/10/2	Zigardo,Marion J	CUST	Question on Payroll	Question on Payroll
US300 "Bytes"				152.0	09/12/2	Harris,George H	CUST	Display Settings not working	Display Settings not working
US300 "Bytes"				169.0	03/14/2	Jognu,Ravi T	OPEN	Question on "Bits" and "Bytes"	Question on "Bits" and
US300 ups all				144.0	07/10/2	Carver,Amed T	OPEN	Computer System lock-ups all th	- Personal Computer Computer System lock-
US300 problem				168.0	02/15/2	Merrimount,Shelley L	OPEN	Having Black Screen problem	the time. Having Black Screen
US300 Windows				155.0	12/13/2	Chow,Bernard J	CUST	Blank screen on the monitor	Blank screen on the monitor
US300 Windows				159.0	02/15/2	Chow,Bernard J	OPEN	Upgrading Microsoft Windows 9	Upgrading Microsoft
95 or Windows 3.1 to									
US300				151.0	09/12/2	Johanssen,John A	CUST	Question on Self Test on printer	98 on Personal Computer Question on Self Test on printers.
US300				161.0	02/15/2	Holmes,Francine K	OPEN	How to clear copier/scanner ja	How to clear copier/scanner jams for Copiers
US300				163.0	02/15/2	Holmes,Francine K	OPEN	Printer jamming	Printer jamming
<b>HW</b>									
US300 disk	HW			148.0	07/10/2	Davies,Susan D	CUST	Having problem with my disk	Having problem with my
US300 new	HW			153.0	09/12/2	Davies,Susan D	CUST	Machine hangs when a new appli	Machine hangs when a
US300 playing	HW			154.0	09/12/2	Davies,Susan D	RSRCH	Computer hangs while playing	application is started Computer hangs while
US300 settings	HW			167.0	02/15/2	Warner,Sharon J	OPEN	Cannot change display settings	a game Cannot change display
US300 difference	HW			165.0	02/15/2	Orellana,Mason D	ENG	What is the major difference in	What is the major
US300	HW			156.0	12/13/2	Klein,Alexa J	RSRCH	Computer hangs when a program	in "Bits" and "Bytes" in a Personal Computer? Computer hangs when a

PeopleSoft Proprietary and Confidential



Report ID: HDBYCATEYDET  
05/24/200

PeopleSoft  
Help Desk Cases By

Page No. 1  
Run Date:

Type/Category/Detail

Run Time: 1:53:56

AM

<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>	<u>Description</u>
the									program is selected from
US300	HW			162.0	02/15/2	Klein,Alexa J	OPEN	Computer hangs as soon as a ga	Start Menu
as a									Computer hangs as soon
									game CD is inserted.
US300	HW		RC	160.0	02/15/2	Harrison,Robert M	CUST	Error Message "System has low	Error Message "System has
			RC					low resources"	low resources"
US300	HW		RC	157.0	12/13/2	Gardner,Gayle M	OPEN	Need instructions on how to up	Need instructions on how to
									upgrade Win 95 to Win 98
			DESK						
			DAMG						
US300	HW		DESK DAMG	320.0	05/23/2	Bailey,Melonie D	RESOL	computer	computer
US300	HW		DESK DAMG	343.0	05/23/2	Harrison,Robert M	OPEN	Modem lights flashing but nothi	Modem lights flashing but
									nothing else happening
US300	HW		DESK DAMG	348.0	05/23/2	Harrison,Robert M	OPEN	not working	not working
US300	HW		DESK DAMG	349.0	05/23/2	Harrison,Robert M	RESOL	trst case 3	trst case 3
US300	HW		DESK DAMG	350.0	05/23/2	Harrison,Robert M	OPEN	problem	problem
US300	HW		DESK DAMG	145.0	07/10/2	Davies,Susan D	RESOL	Computer hangs while running	Computer hangs while
running									
			RETRN						a program
US300	HW		DESK RETRN	314.0	05/23/2	Bailey,Melonie D	RESOL	ahmed computer	ahmed computer
US300	HW		DESK RETRN	317.0	05/23/2	Carver,Julie T	RESOL	ahmed computer	ahmed computer
US300	HW		DESK RETRN	147.0	07/10/2	Davies,Susan D	OPEN	Intel hardware	Intel hardware
US300	HW		DESK RETRN	172.0	03/14/2	Walsh,Brian J	RESOL	How do you determine the speed	How do you determine
the									speed of the Drive.
US300	HW		DESK RETRN	170.0	03/14/2	Gardner,Shirley M	RESOL	Question on Upgrading Memory	Question on Upgrading
Memory									
US300	HW		DESK RETRN	315.0	05/23/2	Bookie,Rider T	RESOL	ahmed computer	on ITN Computers
US300	HW		DESK RETRN	171.0	03/14/2	Klein,Alexa J	RESOL	Receiving error message, "Pers	ahmed computer
									Receiving error message,
									"Personal Computer display
									correct?"
			SW						
US300	SW			164.0	02/15/2	McGuire,William J	RSRCH	How to upgrade from Win 3.1 to	How to upgrade from Win
3.1									to Win 98

Grand Total:



Report ID: RCC1008

PeopleSoft  
Help Desk Case Information  
2:01:23 AM

Page No. 1  
Run Time: Run Date:  
05/24/20

From Date	05/24/200	Thru Date	
From Case Nbr	1	To Case Nbr	999999999999
Reported By	%	Assigned To	620
Created By	2000-04-03		

Problem Report ID:	314.00	Assigned ID :	590
Department ID:	KC001	Assigned To :	ElssieTripper
Department Name:	Human Resources		
Reported By :	Bailey,Melonie D	Priority :	MED
		Status :	RESOL
Subject :	ahmed computer		
Problem Descr :	ahmed computer		
Comments :			
Creation Date :	05/23/2001 1:02:	Created By :	Perry,David L

#### Notes

	Seq No	Subject	Date Entered	Entered By
Note Attachments	1	testing notes for its 1	05/23/2001 1:0	Perry,David L
	1	excel	05/23/2001 1:0	Magic

#### Action History

##### Seq No

1 Old Value:  
New Value:

#### Action History

##### Seq No

2 Old Value:  
New Value:

#### Action History

##### Seq No

3 Old Value:  
New Value: Open - New

#### Action History

##### Seq No

4 Old Value:  
New Value: Medium

#### Action History

##### Seq No

5 Old Value:  
New Value:

#### Action History

##### Seq No

6 Old Value:  
New Value: Open - New  
Closed - Resolved



Report ID: RCC1008

PeopleSoft  
Help Desk Case Information  
2:01:23 AM

Page No. 1  
Run Time: Run Date:  
05/24/20

<b>From Date</b>	05/24/200	<b>Thru Date</b>	
<b>From Case Nbr</b>	<b>Business Unit</b> 1	<b>To Case Nbr</b>	999999999999
<b>Reported By</b>	%	<b>Assigned To</b>	620
	<b>Created By</b>	2000-04-03	
	End of Case	<b>314.00</b>	



Report ID: RCC1008

PeopleSoft  
Help Desk Case Information  
2:01:23 AM

Page No. 1  
Run Time: Run Date:  
05/24/20

From Date	05/24/200	Thru Date	
From Case Nbr	1	To Case Nbr	999999999999
Reported By	%	Assigned To	620
Created By			2000-04-03

Problem Report ID:	315.00	Assigned ID :	590
Department ID:	KU014	Assigned To :	ElssieTripper
Department Name:	Sales and Services		
Reported By :	Bookie,Rider T	Priority :	MED
		Status :	RESOL
Subject :	ahmed computer		
Problem Descr :	ahmed computer		
Comments :			
Creation Date :	05/23/2001 1:05:	Created By :	Perry,David L

#### Notes

Seq No	Subject	Date Entered	Entered By
--------	---------	--------------	------------

#### Note Attachments

Action History	Seq No		
	1	Old Value:	
		New Value:	
Action History	Seq No		
	2	Old Value:	
		New Value:	Re - Opened
Action History	Seq No		
	3	Old Value:	
		New Value:	Medium
Action History	Seq No		
	4	Old Value:	Re - Opened
		New Value:	Closed - Resolved

End of Case 315.00



Report ID: RCC1008

PeopleSoft  
Help Desk Case Information  
2:01:23 AM

Page No. 1  
Run Time: Run Date:  
05/24/20

From Date	05/24/200	Thru Date	
From Case Nbr	1	To Case Nbr	999999999999
Reported By	%	Assigned To	620
Created By			2000-04-03

Problem Report ID:	317.00	Assigned ID :	590
Department ID:	KC001	Assigned To :	ElssieTripper
Department Name:	Human Resources		
Reported By :	Carver,Julie T	Priority :	MED
		Status :	RESOL
Subject :	ahmed computer		
Problem Descr :	ahmed computer		
Comments :			
Creation Date :	05/23/2001 1:16:	Created By :	Perry,David L

#### Notes

Seq No	Subject	Date Entered	Entered By
--------	---------	--------------	------------

#### Note Attachments

Action History	Seq No		
	1	Old Value:	
		New Value:	
Action History	Seq No		
	2	Old Value:	
		New Value:	Open - New
Action History	Seq No		
	3	Old Value:	
		New Value:	Medium
Action History	Seq No		
	4	Old Value:	Open - New
		New Value:	Closed - Resolved

End of Case 317.00



Report ID: RCC1008

PeopleSoft  
Help Desk Case Information  
2:01:23 AM

Page No. 1  
Run Time: Run Date:  
05/24/20

From Date	05/24/200	Thru Date	
From Case Nbr	1	To Case Nbr	999999999999
Reported By	%	Assigned To	620
Created By			2000-04-03

Problem Report ID:	323.00	Assigned ID :	620
Department ID:	KC001	Assigned To :	MichaelThomas
Department Name:	Human Resources		

Reported By :	Bailey,Melonie D	Priority :	LOW
		Status :	RESOL

Subject :	Computer hangs while running a program
Problem Descr :	Computer hangs while running a program

Comments :	
Creation Date :	05/23/2001 2:51: Created By : Perry,David L

#### Notes

Seq No	Subject	Date Entered	Entered By
--------	---------	--------------	------------

#### Note Attachments

#### Action History

Seq No	
1	Old Value: 145 New Value: 323

End of Case 323.00



Report ID: RCC1008

PeopleSoft  
Help Desk Case Information  
2:01:23 AM

Page No. 1  
Run Time: Run Date:  
05/24/20

<b>From Date</b>	05/24/200	<b>Thru Date</b>	
<b>From Case Nbr</b>	<b>Business Unit</b> 1	<b>To Case Nbr</b>	999999999999
<b>Reported By</b>	%	<b>Assigned To</b>	620
	<b>Created By</b>		2000-04-03

End of Business Unit      **US300**



Report ID: RCC1008

PeopleSoft  
Help Desk Case Information  
2:01:23 AM

Page No. 1  
Run Time: Run Date:  
05/24/20

<b>From Date</b>	05/24/200	<b>Thru Date</b>	
<b>From Case Nbr</b>	<b>Business Unit</b> 1	<b>To Case Nbr</b>	999999999999
<b>Reported By</b>	%	<b>Assigned To</b>	620
<b>Created By</b>	2000-04-03		

End of Report



Report ID: RCC1009

PeopleSoft  
Help Desk Case Category By Agent Report

Page No. 1  
Run Date: 06/01/200  
Run Time: 12:47:13 PM

**FROM DATE** 04/03/2000 **THRU DATE** 06/01/2001

**Business Unit: US300**

Assigned To	Name	Date	Status	Case Count
590	Tripper,Elssie P	05/29/2001	CLOSED	1
592	Symth,Kendall R	05/30/2001	CLOSED	2
620	Thomas,Michael E	05/29/2001	CLOSED	2
<b>Total Cases for Business Unit: US300</b>				<b>5</b>
<b>Grand Total:</b>				<b>5</b>



Report ID: RC\_CLOSEBYAGENT

PeopleSoft  
HelpDesk Time To Close By Agent

Page No. 1

Run Date: 5/9/01  
Run Time: 7:54:01 AM

**Business Unit:** US300  
**Assigned To** 622

**From Date** 5/1/01

**Thru Date** 5/9/01

**Resolved By** Chow,Bernard

<u>Resolved By</u>	<u>Priority</u>	<u>Num Cases</u>	<u>Time to Close</u>	<u>Ave Time to Close</u>	<u>Ave Days to Close</u>
Rider,Barry	MED	1.00	24.00	24.00	1.00
Rider,Barry	MED	1.00	48.00	48.00	2.00
Rider,Barry	MED	1.00	24.00	24.00	1.00
Rider,Barry	MED	1.00	24.00	24.00	1.00
Thomas,Mic	MED	1.00	24.00	24.00	1.00
Thomas,Mic	MED	1.00	24.00	24.00	1.00
Thomas,Mic	MED	1.00	24.00	24.00	1.00
Lansing,Mau	LOW	1.00	7,248.00	7,248.00	302.00
Chow,Bernar	MED	1.00	24.00	24.00	1.00
Chow,Bernar	MED	1.00	24.00	24.00	1.00
Chow,Bernar	MED	1.00	24.00	24.00	1.00
Chow,Bernar	MED	1.00	24.00	24.00	1.00
Chow,Bernar	MED	1.00	24.00	24.00	1.00



Report ID: RC\_CLOSEBYAGENT

PeopleSoft  
HelpDesk Time To Close By Agent

Page No. 1

Run Date: 5/9/01  
Run Time: 7:54:01 AM

**Business Unit:** US300  
**Assigned To** 622  
**Resolved By** Chow,Bernard

**From Date** 5/1/01  
**Thru Date** 5/9/01

<u>Resolved By</u>	<u>Priority</u>	<u>Num Cases</u>	<u>Time to Close</u>	<u>Ave Time to Close</u>	<u>Ave Days to Close</u>
Chow,Bernar	MED	1.00	24.00	24.00	1.00
Chow,Bernar	MED	1.00	0.00	0.00	0.00
		15.00	7,584.00	7,584.00	316.00



AM

Report ID: RCCHDEMP

PeopleSoft  
Help Desk Case By Employee

Page No. 1  
Run Time: 2:09:45  
Run Date: 05/24/200

From Date: 04/03/2000 Thru Date: 05/24/2001  
Business Unit: US300 Status: %

NUMBER OF PROBLEM  
REPORTS

Employee Name

BUSINESS UNIT US300

Bailey,Melonie D	3.00
Carver,Julie T	1.00
Harrison,Robert M	6.00
Davies,Susan D	6.00
Warner,Sharon J	1.00
Harris,Ben M	1.00
Lewis,Alicia M	1.00
Bartlett,Joseph D	1.00
Zigardo,Marion J	1.00
Walsh,Brian J	1.00
Orellana,Mason D	1.00
Gardner,Shirley M	1.00
Harris,George H	1.00
Bookie,Rider T	1.00
Jognu,Ravi T	1.00
Carver,Amed T	1.00
Gardner,Gayle M	1.00
McGuire,William J	1.00
Merrimount,Shelley L	1.00
Chow,Bernard J	2.00
Klein,Alexa J	3.00
Johanssen,John A	1.00
Holmes,Francine K	2.00

US300

Grand Total:

39.00  
39.00



Report ID: RCC1012

PeopleSoft  
Help Desk Case By Business Process Report  
From Date 04/03/2000 Thru Date 05/24/2001

Page No. 1  
Run Date: 05/24/20  
Run Time: 2:14:32 AM

Business Unit US300

Business Process Descr	Case Count
Change Computer	3
Business Project 6	1
Email Notification	3
Worklist Notification	1
Total Cases By Business Processes For US300	8



Report ID: RCC\_3007

PeopleSoft  
Agreement Type Statistics Report

Page No. 1  
Run Date: 5/16/01  
Run Time: 2:31:34 PM

Date From 1/1/01 Date Thru 1/1/02  
For Setid CRM01 Agreement Type %

Agreement Template Close	Number of Agreements In Hours	Case Volume	Average Time to Close	In Days	Average Time To
	1.00	67.00	730.00	10.00	



Report ID: RCC2001

PeopleSoft  
Case Information

Page No. 1  
Run Date: 5/9/01  
Run Time: 10:05:56 AM

Business Unit: US300

From Date: 5/1/01 Thru Date: 5/9/01  
From Case Nbr 14.00 To Case Nbr: 557.00  
Reported By: % Assigned To: 591  
Created By: %

CASE\_ID: 276.00

Customer ID: 313  
Customer Name: MD Engineer Assigned To: 2221 CharlotteBronte  
Customer Contact: Bandy,Suja Product ID: SR1021

Priority: MED Product: ITN Intel Pentium PC  
Status: RESOL

Problem Summary: Computer  
Problem Descr: Computer  
Comments:

Creation Date: 5/4/01 4:55:54PM Created By: Magic Bandy,Sujay

Note	Seq Nbr	Subject	Date Entered	Entered By
------	---------	---------	--------------	------------

Attachment(s)

#### Action History

##### Seq Num

1.00	Old_Value:	
	New_Value:	User Misunderstanding
2.00	Old_Value:	
	New_Value:	OPEN
3.00	Old_Value:	OPEN
	New_Value:	ROPEN
4.00	Old_Value:	ROPEN
	New_Value:	RESOL
5.00	Old_Value:	ROPEN
	New_Value:	RESOL
6.00	Old_Value:	RESOL
	New_Value:	ROPEN
7.00	Old_Value:	ROPEN
	New_Value:	RESOL
8.00	Old_Value:	ROPEN
	New_Value:	RESOL



Report ID: Case By Age  
Report

PeopleSoft

Page No. 1

From Date  
Priorities  
Business Unit

Case By Age Report  
1/1/02 Thru Date  
MED Case Status  
US200 Customer Name

1/1/01  
OPEN  
Tomas Santiago

5/15/01 11:48:50 AM  
Run Date: Run Time:

Customer Name	Case	Priority	Status	Case Type	Contact	Assigned To
Business Unit	US200					
Creation Date	3/5/01					
Customer Name	Health Concious.com					
Case ID	140.00					
1/1/02	Health Concious.com	140.00	MED	OPEN	QUEST	Sanchez,Gabriel
Steps to remove strange odor on the outside of the refrigerator. What is i	1/1/01					
Subject	Steps to remove strange odor on the outside of t					
Customer Name	Lakeview Community College					
Case ID	141.00					
1/1/02	Lakeview Community College	141.00	MED	OPEN	QUEST	Chase,John
Removing frost build-up on the inside of the Freezer.	1/1/01					
Subject	Removing frost build-up on the inside of the F					
Creation Date	4/11/01					
Customer Name	MMA Property Management Group					
Case ID	2.00					
1/1/02	MMA Property Management Grou	2.00	MED	OPEN	QUEST	Albright,Fred
Dishwasher is not cleaning the dishes properly	1/1/01					
Subject	Dishwasher is not cleaning the dishes properly					
Case ID	116.00					
1/1/02	MMA Property Management Grou	116.00	MED	OPEN	QUEST	Johnson,Barb
Problem with the Dishwasher Cycle	1/1/01					
Subject	Problem with the Dishwasher Cycle					
Customer Name	Savannah Lee					
Case ID	1.00					
1/1/02	Savannah Lee	1.00	MED	OPEN	QUEST	Lee,Savannah
The Ice Maker is broken.	1/1/01					
Subject	The Ice Maker is broken.					



Report ID: Case By Age  
Report

PeopleSoft

Page No. 1

From Date  
Priorities  
Business Unit

1/1/02  
MED  
US200

Case By Age Report

Thru Date  
Case Status  
Customer Name

1/1/01

OPEN  
Tomas Santiago

5/15/01 11:48:50 AM  
Run Date: Run Time:

Customer Name	Case	Priority	Status	Case Type	Contact	Assigned To
Customer Name	Sparkle Clean Laundromats					
Case ID	3.00					
1/1/02	Sparkle Clean Laundromats	3.00	MED	OPEN	QUEST	Boyd,Jimmy
Air Conditioner is not cooling the room1/1/01						
Subject	Air Conditioner is not cooling the room					
Customer Name	Tomas Santiago					
Case ID	5.00					
1/1/02	Tomas Santiago	5.00	MED	OPEN	QUEST	Santiago,Tomas
Cleaning the Dish Washer 1/1/01						
Subject	Cleaning the Dish Washer					



Report ID: RC\_CASESBYAGENT

PeopleSoft  
Cases By Agent Report

Page No. 1  
Run Date: 5/14/01  
Run Time: 5:56:20 PM

From Date Business Unit		1/1/4		Thru Date Assigned To		1/1/4	
Person ID	Assigned To	Number Created	Number closed	Percentage Closed	AverageTimeToClose in Days	Average time to close in hrs	
		0.00	1.00	0.00	92.00	20.00	
		0.00	1.00	0.00	0.00	0.00	
		0.00	1.00	0.00	0.00	0.00	
		0.00	1.00	0.00	0.00	0.00	



Report ID: RC\_CASEBYCUSTOMER

PeopleSoft  
Case By Customer ReportPage No. 1  
Run Date: 5/15/01

Run Time: 12:12:46 PM

From Date: 1/1/01 Thru Date: 1/1/02

Business Unit: US200 Priorities %  
Status % Cust Type 1

<u>Case Id</u>	<u>Priority</u>	<u>Status</u>	<u>CaseType</u>	<u>Contact</u>	<u>DateCreated</u>	<u>Assigned To</u>
<b>Business Unit: US200</b>						
<b><u>Cust Name</u> Health Concious.com</b>						
140.00	MED	OPEN	Question	Sanchez,Gabrielle	3/5/01	Pine,Teresa P
<b><u>Subject</u></b>	Steps to remove stran					
<b><u>Cust Name</u> Lakeview Community College</b>						
141.00	MED	OPEN	Question	Chase,John	3/5/01	Orellana,Mason D
<b><u>Subject</u></b>	Removing frost build					
<b><u>Cust Name</u> MMA Property Management Group</b>						
2.00	MED	OPEN	Question	Albright,Fred	4/11/01	Pine,Teresa P
<b><u>Subject</u></b>	Dishwasher is not cl					
116.00	MED	OPEN	Question	Johnson,Barb	4/11/01	Orellana,Mason D
<b><u>Subject</u></b>	Problem with the Di					
<b><u>Cust Name</u> Savannah Lee</b>						
1.00	MED	OPEN	Question	Lee,Savannah	4/11/01	Orellana,Mason D
<b><u>Subject</u></b>	The Ice Maker is br					
<b><u>Cust Name</u> Sparkle Clean Laundromats</b>						
3.00	MED	OPEN	Question	Boyd,Jimmy	4/11/01	Orellana,Mason D
<b><u>Subject</u></b>	Air Conditioner is n					
<b><u>Cust Name</u> Tomas Santiago</b>						
5.00	MED	OPEN	Question	Santiago,Tomas	4/11/01	Perry,David L
<b><u>Subject</u></b>	Cleaning the Dish					



Report ID: RCC2005

PeopleSoft  
Cases By Priority Report

Page No. 1  
Run Date: 5/9/01  
Run Time: 11:33:51 AM

Business Unit: US300

Priority	Status	Customer Name	<u>From Date</u>	<u>Thru Date</u>	Case ID	Case Type	Date Created
LOW	CUST	MD Engineering	5/1/01	5/9/01			
		Subject Problem with hard drive			374	DOC	5/7/01
MED	OPEN	MD Engineering					
		Subject Problem with computer hard drive			340	MIS	5/7/01
		Subject Test BP manual transitions			345	MIS	5/7/01
		Subject Problem with hard drive			380	MIS	5/7/01
		Subject assf			398	MIS	5/7/01
		Subject Test email notification			464	MIS	5/7/01
		Subject Test BP email and WF			465	MIS	5/7/01
		Subject dsfdsfsdfsd			466	MIS	5/8/01
		Subject c			471	MIS	5/8/01
		Subject Computer			482	MIS	5/8/01
		Subject Computer			483	MIS	5/8/01
		Subject a			493	MIS	5/8/01
		Subject test			535	MIS	5/8/01
		Subject Test email 3:18 pm - BP			537	MIS	5/8/01



Report ID: RCC2005

PeopleSoft  
Cases By Priority Report

Page No. 1  
Run Date: 5/9/01  
Run Time: 11:33:51 AM

Business Unit: US300

	<u>From Date</u>	5/1/01	<u>Thru Date</u>	5/9/01
<b>Subject</b> Test email bp - 3:20pm aprox	538	MIS	5/8/01	
<b>Subject</b> Test WL aprox 4:08 PM - BP	543	MIS	5/8/01	
<b>Subject</b> Test wf and email - bp	550	MIS	5/8/01	
<b>Subject</b> TEST	555	MIS	5/8/01	
<b>Subject</b> Automated Test	556	MIS	5/8/01	
<b>Subject</b> test sry	568	MIS	5/9/01	
<b>Subject</b> Computer	569	MIS	5/9/01	
<b>Subject</b> test	572	MIS	5/9/01	
<b>MD Engineering</b>				
<b>Subject</b> Computer	276	MIS	5/4/01	
<b>Subject</b> Test BP	285	MIS	5/4/01	
<b>Subject</b> Test BP	286	MIS	5/4/01	
<b>Subject</b> Computer	441	MIS	5/7/01	
<b>Subject</b> Computer	442	MIS	5/7/01	
<b>Subject</b> TEST	489	MIS	5/8/01	
<b>Subject</b> Test BP	492	MIS	5/8/01	
	573	MIS	5/9/01	



Report ID: RCC2005

PeopleSoft  
Cases By Priority Report

Page No. 1  
Run Date: 5/9/01  
Run Time: 11:33:51 AM

Business Unit: US300

Subject	test	<u>From Date</u>	5/1/01	<u>Thru Date</u>	5/9/01
End of Business Unit		US300			



From Date  
Subject

Thru Date

Report ID: RCC2006

PeopleSoft  
Case By Product

Run Date: 5/15/01

Run Time: 12:47:46 PM

From Date 1/1/01 To  
Case Status %  
Business Unit  
Priority U  
Status

Thru Date 1/1/02  
Product ID %

Product ID	Case ID	Priority	U Status	Type	Contact	DateCreated	Assigned
Business Unit	US200						
Product	SR1001			6600 BTU R			
	3.00	MED	OPEN	Question	Boyd,Jimmy	4/11/01	Orellana,Mason D
Subject							
Product	SR1010			26.7 cu. Ft			
	140.00	MED	OPEN	Question	Sanchez,Gabrie	3/5/01	Pine,Teresa P
Subject							
Product	SR1011			21.6 cu. Ft			
	1.00	MED	OPEN	Question	Lee,Savannah	4/11/01	Orellana,Mason D
Subject							
Product	SR1015			24 in. Dish			
	2.00	MED	OPEN	Question	Albright,Fred	4/11/01	Pine,Teresa P
Subject							
	116.00	MED	OPEN	Question	Johnson,Barb	4/11/01	Orellana,Mason D
Subject							
Product	SR1016			24 in. Dish			
	5.00	MED	OPEN	Question	Santiago,Toma	4/11/01	Perry,David L
Subject							
Product	SR1019			22.8 cu. Ft			
	141.00	MED	OPEN	Question	Chase,John	3/5/01	Orellana,Mason D
Subject							
				Removing frost build-up on			



Report ID: RCC2007

PeopleSoft

Cases By Type Report

Page No. 1  
Run Date: 5/9/01  
Run Time: 1:33:01 PM

Business Unit: US300  
From Date: 5/1/01 Thru Date: 6/1/01

Case Type	Case ID	Priority	Satus	Contact	Date Created	Assigned To
Misunderst and	283	MED	RESOL	Chai,Susan	5/4/01	Thomas,Michael E
		Subject:	Computer			
	298	MED	RESOL	Bulmer,Chris	5/6/01	Symth,Kendall R
		Subject:	Problem with Computer Hard driv			
	299	MED	RESOL	Chai,Susan	5/6/01	Symth,Kendall R
		Subject:	Problem with Computer Modem			
	300	MED	RESOL	Chai,Susan	5/6/01	Symth,Kendall R
		Subject:	Problem with Computer Hard driv			
	302	MED	RESOL	Chai,Susan	5/6/01	Thomas,Michael E
		Subject:	Problem with Computer Hard Dri			
	305	MED	RESOL	Chai,Susan	5/6/01	Thomas,Michael E
		Subject:	Problem with computer modem			
	322	MED	RESOL	Chai,Susan	5/6/01	Thomas,Michael E
		Subject:	Problem with the computer hard d			
	324	MED	RESOL	Chai,Susan	5/6/01	Tripper,Elssie P
		Subject:	Problem with computer hard drive			

End of Business Unit US300



Report ID: RCC2008

PeopleSoft  
Cases Reopened and Closed Report

Page No. 1  
Run Date: 5/16/01  
Run Time: 12:29:10 PM

From Date 5/1/01 Thru Date 5/15/01

**Business Unit :** US200

Date	Case Type	# of Cases By Type
1/10/01	CLOSED	1
5/11/01	CLOSED	19
5/14/01	CLOSED	6
Total for BU	US200	26



Report ID: RCC2008

PeopleSoft  
Cases Reopened and Closed Report

Page No. 1  
Run Date: 5/16/01  
Run Time: 12:29:10 PM

From Date 5/1/01 Thru Date 5/15/01

**Business Unit :** US300

Date	Case Type	# of Cases By Type
4/17/01	CLOSED	1
5/11/01	CLOSED	7
Total for BU	US300	8



Report ID: RCC2009

**PeopleSoft  
Employee Report**

Page No. 1  
Run Date: 06/01/200  
Run Time: 2:58:56 PM

**From Date:** 01/01/2001    **Thru Date:** 01/01/2002

**Business Unit:** US200

<u>Name</u>	<u>Location</u>	<u>Department</u>	<u>Phone</u>	<u>Ext</u>	<u>E-Mail</u>
Smyth,Ebrima T	Oklahoma	Customer Service	925/694-2399		Gayle_Martin@peoplesoft.com

*PeopleSoft Proprietary and Confidential*



Report ID: RCC2012

**PeopleSoft**  
Solutions Report

Page No: 1  
Run Date: 5/17/01  
Run Time: 4:09:10 PM

Date From: 1/1/01  
Business Unit: US200

Date To: 1/1/02  
Assigned To: %

**Assigned To**  
Thomas,Teri

**Total Solutions  
Written**  
2

**Total Cases linked  
to Solutions**  
6



PeopleSoft

Report ID: RCC\_3006

Support Agreement Dates

Page No. 1  
Run Date: 5/9/01  
Run Time: 2:44:18 PM

Business Unit US300

Customer	Start Date	End Date	Most Recent Case Date
US300 314	6/1/00	6/1/01	5/8/01



PeopleSoft

Report ID: RCC\_3006

Support Agreement Dates

Page No. 1  
Run Date: 5/9/01  
Run Time: 2:44:18 PM

Business Unit US300

Customer	Start Date	End Date	Most Recent Case Date
----------	------------	----------	-----------------------



Report ID: RCTOPSOL  
5/9/01

PeopleSoft

Page No. Run Date: 1

Run Time: 2:51:35 PM

Top Solutions Report

Count	<u>Solution ID</u>	<u>Solution Date</u>	<u>From Date:</u> 5/1/01 <u>Product ID</u>	<u>Thru Date:</u> 6/1/01 <u>Product</u>	<u>Summary</u>
0	159	5/8/01 3:28:22	10028	ATC Modem, 56K Exter	Upgrading Memory on ITN Computers
0	159	5/8/01 3:28:22	10051	ATC Modem, 56K Intern	Upgrading Memory on ITN Computers
0	159	5/8/01 3:28:22	SR1022	ITN Intel Pentium PC	Upgrading Memory on ITN Computers
0	159	5/8/01 3:28:22	SR1023	ITN Intel Pentium PC w	Upgrading Memory on ITN Computers
0	159	5/8/01 3:28:22	SR1024	ITN Intel Celeron PC w	Upgrading Memory on ITN Computers
0	159	5/8/01 3:28:22	SR1025	ITN Notebook PC Penti	Upgrading Memory on ITN Computers
0	159	5/8/01 3:28:22	SR1026	ITN Notebook PC Pent	Upgrading Memory on ITN Computers
0	153	5/7/01 6:26:48	SR1022	ITN Intel Pentium PC	Fixing problems related to Computer hangs while runni
0	153	5/7/01 6:26:48	SR1023	ITN Intel Pentium PC w	Fixing problems related to Computer hangs while runni
0	153	5/7/01 6:26:48	SR1024	ITN Intel Celeron PC w	Fixing problems related to Computer hangs while runni
0	153	5/7/01 6:26:48	SR1025	ITN Notebook PC Penti	Fixing problems related to Computer hangs while runni
0	153	5/7/01 6:26:48	SR1026	ITN Notebook PC Pent	Fixing problems related to Computer hangs while runni