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# PeopleSoft CRM Solution Management Reports

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# CHAPTER 1

## PeopleSoft CRM Solution Management Reports

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

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

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### See Also

*Enterprise PeopleTools 8.50 PeopleBook: PeopleSoft Process Scheduler*

*Enterprise PeopleTools 8.50 PeopleBook: Using PeopleSoft Applications*

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## PeopleSoft CRM Solution Management Reports: A to Z

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

### Solutions Usage

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

## Top Ten Solutions By Product

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

# Report Samples

Set ID: HTECH

From Date: 06/01/2000

Through Date: 06/01/2004

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



Report ID: RCC2014

**PeopleSoft**  
**Top Ten Solutions By Product**

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

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

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