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PEOPLESOFT ENTERPRISE

PeopleSoft Enterprise CRM 9 Call Center Applications Reports

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Sun's JAXB Implementation – JDSDK 1.5 relaxngDatatype.jar 1.0 License

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PeopleBooks provide you with the information that you need to implement and use PeopleSoft applications.

This preface discusses:

• Related documentation.

• Comments and suggestions.

Documentation Updates and Printed Documentation

This section discusses how to:

• Obtain documentation updates.

• Download and order printed documentation.

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See Also

Oracle's PeopleSoft Customer Connection, http://www.oracle.com/support/support_peoplesoft.html

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While we cannot guarantee to answer every email message, we will pay careful attention to your comments and suggestions.

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.

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

Report ID and Report Name	Description	Navigation	Run Control Page
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 Problem Type (HDPROBTYPE)	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 Problem Type, HelpDesk Case By Problem 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
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

Report ID and Report Name	Description	Navigation	Run Control Page
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 Project	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

Report ID and Report Name	Description	Navigation	Run Control Page
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
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 |

Report ID and Report Name	Description	Navigation	Run Control Page
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

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
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 Solutions, Top Ten Solutions by Product	RUN_RCC2014

CHAPTER 2

Report Samples

This chapter provides report samples.

For the online samples of these reports, see the PDF files that are published on CD-ROM with your online documentation.

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

| | 168 | OPEN | LOW | Merrimount,Shelley L | 02/15/2001 |

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

	Case ID	Status	Priority	Contact	Date Created
	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

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

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**	

Priority	Case ID	Status	Department	Reported By	Date Created	Assigned To
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**	

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

Priority	Case ID	Status	Department	Reported By	Date Created	Assigned To
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

PeopleSoft

Report ID: RCC1005

HelpDesk Cases By Problem Type

Page No.	1
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

	Case ID	Priority	Status	Name	Date Created	Assigned To
Case Type **DEFEC**						
	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**

	Case ID	Priority	Status	Name	Date Created	Assigned To
Case Type **ENH**						
	153	MED	CUST	Davies,Susan D	09/12/2000	Rider,Barry R

Summary
Machine hangs when a new application is started

			Total # of Cases for Case Type:	**ENH**	**1**

	Case ID	Priority	Status	Name	Date Created	Assigned To
Case Type **QUEST**						
	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,Elssie 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

Case Status	Number Of Cases
CUST	9
ENG	2
OPEN	20
RSRCH	3

Total Number of Problems Reported for Business Unit: US300   **34**

Report ID: RCC1007

PeopleSoft

HelpDesk Cases By Type/Category/Detail

Page No.	**1**
Run Date:	**09/26/2001**
Run Time:	**3:41:50 PM**

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

Unit	Category	Type	Detail	Case	Created	Name	Status	Summary
Case Category								
US300				142	07/10/20(	Harrison,Robert M	OPEN	Need Instructions Upgrading Microsoft Windows 95 or Windows 3.1 to Windows !
US300				144	07/10/20(	Carver,Amed T	OPEN	Computer System lock-ups all the time.
US300				145	07/10/20(	Davies,Susan D	ENG	Computer hangs while running a program
US300				146	07/10/20(	Zigardo,Marion J	CUST	Question on Payroll
US300				149	09/12/20(	Harris,Ben M	CUST	Question on Display Settings for the Laptop
US300				150	09/12/20(	Davies,Susan D	CUST	Cannot see proper image
US300				151	09/12/20(	Johanssen,John A	CUST	Question on Self Test on printers.
US300				152	09/12/20(	Harris,George H	CUST	Display Settings not working
US300				155	12/13/20(	Chow,Bernard J	CUST	Blank screen on the monitor
US300				158	02/15/20(	Bartlett,Joseph D	OPEN	Computer hangs while running a program
US300				159	02/15/20(	Chow,Bernard J	OPEN	Upgrading Microsoft Windows 95 or Windows 3.1 to Windows 98 on Personal C
US300				161	02/15/20(	Holmes,Francine K	OPEN	How to clear copier/scanner jams for Copiers
US300				163	02/15/20(	Holmes,Francine K	OPEN	Printer jamming
US300				166	02/15/20(	Lewis,Alicia M	OPEN	How to map a Network Printer
US300				168	02/15/20(	Merrimount,Shelley L	OPEN	Having Black Screen problem
US300				169	03/14/20(	Jognu,Ravi T	OPEN	Question on "Bits" and "Bytes" - Personal Computer
US300				170	03/14/20(	Gardner,Shirley M	OPEN	Question on Upgrading Memory on ITN Computers
US300				171	03/14/20(	Klein,Alexa J	OPEN	Receiving error message, "Personal Computer display correct?"
US300				172	03/14/20(	Walsh,Brian J	OPEN	How do you determine the speed of the Drive.
							# of Cases for Category	**19**
Case Category	**HW**							
US300	HW	DE	RET	147	07/10/20(	Davies,Susan D	OPEN	The screen display is not properly aligned
US300	HW		RC	157	12/13/20(	Gardner,Gayle M	OPEN	Need instructions on how to upgrade Win 95 to Win 98
US300	HW		RC	160	02/15/20(	Harrison,Robert M	CUST	Error Message "System has low resources"
US300	HW			148	07/10/20(	Davies,Susan D	CUST	Having problem with my disk
US300	HW			153	09/12/20(	Davies,Susan D	CUST	Machine hangs when a new application is started
US300	HW			154	09/12/20(	Davies,Susan D	RSRC	Computer hangs while playing a game
US300	HW			156	12/13/20(	Klein,Alexa J	RSRC	Computer hangs when a program is selected from the Start Menu
US300	HW			162	02/15/20(	Klein,Alexa J	OPEN	Computer hangs as soon as a game CD is inserted.
US300	HW			165	02/15/20(	Orellana,Mason D	ENG	What is the major difference in "Bits" and "Bytes" in a Personal Computer
US300	HW			167	02/15/20(	Warner,Sharon J	OPEN	Cannot change display settings
							# 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

Seq No	**Subject**	**Date Entered**	**Entered By**

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

	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

From Date: 9/6/1998   **Thru Date:** 9/28/200

	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 10:39:0(	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 10:34:2{	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 10:38:1!	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

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**

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

Business Unit   US400

Business Process Description	Case Count
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

Name	Location	Department	Phone	Ext	E-Mail
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		JJohannsen@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			

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

Report ID: RCC2002

PeopleSoft

Case By Age Report

Page No. 1
Run Date: 09/26/2001
Run Time: 2:52:22 PM

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: <u>Health Concious.com</u>

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: <u>Lakeview Community College</u>

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: <u>MMA Property Management Group</u>

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**

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

Name	Assigned To	Opened	Closed	Avg Close (in Days	Avg close (in hrs)
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**

Case ID	Priority	Status	Product ID	CaseType	Contact	DateCreated	Assigned To
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**

Case ID	Case Type	Date Created
273	QUEST	04/16/2001

 Subject Refrigerator condensor needs to be cleaned

Customer Name **Health Concious.com**

Case ID	Case Type	Date Created
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

 Subject Room Air needs servicing

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

Product ID	Case ID	Priority	Status	Type	Contact	DateCreated	Assigned
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)

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

Subject   Cooler is not functioning

Product ID	Case ID	Priority	Status	Type	Contact	DateCreated	Assigned
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

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

Subject   Room Air is not functioning

Product ID	Case ID	Priority	Status	Type	Contact	DateCreated	Assigned
SR1003	127	MED	OPEN	Technical Q	Levy,Rick	09/23/2000	Pine,Teresa P

Subject   Room Air needs servicing

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

Case Type: **Technical Question**

Case ID	Priority	Status	Contact	Date Created	Assigned To
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

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Run Date: 09/26/200
Run Time: 3:30:19 PM

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

Date Reopened	Case ID	Reopened By
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

Business Unit: US200

Customer Name: Health Concious.com

Agreement Code	Start Date	End Date	No Of Cases Used
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

PeopleSoft

Solutions Usage Report

Report ID: RCC2012

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

Solution ID	Summary	Usage Count	Solved Count	Success Rate
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%

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	**Summary**	**Cases Solved**
0		1

Product ID: **SR1011**   **21.6 cu. Ft. Top Refrigerator**

Solution ID	**Summary**	**Cases Solved**
16	Steps to remove frost build-up on the inside of the refrigerator.	1

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

Solution ID	**Summary**	**Cases Solved**
29	Steps to get odor out of the freezer.	1