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PEOPLESOFT

PeopleSoft CRM 9.1 Call Center Applications Reports

May 2012

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Contents

- PeopleSoft CRM Call Center Reports..... 1**
- PeopleSoft CRM Call Center Reports: A to Z 1
 - PeopleSoft HelpDesk Reports 2
 - PeopleSoft Support Reports 4
 - Solution Reports 6

Report Samples

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 with your online documentation.

See Also

PeopleTools 8.52: PeopleSoft Process Scheduler PeopleBook

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 and some of them can also be run using Oracle Business Intelligent Publisher (BI Publisher or BIP) as specified. BI Publisher is a template-based reporting solution that have been integrated into PeopleTools. 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	<p>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.</p> <p>This report can be run using either Crystal Reports or BI Publisher.</p>	HelpDesk, Reports, Case By Agent, HelpDesk Case By Agent	RUN_RCC1002
RCC1003 HelpDesk Cases By Department	<p>This report lists the departments that have reported cases. For each department, the report shows the number of cases reported.</p>	HelpDesk, Reports, Case By Department, HelpDesk Case By Department	RUN_RCC1003
RCC1004 HelpDesk Case By Priority (RC_CASES_BY_PRIORITY)	<p>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.</p> <p>This report can be run using either Crystal Reports or BI Publisher.</p>	HelpDesk, Reports, Case By Priority, HelpDesk Case By Priority	RUN_RCC1004
RCC1005 HelpDesk Cases By Type	<p>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.</p>	HelpDesk, Reports, Case By Type, HelpDesk Case By Type	RUN_RCC1005
RCC1006 HelpDesk Cases By Status	<p>This report lists case statuses and gives the number of cases with each status.</p>	HelpDesk, Reports, Case By Status, HelpDesk Case By Status	RUN_RCC1006
RCC1007 HelpDesk Case By Category/Type/Detail (HDBYCATETYDET)	<p>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.</p> <p>This report can be run using either Crystal Reports or BI Publisher.</p>	HelpDesk, Reports, Case By Category/Type/Detail, HelpDesk Case By Category/Type/Detail	RUN_RCC1007

Report ID and Report Name	Description	Navigation	Run Control Page
RCC1008 HelpDesk Case Information	This report provides detailed information for cases, including most of the data shown in the case component.	HelpDesk, Reports, Case Information, HelpDesk Case Information	RUN_RCC1008
RCC1009 HelpDesk 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. It can be run using either Crystal Reports or BI Publisher.	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)	<p>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.</p> <p>This report can be run using either Crystal Reports or BI Publisher.</p>	Support, Reports, Agreement Statistics, Agreement Statistics	RUN_RCC2000
RCC2001 Case Information	<p>This report provides detailed information for cases, including most of the data shown in the case component.</p>	Support, Reports, Support Case Information, Case Information	RUN_RCC2001
RCC2002 Case by Age	<p>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.</p> <p>This report can be run using either Crystal Reports or BI Publisher.</p>	Support, Reports, Cases By Age, Cases By Age	RUN_RCC2002
RCC2003 Cases by Agent (RC_CASESBYAGENT)	<p>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.</p>	Support, Reports, Cases By Agent, Cases By Agent	RUN_RCC2003
RCC2004 Cases by Customer	<p>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.</p> <p>This report can be run using either Crystal Reports or BI Publisher.</p>	Support, Reports, Cases By Customer, Cases By Customer	RUN_RCC2004

Report ID and Report Name	Description	Navigation	Run Control Page
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
RCC2006 Cases by Product	This report categorizes cases by product. For each case, the report shows the product ID, case ID, priority, status, case type, contact name, date created, assigned to agent, and subject.	Support, Reports, Cases By Product, 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	<p>This report lists cases that have been reopened. For each case, the report shows the case ID, the date the case was reopened, and the user who reopened the case.</p> <p>Note. This report requires that the Case Re-Opened policy be activated in the Predictive Analytics Framework definition.</p>	Support, Reports, Cases Reopened, Cases Reopened	RUN_RCC2008
RCC2013 Support Agreement Usage	<p>This report lists agreements that have been associated with cases. Agreements are categorized by customer. For each agreement, the report shows the agreement code, the start date, the end date, and the number of cases that are associated with that agreement.</p> <p>This report can be run using either Crystal Reports or BI Publisher.</p>	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	<p>This report lists solutions that were used in cases created during the specified date range. For each solution, the report shows the solution usage count, solved count, and success rate.</p> <p>This report can be run using either Crystal Reports or BI Publisher.</p>	Solutions, Reports, Solutions Usage, Solutions Usage	RUN_RCC2012
RCC2014 Top Ten Solutions by Product	<p>For each included product, this report lists the ten solutions that most often resolved cases that were created during the specified date range. For each solution, the report shows the number of cases solved for that product.</p> <p>This report can be run using either Crystal Reports or BI Publisher.</p>	Solutions, Reports, Top Ten Solutions by Product, Top Ten Solutions by Product	RUN_RCC2014



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					
<hr/>					
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					
<hr/>					
Symth, Kendall R	157	OPEN	MED	Gardner, Gayle M	12/13/2000
Problem Detail: Need instructions on how to upgrade Win 95 to Win 98					
	158	OPEN	LOW	Bartlett, Joseph D	02/15/2001
Problem Detail: Computer hangs while running a program					
	168	OPEN	LOW	Merrimount, Shelley L	02/15/2001
Problem Detail: Having Black Screen problem					
<hr/>					
Thomas, Michael E					

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

	166	OPEN	LOW	Lewis,Alicia M	02/15/2001
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Problem Detail: How to map a Network Printer



HelpDesk Cases By Department

Status: OPEN

From Date: 09/07/1997

Through Date: 09/28/2001

Business Unit: US300

Department

Number of Problem Reports

Marketing 2

Sales and Services 8

Western Sales Region 6

Total Number 16



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

Business Unit US300

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

Total # of Cases for Priority	LOW	20
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Report ID: RCC1004

PeopleSoft
Help Desk Cases By Priority

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

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

Business Unit US300

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

Total # of Cases for Priority	MED	3
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HelpDesk Cases By Problem Type

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

Business Unit: US300

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



**PeopleSoft
HelpDesk Cases By Status**

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

Total Number of Problems Reported for Business Unit: US300 34



PeopleSoft
HelpDesk Cases By Type/Category/Detail

Filter table with columns: Category, Detail, Person ID, Status, Case Type. All filters are set to 'All'.

Main data table with columns: Unit, Category, Type, Detail, Case, Created, Name, Status, Summary. Contains 20 rows of case data.

of Cases for Category 19

Sub-table with columns: Case Category, HW, RET, RC, Case, Created, Name, Status, Summary. Contains 10 rows of detailed case data.

of Cases for Category HW 10

Case Category SW



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



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



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



HelpDesk Cases Status By Agent Report

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

Business Unit: US300

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

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

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

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

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

PeopleSoft

Page No. 2

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

Open - New Case 2

Open - Research 1

Total # of Cases for Lansing, Maureen J 6

Total Cases for Business Unit: US300 25



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

Business Unit: US300

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

Total # of Closed Cases for Tripper,Elssie P	1	Average # of Days to Close:	420
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620 Thomas,Michael E	LOW	145	7/10/2000 10:34:20	9/3/2001 12:00:00	420
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Total # of Closed Cases for Thomas,Michael E	1	Average # of Days to Close:	420
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621 Lansing,Maureen J	LOW	142	7/10/2000 9:58:11	9/3/2001 12:00:00	420
	LOW	146	7/10/2000 10:38:10	9/3/2001 12:00:00	420

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



HelpDesk Cases By Business Process Report

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

Business Unit US400

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



Business Unit: US300

From Date: 09/07/1997

Assigned To: All

Through Date: 09/28/2001

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



Report ID: RCC2000

**PeopleSoft
Agreement Type Statistics Report**

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

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

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



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	
Attachment(s)					



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

Action History

Seq Num

- 1 **Old_Value:**
 New Value:

- 2 **Old_Value:**
 New Value: OPEN

- 3 **Old_Value:** No
 New Value: No

- 4 **Old_Value:**
 New Value: BASIC-RES



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

Creation Date: 6/13/2000

Customer Name: Health Concious.com

Case ID: 120	Priority	Status	Case Type	Contact	Assigned To
	MED	OPEN	QUEST	Williams,Victoria	Pine,Teresa P

Subject: Room Air is not functioning

Customer Name: Lakeview Community College

Case ID: 122	Priority	Status	Case Type	Contact	Assigned To
	MED	OPEN	QUEST	Chase,John	Perry,David L

Subject: Freezer is smelling bad

Case ID: 125	Priority	Status	Case Type	Contact	Assigned To
	MED	OPEN	QUEST	Morrissey,Roger	Pine,Teresa P

Subject: Cooler is not functioning

Customer Name: MMA Property Management Group

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

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
		Subject:	Room Air needs servicing				
129	MED	OPEN	SR1013	Technical Que	Cox,Terry	09/23/2000	Orellana,Mason D
		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
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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					

**Business Unit:** US200
From Date: 09/07/1997
Thru Date: 09/28/2001**Case Type:** All
Status: All
Priority: All**Case Type:** Technical Question

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



Report ID: RCC2008

**PeopleSoft
Cases Reopened**

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

Business Unit : US200

From Date: 09/07/1997

Through Date: 09/28/2001

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



Report ID: RCC2013

PeopleSoft
Agreement Usage Report

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

Business Unit: US200

Customer Name: Health Concious.com

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



Set ID: CRM01

From Date: 09/07/1997

Through Date: 09/28/2001

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



Report ID: RCC2014

PeopleSoft
Top Ten Solutions By Product

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

Set ID: CRM01
Product: All

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

Product ID: SR1002 6000 BTU Room Air (Grey)

Solution ID Summary
0

Cases Solved
1

Product ID: SR1011 21.6 cu. Ft. Top Refrigerator

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

Cases Solved
1

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

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

Cases Solved
1