



Report ID: RCC1002

PeopleSoft
HelpDesk Cases By Agent**Page No.** 1
Run Date: 09/26/2001
Run Time: 3:36:24 PM

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

Agent	Case ID	Status	Priority	Contact	Date Created
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Lansing, Maureen J

142	OPEN	LOW	Harrison, Robert M	07/10/2000
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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
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Problem Detail: Question on "Bits" and "Bytes" - Personal Computer**Rider, Barry R**

163	OPEN	LOW	Holmes, Francine K	02/15/2001
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Problem Detail: Printer jamming

167	OPEN	HIGH	Warner, Sharon J	02/15/2001
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Problem Detail: Cannot change display settings**Symth, Kendall R**

157	OPEN	MED	Gardner, Gayle M	12/13/2000
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Problem Detail: Need instructions on how to upgrade Win 95 to Win 98

158	OPEN	LOW	Bartlett, Joseph D	02/15/2001
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Problem Detail: Computer hangs while running a program

168	OPEN	LOW	Merrimount, Shelley L	02/15/2001
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Problem Detail: Having Black Screen problem**Thomas, Michael E**



Report ID: RCC1002

PeopleSoft
HelpDesk Cases By Agent

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

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
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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



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PeopleSoft

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HelpDesk Cases By Department

Run Date: 09/26/2001

Run Time: 3:37:30 PM

Status: OPEN

From Date: 09/07/1997

Through Date: 09/28/2001

Business Unit: US300

Department

Number of Problem Reports

Marketing

2

Sales and Services

8

Western Sales Region

6

Total Number

16



Report ID: RCC1004

PeopleSoft

Page No. 1

Run Date: 09/26/2001

Run Time: 3:38:18 P

Help Desk Cases By Priority

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

Business Unit US300

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



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PeopleSoft

Page No. 2

Run Date: 09/26/2001

Run Time: 3:38:18 P

Help Desk Cases By Priority

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

Business Unit US300

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

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

PeopleSoft

Page No. 1

HelpDesk Cases By Problem Type

Run Date: 09/26/2001

Run Time: 3:39:04 PM

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

Business Unit: US300

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



Report ID: RCC1006

**PeopleSoft
HelpDesk Cases By Status**

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

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

Business Unit: US300

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



PeopleSoft
HelpDesk Cases By Type/Category/Detail

Category	All	Status	All
Detail	All	Case Type	All
Person ID	All		

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

of Cases for Category

19

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

of Cases for Category HW

10

Case Category SW



Report ID: RCC1008

PeopleSoft

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HelpDesk Case Information

Run Date: 09/26/2001

Run Time: 3:51:12 PM

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

Problem Report ID: 149



Report ID: RCC1008

PeopleSoft
HelpDesk Case Information

Page No. 5
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	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>
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Note Attachments



Report ID: RCC1008

PeopleSoft

Page No. 6

HelpDesk Case Information

Run Date: 09/26/2001

Run Time: 3:51:12 PM

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

Problem Report ID: 149

Action History

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

Run Date: 09/26/2001

Run Time: 3:53:12 PM

HelpDesk Cases Status By Agent Report

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

Business Unit: US300

Assigned To	Name	Case Status	# of Cases for Status
590	Tripper,Elssie P		

Open - Awaiting User 1

Open - New Case 4

Open - Research 1

Total # of Cases for Tripper,Elssie P 6

591 Rider,Barry R

Open - Awaiting User 2

Open - Awaiting Eng 1

Open - New Case 2

Open - Research 1

Total # of Cases for Rider,Barry R 6

592 Symth,Kendall R

Open - Awaiting User 2

Open - New Case 3

Total # of Cases for Symth,Kendall R 5

620 Thomas,Michael E

Open - Awaiting Eng 1

Open - New Case 1

Total # of Cases for Thomas,Michael E 2

621 Lansing,Maureen J

Open - Awaiting User 3



Report ID: RCC1009

PeopleSoft

Page No. 2

Run Date: 09/26/2001

Run Time: 3:53:12 PM

HelpDesk Cases Status By Agent Report

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

Open - New Case 2

Open - Research 1

Total # of Cases for Lansing, Maureen J 6

Total Cases for Business Unit: US300 25



Report ID: RCC1010

PeopleSoft
HelpDesk Time To Close By Agent

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

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

Business Unit: US300

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

Total # of Closed Cases for	Tripper,Elssie P	1	Average # of Days to Close:	420
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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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Report ID: RCC1011

PeopleSoft
HelpDesk Cases By Employee

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

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

Status: CONS

Business Unit US300

Employee Name

Number of Problem Reports

Davies,Susan D

2

Harris,Ben M

1

Harrison,Robert M

1

Zigardo,Marion J

1

Total for US300

5



Report ID: RCC1012

PeopleSoft

Page No. 1

HelpDesk Cases By Business Process Report

Run Date: 09/26/2001

Run Time: 4:14:06 PM

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

Business Unit US400

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



Report ID: RCC2009

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

Business Unit: US300

From Date: 09/07/1997

Assigned To: All

Through Date: 09/28/2001

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



Report ID: RCC2000

PeopleSoft
Agreement Type Statistics Report

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

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

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



Report ID: RCC2001

PeopleSoft
Case Information

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

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

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



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

Creation Date: 6/13/2000

Customer Name: Health Concious.com

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

Customer Name: Lakeview Community College

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

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

Customer Name: MMA Property Management Group

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

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

**PeopleSoft
Cases By Agent Report**

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

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

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



Report ID: RCC2004

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

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



Report ID: RCC2006

PeopleSoft

Page No. 1

Case By Product

Run Date: 09/26/2001

Run Time: 3:23:04 PM

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

Priority: All **Status:** All

Product ID: All

Business Unit: US200

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

<u>Product ID</u>	<u>Case ID</u>	<u>Priority</u>	<u>Status</u>	<u>Type</u>	<u>Contact</u>	<u>DateCreated</u>	<u>Assigned</u>
SR1001	3	MED	OPEN	Technical Q	Boyd,Jimmy	04/11/2001	Orellana,Mason D
	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 ReportPage No. 1
Run Date: 09/26/2007
Run Time: 3:24:10 PM**Business Unit:** US200
From Date: 09/07/1997
Thru Date: 09/28/2001**Case Type:** All
Status: All
Priority: All**Case Type:** Technical Question

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



Report ID: RCC2008

**PeopleSoft
Cases Reopened**

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

Business Unit : US200

From Date: 09/07/1997

Through Date: 09/28/2001

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



Report ID: RCC2013

PeopleSoft
Agreement Usage Report

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

Business Unit: US200

Customer Name: Health Concious.com

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



Report ID: RCC2012

**PeopleSoft
Solutions Usage Report**

Page No. 1

Run Date: 09/26/2001

Run Time: 3:33:27 PM

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

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



Report ID: RCC2014

PeopleSoft

Top Ten Solutions By Product

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

Set ID: CRM01

Product: All

From Date: 09/07/1997

Through Date: 09/28/2001

Product ID: SR1002 6000 BTU Room Air (Grey)

Solution ID Summary

0

Cases Solved

1

Product ID: SR1011 21.6 cu. Ft. Top Refrigerator

Solution ID Summary

16

Steps to remove frost build-up on the inside of the refrigerator.

Cases Solved

1

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

Solution ID Summary

29

Steps to get odor out of the freezer.

Cases Solved

1