
PeopleSoft CRM Call Center Reports

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CHAPTER 1

PeopleSoft CRM Call Center Reports

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

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

See Also

Enterprise PeopleTools 8.50 PeopleBook: PeopleSoft Process Scheduler

PeopleSoft CRM Call Center Reports: A to Z

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

This section discusses:

- PeopleSoft HelpDesk case reports.
Except for report *RCC2009*, all HelpDesk-specific report IDs start with *RCC1*
- PeopleSoft Support case reports.
All Support-specific report IDs start with *RCC2*.
- Solution reports (shared by both applications).
Solution report IDs start with *RCC2*.

Note. All reports in this appendix are Crystal reports. For most reports the query name and report name are the same. If the query name is different, it appears in the Report ID and Report Name column. Unless otherwise noted, the from date and through date for the cases included in a report refer to the case creation date.

PeopleSoft HelpDesk Reports

Report ID and Report Name	Description	Navigation	Run Control Page
RCC1002 HelpDesk Cases By Agent	This report categorizes cases according to the agents to whom the case is assigned. For each case, the report shows the case ID, status, priority, contact name, date created, and subject.	HelpDesk, Reports, Case By Agent, HelpDesk Case By Agent	RUN_RCC1002
RCC1003 HelpDesk Cases By Department	This report lists the departments that have reported cases. For each department, the report shows the number of cases reported.	HelpDesk, Reports, Case By Department, HelpDesk Case By Department	RUN_RCC1003
RCC1004 HelpDesk Cases By Priority (RC_CASES_BY_PRIORITY)	This report provides a list of cases ordered by priority and gives the total number of cases for each priority. For each case, the report shows the priority, case ID, status, department, reported by, date created, and assigned to agent.	HelpDesk, Reports, Case By Priority, HelpDesk Case By Priority	RUN_RCC1004
RCC1005 HelpDesk Cases By Type	This report provides a list of cases categorized and subtotaled by case type. For each case, the report shows the case ID, priority, status, caller name, date created, and assigned to.	HelpDesk, Reports, Case By Type, HelpDesk Case By Type	RUN_RCC1005
RCC1006 HelpDesk Cases By Status	This report lists case statuses and gives the number of cases with each status.	HelpDesk, Reports, Case By Status, HelpDesk Case By Status	RUN_RCC1006
RCC1007 HelpDesk Case By Category/Type/Detail (HDBYCATETYDET)	This report groups cases by category and provides the total number of cases for each category. For each case, the report shows the case ID, category, type, detail, creation date, caller name, status, and summary.	HelpDesk, Reports, Case By Category/Type/Detail, HelpDesk Case By Ctg/Type/Dtl	RUN_RCC1007
RCC1008 HelpDesk Case Information	This report provides detailed information for cases, including most of the data shown in the case component.	HelpDesk, Reports, Case Information, HelpDesk Case Information	RUN_RCC1008

Report ID and Report Name	Description	Navigation	Run Control Page
RCC1009 HelpDesk Cases Status By Agent	This report lists agents to whom cases have been assigned. For each agent, the report shows the agent's ID and name and the number of open cases for that agent in total and broken out by case status.	HelpDesk, Reports, Case Status By Agent, HelpDesk Case Status By Agent	RUN_RCC1009
RCC1010 HelpDesk Time To Close By Agent (RC_CLOSEBYAGENT)	This report lists agents who have been assigned cases. For each agent, the report shows the agent's ID and name, a list of the agent's closed cases, the total number of cases closed, and the average number of days to close. The case shows the case ID, priority, date opened, date closed, and days to close.	HelpDesk, Reports, Time To Close By Agent, HelpDesk Time To Close By Agent	RUN_RCC1010
RCC1011 HelpDesk Cases By Employee	This report lists employees who have reported cases. For each employee, the report shows the number of cases opened.	HelpDesk, Reports, Case By Employee, HelpDesk Case By Employee	RUN_RCC1011
RCC1012 HelpDesk Cases by Business Project	This report lists business projects that have been used in cases. For each business project, the report shows the number of cases where the business project was used.	HelpDesk, Reports, Case By Business Projects, HelpDesk Case By Business Projects	RUN_RCC1012
RCC2009 HelpDesk Employees With Case	This report lists employees who opened cases during the specified time period. For each employee, the report provides a name, location, department, telephone number with extension, and email address. No case information appears on this report.	HelpDesk, Reports, Employees with Case, HelpDesk Employees With Case	RUN_RCC2009

PeopleSoft Support Reports

Report ID and Report Name	Description	Navigation	Run Control Page
RCC2000 Agreement Type Statistics (RCC_3007)	This report provides statistics for agreements used during a specified date range, including the number of cases opened, the number of cases closed and the average time to close in days and in hours.	Support, Reports, Agreement Statistics, Agreement Statistics	RUN_RCC2000
RCC2001 Case Information	This report provides detailed information for cases, including most of the data shown in the case component.	Support, Reports, Support Case Information	RUN_RCC2001
RCC2002 Case by Age	This report categorizes cases by creation date and then by customer. For each case, the report shows the case ID, priority, status, case type, contact name, assigned to agent, and subject.	Support, Reports, Cases By Age	RUN_RCC2002
RCC2003 Case by Agent (RC_CASESBYAGENT)	This report lists agents to whom cases have been assigned. For each agent, the report shows the agent's name and the number of cases assigned to the agent, opened by the agent, and closed by the agent. The report also provides the average time to close (in days and hours) for cases that the agent closed.	Support, Reports, Cases By Agent, Case By Agent	RUN_RCC2003
RCC2004 Case by Customer	This report categorizes cases by customer. For each case, the report shows the case ID, priority, status, product ID, case type, contact name, date created, assigned to agent, and subject.	Support, Reports, Cases By Customer	RUN_RCC2004
RCC2005 Cases by Priority	This report categorizes cases by priority and status, then by customer. For each case, the report shows the case ID, case type, date created, and subject.	Support, Reports, Cases By Priority, Cases by Priority	RUN_RCC2005

Report ID and Report Name	Description	Navigation	Run Control Page
RCC2006 Case by Product	This report categorizes cases by product. For each case, the report shows the product ID, case ID, priority, status, case type, contact name, date created, assigned to agent, and subject.	Support, Reports, Cases By Product, Cases by Product	RUN_RCC2006
RCC2007 Cases by Type	This report categorizes cases by case type. For each case, the report shows the case ID, priority, status, contact name, date created, assigned to agent, and subject.	Support, Reports, Cases by Type, Cases By Type	RUN_RCC2007
RCC2008 Cases Reopened	This report lists cases that have been reopened. For each case, the report shows the case ID, the date the case was reopened, and the user who reopened the case. Note. This report requires that the Case Re-Opened policy be activated in the Predictive Analytics Framework definition.	Support, Reports, Cases Reopened, Cases Reopened	RUN_RCC2008
RCC2013 Support Agreement Usage	This report lists agreements that have been associated with cases. Agreements are categorized by customer. For each agreement, the report shows the agreement code, the start date, the end date, and the number of cases that are associated with that agreement.	Support, Reports, Support Agreement Dates, Support Agreement Dates	RUN_RCC2013

See Also

act, Automation Tools, Working with Active Analytics Framework

Solution Reports

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

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

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

Agent	Case ID	Status	Priority	Contact	Date Created
Lansing, Maureen J	142	OPEN	LOW	Harrison, Robert M	07/10/2000
	Problem Detail: Need Instructions Upgrading Microsoft Windows 95 or Windows 3.1 to Windows 98 on				
	169	OPEN	LOW	Jognu, Ravi T	03/14/2001
Problem Detail: Question on "Bits" and "Bytes" - Personal Computer					
Rider, Barry R	163	OPEN	LOW	Holmes, Francine K	02/15/2001
	Problem Detail: Printer jamming				
	167	OPEN	HIGH	Warner, Sharon J	02/15/2001
Problem Detail: Cannot change display settings					
Symth, Kendall R	157	OPEN	MED	Gardner, Gayle M	12/13/2000
	Problem Detail: Need instructions on how to upgrade Win 95 to Win 98				
	158	OPEN	LOW	Bartlett, Joseph D	02/15/2001
Problem Detail: Computer hangs while running a program					
Thomas, Michael E	168	OPEN	LOW	Merrimount, Shelley L	02/15/2001
	Problem Detail: Having Black Screen problem				

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

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

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

Tripper,Elssie P

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

Problem Detail: The screen display is not properly aligned

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

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

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

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

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

Problem Detail: How to map a Network Printer



Report ID: RCC1003

PeopleSoft

HelpDesk Cases By Department

Page No. 1

Run Date: 09/26/2001

Run Time: 3:37:30 PM

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

<u>Business Unit:</u>	<u>Department</u>	<u>Number of Problem Reports</u>
US300	Marketing	2
	Sales and Services	8
	Western Sales Region	6
Total Number		16



Report ID: RCC1004

PeopleSoft

Help Desk Cases By Priority

Page No. 1

Run Date: 09/26/2001

Run Time: 3:38:18 P

From Date: 09/07/1997

Priority: All

Thru Date: 09/28/2001

Status: All

Business Unit US300

Priority Case ID Status Department Reported By Date Created Assigned To

HIGH	155.00	CUST	Sales and Servic	Chow, Bernard J	12/13/2000	Symth, Kendall R
HIGH	167.00	OPEN	Western Sales R	Warner, Sharon J	02/15/2001	Rider, Barry R

Total # of Cases for Priority HIGH 2

LOW	142.00	OPEN	Western Sales R	Harrison, Robert M	07/10/2000	Lansing, Maureen J
LOW	145.00	ENG	Western Sales R	Davies, Susan D	07/10/2000	Thomas, Michael E
LOW	146.00	CUST	Western Sales R	Zigardo, Marion J	07/10/2000	Lansing, Maureen J
LOW	149.00	CUST	Western Sales R	Harris, Ben M	09/12/2000	Lansing, Maureen J
LOW	150.00	CUST	Western Sales R	Davies, Susan D	09/12/2000	Symth, Kendall R
LOW	151.00	CUST	Sales and Servic	Johanssen, John A	09/12/2000	Lansing, Maureen J
LOW	152.00	CUST	Sales and Servic	Harris, George H	09/12/2000	Rider, Barry R
LOW	154.00	RSRCH	Western Sales R	Davies, Susan D	09/12/2000	Tripper, Elissie P
LOW	156.00	RSRCH	Sales and Servic	Klein, Alexa J	12/13/2000	Rider, Barry R
LOW	158.00	OPEN	Western Sales R	Bartlett, Joseph D	02/15/2001	Symth, Kendall R
LOW	159.00	OPEN	Sales and Servic	Chow, Bernard J	02/15/2001	Tripper, Elissie P
LOW	160.00	CUST	Western Sales R	Harrison, Robert M	02/15/2001	Tripper, Elissie P
LOW	161.00	OPEN	Marketing	Holmes, Francine K	02/15/2001	Tripper, Elissie P
LOW	163.00	OPEN	Marketing	Holmes, Francine K	02/15/2001	Rider, Barry R
LOW	164.00	RSRCH	Sales and Servic	McGuire, William J	02/15/2001	Lansing, Maureen J
LOW	165.00	ENG	Sales and Servic	Orellana, Mason D	02/15/2001	Rider, Barry R
LOW	166.00	OPEN	Western Sales R	Lewis, Alicia M	02/15/2001	Tripper, Elissie P
LOW	168.00	OPEN	Sales and Servic	Merrimount, Shelley L	02/15/2001	Symth, Kendall R
LOW	169.00	OPEN	Sales and Servic	Jognu, Ravi T	03/14/2001	Lansing, Maureen J
LOW	172.00	OPEN	Western Sales R	Walsh, Brian J	03/14/2001	Thomas, Michael E

Total # of Cases for Priority LOW 20



Report ID: RCC1004

PeopleSoft

Help Desk Cases By Priority

Page No. 2

Run Date: 09/26/2001

Run Time: 3:38:18 P

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

Business Unit	Case ID	Status	Department	Reported By	Date Created	Assigned To
US300	147.00	OPEN	Western Sales R	Davies,Susan D	07/10/2000	Tripper,Elssie P
	153.00	CUST	Western Sales R	Davies,Susan D	09/12/2000	Rider,Barry R
	157.00	OPEN	Sales and Servic	Gardner,Gayle M	12/13/2000	Symth,Kendall R

Total # of Cases for Priority						MED	3
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From Date: 09/07/1997 Priorities: All
 Thru Date: 09/28/2001 Status: All

Business Unit: US300

<u>Case ID</u>	<u>Priority</u>	<u>Status</u>	<u>Name</u>	<u>Date Created</u>	<u>Assigned To</u>
155	HIGH	CUST	Chow, Bernard J	12/13/2000	Symth, Kendall R
Summary Blank screen on the monitor					
Total # of Cases for Case Type: DEFEC					1

<u>Case Type</u>	<u>ENH</u>	<u>Total # of Cases for Case Type: ENH</u>
153	MED CUST	Davies, Susan D 09/12/2000
Summary Machine hangs when a new application is started		
Total # of Cases for Case Type: ENH		1

<u>Case Type</u>	<u>QUEST</u>	<u>Case ID</u>	<u>Priority</u>	<u>Status</u>	<u>Name</u>	<u>Date Created</u>	<u>Assigned To</u>
142	LOW	OPEN	Harrison, Robert M	07/10/2000	Lansing, Maureen		
Summary Need Instructions Upgrading Microsoft Windows 95 or Windows 3.1 to Windows 98 on							
145	LOW	ENG	Davies, Susan D	07/10/2000	Thomas, Michael E		
Summary Computer hangs while running a program							
146	LOW	CUST	Zigardo, Marion J	07/10/2000	Lansing, Maureen		
Summary Question on Payroll							
147	MED	OPEN	Davies, Susan D	07/10/2000	Tripper, Elsie P		
Summary The screen display is not properly aligned							
149	LOW	CUST	Harris, Ben M	09/12/2000	Lansing, Maureen		
Summary Question on Display Settings for the Laptop							



Report ID: RCC1006

**PeopleSoft
HelpDesk Cases By Status**

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

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

Business Unit: US300

<u>Case Status</u>	<u>Number Of Cases</u>
CUST	9
ENG	2
OPEN	20
RSRCH	3
	<u>34</u>

Total Number of Problems Reported for Business Unit: US300



HelpDesk Cases By Type/Category/Detail

Category	Status
Detail	All
Person ID	All

Unit	Category	Type	Detail	Case	Created	Name	Status	Summary	# of Cases for Category
US300				142	07/10/2001	Harrison, Robert M	OPEN	Need Instructions Upgrading Microsoft Windows 95 or Windows 3.1 to Windows :	19
US300				144	07/10/2001	Carver, Amed T	OPEN	Computer System lock-ups all the time.	
US300				145	07/10/2001	Davies, Susan D	ENG	Computer hangs while running a program	
US300				146	07/10/2001	Zigardo, Marion J	CUST	Question on Payroll	
US300				149	09/12/2001	Harris, Ben M	CUST	Question on Display Settings for the Laptop	
US300				150	09/12/2001	Davies, Susan D	CUST	Cannot see proper image	
US300				151	09/12/2001	Johanssen, John A	CUST	Question on Self Test on printers.	
US300				152	09/12/2001	Harris, George H	CUST	Display Settings not working	
US300				155	12/13/2001	Chow, Bernard J	CUST	Blank screen on the monitor	
US300				158	02/15/2001	Bartlett, Joseph D	OPEN	Computer hangs while running a program	
US300				159	02/15/2001	Chow, Bernard J	OPEN	Upgrading Microsoft Windows 95 or Windows 3.1 to Windows 98 on Personal C	
US300				161	02/15/2001	Holmes, Francine K	OPEN	How to clear copier/scanner jams for Copiers	
US300				163	02/15/2001	Holmes, Francine K	OPEN	Printer jamming	
US300				166	02/15/2001	Lewis, Alicia M	OPEN	How to map a Network Printer	
US300				168	02/15/2001	Merrimount, Shelley L	OPEN	Having Black Screen problem	
US300				169	03/14/2001	Jognu, Ravi T	OPEN	Question on "Bits" and "Bytes" - Personal Computer	
US300				170	03/14/2001	Gardner, Shirley M	OPEN	Question on Upgrading Memory on ITN Computers	
US300				171	03/14/2001	Klein, Alexa J	OPEN	Receiving error message, "Personal Computer display correct?"	
US300				172	03/14/2001	Walsh, Brian J	OPEN	How do you determine the speed of the Drive.	
Case Category	HW								# of Cases for Category
US300	HW	DE	RET	147	07/10/2001	Davies, Susan D	OPEN	The screen display is not properly aligned	
US300	HW		RC	157	12/13/2001	Gardner, Gayle M	OPEN	Need instructions on how to upgrade Win 95 to Win 98	
US300	HW		RC	160	02/15/2001	Harrison, Robert M	CUST	Error Message "System has low resources"	
US300	HW			148	07/10/2001	Davies, Susan D	CUST	Having problem with my disk	
US300	HW			153	09/12/2001	Davies, Susan D	CUST	Machine hangs when a new application is started	
US300	HW			154	09/12/2001	Davies, Susan D	RSRC	Computer hangs while playing a game	
US300	HW			156	12/13/2001	Klein, Alexa J	RSRC	Computer hangs when a program is selected from the Start Menu	
US300	HW			162	02/15/2001	Klein, Alexa J	OPEN	Computer hangs as soon as a game CD is inserted.	
US300	HW			165	02/15/2001	Orellana, Mason D	ENG	What is the major difference in "Bits" and "Bytes" in a Personal Computer	
US300	HW			167	02/15/2001	Warner, Sharon J	OPEN	Cannot change display settings	
Case Category	SW								# of Cases for Category
									10



Report ID: RCC1008

PeopleSoft

HelpDesk Case Information

Page No. 4

Run Date: 09/26/2001

Run Time: 3:51:12 PM

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

Problem Report ID: 149



HelpDesk Case Information

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

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

Notes

Seq No Subject Date Entered Entered By

Note Attachments



HelpDesk Case Information

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

Problem Report ID: 149

Action History

Seq No

1

Old Value:

New Value: 621

Action History

Seq No

2

Old Value:

New Value: CUST



Report ID: RCC1009

PeopleSoft

Page No. 1

HelpDesk Cases Status By Agent Report

Run Date: 09/26/2001

Run Time: 3:53:12 PM

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

Business Unit: US300

Assigned To: 590
Name: Tripper, Elssie P

<u>Case Status</u>	<u># of Cases for Status</u>
Open - Awaiting User	1
Open - New Case	4
Open - Research	1

Total # of Cases for Tripper, Elssie P 6

591 Rider, Barry R

Open - Awaiting User	2
Open - Awaiting Eng	1
Open - New Case	2
Open - Research	1

Total # of Cases for Rider, Barry R 6

592 Symth, Kendall R

Open - Awaiting User	2
Open - New Case	3

Total # of Cases for Symth, Kendall R 5

620 Thomas, Michael E

Open - Awaiting Eng	1
Open - New Case	1

Total # of Cases for Thomas, Michael E 2

621 Lansing, Maureen J

Open - Awaiting User	3
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Report ID: RCC1009

PeopleSoft

Page No. 2

Run Date: 09/26/2001

Run Time: 3:53:12 PM

HelpDesk Cases Status By Agent Report

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

Open - New Case 2

Open - Research 1

Total # of Cases for Lansing, Maureen J 6

Total Cases for Business Unit: US300 25



Report ID: RCC1010

PeopleSoft

Page No. 1

Run Time: 4:07:16 PM

Run Date: 09/26/2001

HelpDesk Time To Close By Agent

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

Business Unit: US300

<u>Assigned To:</u>	<u>Priority</u>	<u>Case ID</u>	<u>Date Opened</u>	<u>Date Closed</u>	<u>Days to Close</u>
590 Tripper,Elssie P	MED	147	7/10/2000 10:39:01	9/3/2001 12:00:00,	420

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

620 Thomas,Michael E	LOW	145	7/10/2000 10:34:21	9/3/2001 12:00:00,	420
----------------------	-----	-----	--------------------	--------------------	-----

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

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

Total # of Closed Cases for Lansing,Maureen J 2 Average # of Days to Close: 420

Total # of Closed Cases for Bus. Unit US300 4 Average # of Days to Close: 420



Report ID: RCC1011

PeopleSoft

HelpDesk Cases By Employee

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

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

Status: CONS

Business Unit US300

<u>Employee Name</u>	<u>Number of Problem Reports</u>
Davies, Susan D	2
Harris, Ben M	1
Harrison, Robert M	1
Zigardo, Marion J	1
Total for US300	5



Report ID: RCC1012

PeopleSoft

HelpDesk Cases By Business Process Report

Page No. 1

Run Date: 09/26/2001

Run Time: 4:14:06 PM

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

Business Unit US400

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

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

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



Report ID: RCC2000

**PeopleSoft
Agreement Type Statistics Report**

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

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

Agreement Code Cases Opened Cases Closed Avg Close (in Days) Avg Close (in Hours)

COM-AGR-111 2.00



Report ID: RCC2001

PeopleSoft

Case Information

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

From Date: 09/07/1997 **Thru Date:** 09/28/2001 **Reported By:** All

From Case Nbr: 0 **To Case Nbr:** 9999 **Created By:** RWILLIAMS

Assigned To: 589

Business Unit: US200

CASE_ID: 1

Customer ID: 309 **Assigned To:** 589 **Mason Orellana**

Customer Name: Savannah Lee **Product ID:** SR1011

Customer Contact: Lee,Savannah **Product:** 21.6 cu. Ft. Top Ref

Priority: MED **Status:** OPEN

Summary: The Ice Maker is broken.

Descr: The Ice Maker is broken.

Comments:

Creation Date: 04/11/2001 **Created By:** RWILLIA Smyth,Ebrima T

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



Report ID: RCC2001

PeopleSoft

Case Information

Page No. 2

Run Date: 09/26/2001

Run Time: 3:18:11 PM

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

Action History

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

Case By Age Report

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

Creation Date: 6/13/2000

Customer Name: [Health Concious.com](http://HealthConcious.com)

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

Customer Name: [Lakeview Community College](#)

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

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

Customer Name: [MMA Property Management Group](#)

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

Case ID: 119	Priority	Status	Case Type	Contact	Assigned To
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Report ID: RCC2003

PeopleSoft
Cases By Agent Report

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

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

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



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

Business Unit: US200

Customer Name Health Concious.com

<u>Case ID</u>	<u>Priority</u>	<u>Status</u>	<u>Product ID</u>	<u>CaseType</u>	<u>Contact</u>	<u>DateCreated</u>	<u>Assigned To</u>
120	MED	OPEN	SR1003	Technical Que	Williams,Victoria	06/13/2000	Pine,Teresa P

Subject: Room Air is not functioning

127	MED	OPEN	SR1003	Technical Que	Levy,Rick	09/23/2000	Pine,Teresa P
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Subject: Room Air needs servicing

129	MED	OPEN	SR1013	Technical Que	Cox,Terry	09/23/2000	Orellana,Mason D
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Subject: Dishwasher is not cleaing dishes

133	MED	OPEN	SR1013	Technical Que	Sanchez,Gabrielle	12/18/2000	Pine,Teresa P
-----	-----	------	--------	---------------	-------------------	------------	---------------

Subject: Cleaning dishes in the Dishwasher.

140	MED	OPEN	SR1010	Technical Que	Sanchez,Gabrielle	03/05/2001	Pine,Teresa P
-----	-----	------	--------	---------------	-------------------	------------	---------------

Subject: Steps to remove strange odor on the outside of the refrigerator. What is it.



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

Priority MED

Status OPEN

Customer Name Cady Montgomery

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

Subject Refrigerator condensor needs to be cleaned

Customer Name Health Concious.com

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

Subject Room Air is not functioning

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

Subject Dishwasher has yellow grime and the pipes are clogged

127	QUEST	09/23/2000
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Subject Room Air needs servicing



Case By Product

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

Priority: All Status: All

Product ID: All

Business Unit: US200

Product: SR1001 Descr: 6600 BTU Room Air (Light Beige)

<u>Product ID</u>	<u>Case ID</u>	<u>Priority</u>	<u>Status</u>	<u>Type</u>	<u>Contact</u>	<u>DateCreated</u>	<u>Assigned</u>
SR1001	3	MED	OPEN	Technical Q	Boyd,Jimmy	04/11/2001	Orellana,Mason D

Subject Air Conditioner is not cooling the room

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

<u>Product ID</u>	<u>Case ID</u>	<u>Priority</u>	<u>Status</u>	<u>Type</u>	<u>Contact</u>	<u>DateCreated</u>	<u>Assigned</u>
SR1002	125	MED	OPEN	Technical Q	Morrissey,Roger	06/13/2000	Pine,Teresa P

Subject Cooler is not functioning

SR1002 132 MED OPEN Technical Q Santiago,Tomas 12/18/2000 Pine,Teresa P

Subject The Air Conditioner is blowing Hot Air

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

<u>Product ID</u>	<u>Case ID</u>	<u>Priority</u>	<u>Status</u>	<u>Type</u>	<u>Contact</u>	<u>DateCreated</u>	<u>Assigned</u>
SR1003	120	MED	OPEN	Technical Q	Williams,Victoria	06/13/2000	Pine,Teresa P

Subject Room Air is not functioning

SR1003 127 MED OPEN Technical Q Levy,Rick 09/23/2000 Pine,Teresa P

Subject Room Air needs servicing



Report ID: RCC2007

PeopleSoft

Cases By Type Report

Page No. 1

Run Date: 09/26/200

Run Time: 3:24:10 PM

Business Unit: US200

From Date: 09/07/1997

Thru Date: 09/28/2001

Case Type: All

Status: All

Priority: All

Case Type: Technical Question

<u>Case ID</u>	<u>Priority</u>	<u>Status</u>	<u>Contact</u>	<u>Date Created</u>	<u>Assigned To</u>
5	MED	OPEN	Santiago, Tomas	04/11/2001	Perry, David L
11	MED	OPEN	Bovd, Jimmy	04/06/2001	Perry, David L
119	MED	OPEN	Hauser, Bill	06/13/2000	Perry, David L
122	MED	OPEN	Chase, John	06/13/2000	Perry, David L
134	MED	OPEN	Lee, Savannah	12/18/2000	Perry, David L
135	MED	OPEN	Chase, John	12/18/2000	Perry, David L
273	MED	OPEN	Albright, Fred	04/16/2001	Perry, David L
2	MED	OPEN	Albright, Fred	04/11/2001	Pine, Teresa P
120	MED	OPEN	Williams, Victoria	06/13/2000	Pine, Teresa P
123	MED	OPEN	Johnson, Barb	06/13/2000	Pine, Teresa P
125	MED	OPEN	Morrissey, Roaer	06/13/2000	Pine, Teresa P



Report ID: RCC2008

**PeopleSoft
Cases Reopened**

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

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

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



Report ID: RCC2013

PeopleSoft

Agreement Usage Report

Page No. 1

Run Date: 09/26/2001

Run Time: 2:42:14 PM

Business Unit: US200

Customer Name: Health Concious.com

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



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

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



Report ID: RCC2014

PeopleSoft
Top Ten Solutions By Product

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

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

Product ID: SR1002 6000 BTU Room Air (Grey)

Solution ID 0
Summary

Cases Solved
1

Product ID: SR1011 21.6 cu. Ft. Top Refrigerator

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

Cases Solved
1

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

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

Cases Solved
1