

Report ID: RCC1002 PeopleSoft Page No. 1

HelpDesk Cases By Agent

Run Date: 09/26/2001 Run Time: 3:36:24 PM

From Date: 09/07/1997

Assigned To: All
Priority: All

Through Date: 09/28/2001

Status: OPEN

Business Unit: US300

Agent	Case ID	Status	Priority	Contact	Date Created
Lansing,Maureen	J				
	142	OPEN	LOW	Harrison,Robert M	07/10/2000
Problem	Detail: Need Instructions l	Jpgrading Mic	rosoft Windows	95 or Windows 3.1 to Window	ws 98 on
	169	OPEN	LOW	Jognu,Ravi T	03/14/2001
Problem	Detail: Question on "Bits"	and "Bytes" - I	Personal Comp	uter	
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 dis	play settings			
Symth,Kendall R					
-	157	OPEN	MED	Gardner,Gayle M	12/13/2000
Problem	Detail: Need instructions of	on how to upgr	ade Win 95 to \	Win 98	
	158	OPEN	LOW	Bartlett,Joseph D	02/15/2001
Problem	Detail: Computer hangs w	hile running a	program		
	168	OPEN	LOW	Merrimount,Shelley L	02/15/2001
Problem	Detail: Having Black Scree	en problem			

Thomas, Michael E



Report ID: RCC1002 PeopleSoft Page No. 2

HelpDesk Cases By Agent

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

US300 Status: OPEN

AgentCase IDStatusPriorityContactDate Created172OPENLOWWalsh,Brian J03/14/2001

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

Tripper, Elssie P

Business Unit:

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

Problem Detail: The screen display is not properly aligned

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

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

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

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

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

Problem Detail: How to map a Network Printer



Report ID: RCC1003 PeopleSoft Page No. 1

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



PeopleSoft
Help Desk Cases By Priority

Page No. Run Date:

Run Time:

09/26/2001 3:38:18 P

 From Date:
 09/07/1997
 Priority:
 All

 Thru Date:
 09/28/2001
 Status:
 All

Business Unit	US300					
<u>Priority</u>	Case ID	<u>Status</u>	<u>Department</u>	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
			Tota	al # 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
			Tota	al # of Cases for Priority	LOW	20



PeopleSoft
Help Desk Cases By Priority

Page No. Run Date:

Run Time:

2 09/26/2001 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>	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

HelpDesk Cases By Problem Type

Page No.

Run Date: 09/26/2001 Run Time: 3:39:04 PM

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

Business Unit: US300		Coos ID	Duianitu	Ctatus	Nama	Data Created	A action and Ta
		Case ID	<u>Priority</u>	<u>Status</u>	<u>Name</u>	Date Created	Assigned To
Case Type	DEFEC	155	HIGH	CUST	Chow,Bernard J	12/13/2000	Symth,Kendall R
		Summary Blank scre		monitor			
				Total # of Cas	es for Case Type:	DEFEC	1
Case Type	ENH	153 Summary		CUST	Davies,Susan D	09/12/2000	Rider,Barry R
		Machine h	angs wher	n a new applicati			
				Total # of Cas	es for Case Type:	ENH	1
Case Type	QUEST	142	LOW	OPEN	Harrison,Robert M	07/10/2000	Lansing,Maureen
		Summary Need Instr		ograding Microso	oft Windows 95 or Wir	ndows 3.1 to Windo	ows 98 on
		145	LOW	ENG	Davies,Susan D	07/10/2000	Thomas, Michael E
		Summary Computer		le running a pro	gram		
		146	LOW	CUST	Zigardo,Marion J	07/10/2000	Lansing,Maureen
		Summary Question of					
		147	MED	OPEN	Davies,Susan D	07/10/2000	Tripper,Elssie P
		Summary The screen		s not properly ali	gned		
		149	LOW	CUST	Harris,Ben M	09/12/2000	Lansing,Maureen
		Summary Question of		Settings for the	Laptop		



PeopleSoft HelpDesk Cases By Status

Page No. 1

Run Date: 09/26/2001 Run Time: 3:40:06 PM

Business Unit: US300

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



PeopleSoft HelpDesk Cases By Type/Category/Detail

Page No. Run Date:

1 09/26/2001 3:41:50 PM Run Time:

ΑII Status ΑII Category ΑII **Case Type** ΑII Detail ΑII **Person ID**

<u>Unit</u>	Catego	ry Type	<u>DetailC</u>	<u>ase</u>	Created	<u>Name</u>	<u>Status</u>	<u>Summary</u>	
Case C	ategory								
US300				142	07/10/20	Harrison,Robert M	OPEN	Need Instructions Upgrading Microsoft Windows 95 or Windows 3.1 to Wi	ndows !
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 Person	onal 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 C	ategory	HW							
US300		DE		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			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				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



Report ID: RCC1008 PeopleSoft Page No. 4

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 Page No. 5 **PeopleSoft**

HelpDesk Case Information

9,999

Run Date: 09/26/2001 3:51:12 PM Run Time:

From Date: 09/05/1993 **Through Date:** Reported By 09/28/2001 ΑII From Case Number 0 **To Case Number Created By** ΑII

Business Unit US300 **Assigned To** Maureen Lansing

Problem Report ID: 149

Assigned ID: 621

Department ID: Assigned To: Maureen Lansing KU010

Department Name: Western Sales Region **Priority:** LOW **CUST** Harris,Ben M Reported By: Status:

Question on Display Settings for the Laptop Subject:

Problem Descr: Question on Display Settings for the Laptop

Smyth, Ebrima T **Creation Date:** Created By: 09/12/2000

Notes

Seq No Subject **Date Entered Entered By**

Note Attachments



Report ID: RCC1008 Page No. 6 PeopleSoft

HelpDesk Case Information

09/26/2001 Run Date: 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** AII

Assigned To **Business Unit** US300 Maureen Lansing

Problem Report ID: 149

Action History

Seq No

Old Value: 1

> **New Value:** 621

Action History

Seq No

Old Value: 2

> New Value: CUST



PeopleSoft

Page No. 1

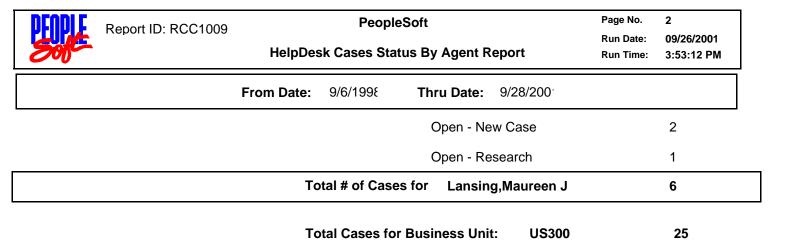
HelpDesk Cases Status By Agent Report

Run Date: 09/26/2001 Run Time: 3:53:12 PM

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

Business Unit: US300

Assigned To 590	<u>Name</u> Tripper,Elssie P	Case Status	# of Cases for Status
	,	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





Total # of Closed Cases for Bus. Unit US300

PeopleSoft HelpDesk Time To Close By Agent

Page No. 1

Run Time: 4:07:16 PM Run Date: 09/26/2001

420

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

		Trom Date.	70/1990	Tillu Date.	20/2001	
Business	Unit: US300					
Assigned	<u>l To:</u>	<u>Priority</u>	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
Fotal # of	Closed Cases for	Tripper,Elssie P	1	Average # o	f Days to Close:	420
620	Thomas,Michael E					
		LOW	145	7/10/2000 10:34:2	9/3/2001 12:00:00	420
otal # of	Closed Cases for	Thomas,Michael	E 1	Average # o	f 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
Fotal # of	Closed Cases for	Lansing Maureer	1 J 2	Average # o	f Days to Close:	420

4

Average # of Days to Close:



Report ID: RCC1011 PeopleSoft

HelpDesk Cases By Employee

Page No. Run Date:

Run Time:

09/26/2001 4:08:06 PM

1

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



PeopleSoft

HelpDesk Cases By Business Process Report

Page No. 1

Run Date: 09/26/2001 Run Time: 4:14:06 PM

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

Business Unit US400

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



PeopleSoft HelpDesk Employees With Case

Page 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

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



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

COM-AGR-111 2.00



PeopleSoft

Case Information

Page No.

09/26/2001

Run Date: 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

Attachment(s)



PeopleSoft

Case Information

 Run Date:
 09/26/2001

 Run Time:
 3:18:11 PM

Page No.

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

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

Assigned To: 589

Action History Seq Num

Old_Value:

New Value:

2 Old_Value:

New Value: OPEN

3 Old_Value: No

New Value: No

4 Old_Value:

New Value: BASIC-RES



Report ID: RCC2002 **PeopleSoft** Page No.

Case By Age Report

Run Date: 09/26/2001 Run Time: 2:52:22 PM

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

Case Status: ΑII

Creation Date: 6/13/2000

> Customer Name: **Health Concious.com**

> > Case Type **Assigned To** 120 **Priority Status** Contact Case ID:

Pine, Teresa P MED **OPEN** QUEST Williams, Victoria

Subject: Room Air is not functioning

Lakeview Community College Customer Name:

> 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

MMA Property Management Group Customer Name:

> **Assigned To** Case ID: 118 **Priority** Case Type Contact Status

MED **OPEN** QUEST Albright, Fred Orellana.Mason D

Subject: Problem with

Assigned To Case ID: 119 **Priority** Status Case Type Contact



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



PeopleSoft **Case By Customer Report**

Page No.

09/26/200 Run Date: Run Time: 2:40:12 PM

09/08/1996 From Date:

Through Date:

09/29/2001

Priority:

MED

Customer ID:

OPEN Status:

302

Case Type: QUEST

Business Unit: US200

Custom	er Name	Health Concious.com				
<u>Case ID</u> 120	Priority MED	<u>Status</u> OPEN	Product ID SR1003	<u>CaseType</u> <u>Contact</u> Technical Que Williams, Victoria	DateCreated 06/13/2000	Assigned To Pine,Teresa P
		Subject:	Room Air is r	not functioning		
127	MED	OPEN	SR1003	Technical Que Levy, Rick	09/23/2000	Pine,Teresa P
		Subject:	Room Air nee	eds servicing		
129	MED	OPEN	SR1013	Technical Que Cox, Terry	09/23/2000	Orellana,Mason D
		Subject:	Dishwasher i	s not cleaing dishes		
133	MED	OPEN	SR1013	Technical Que Sanchez, Gabrielle	e 12/18/2000	Pine,Teresa P
		Subject:	Cleaning dish	nes in the Dishwasher.		
140	MED	OPEN	SR1010	Technical Que Sanchez, Gabrielle	e 03/05/2001	Pine,Teresa P
		Subject:	Steps to rem	ove strange odor on the outside of	the refrigerator. W	hat is it.



Cases By Priority Report

PeopleSoft

Page No. 1 09/26/2001 Run Date: Run Time: 2:32:33 PM

From Date: 09/03/1995 Thru Date:

09/28/2001

ΑII

ΑII

ΑII **Cust ID**

Status

ΑII **Priority**

Case Type

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



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 Case ID Priority Status Type Contact DateCreated 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 Case ID Priority Status Type Contact DateCreated 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



PeopleSoft Cases By Type Report

Page No.

Run Date: 09/26/200 Run Time: 3:24:10 PM

1

Business Unit:US200Case Type:AllFrom Date:09/07/1997Status:AllThru Date:09/28/2001Priority:All

Case Type: Technical Question

Case ID 5	Priority MED Cleaning the Dis	<u>Status</u> OPEN h Washer	Contact Santiago, Tomas	<u>Date Created</u> 04/11/2001	Assigned To Perry,David L
11	MED Refrigerator light	OPEN t is always on, e	Boyd,Jimmy even though the door is clos	04/06/2001 ed.	Perry,David L
119	MED Discoloration in t	OPEN the dishwasher	Hauser,Bill	06/13/2000	Perry,David L
122	MED Freezer is smelli	OPEN ng bad	Chase, John	06/13/2000	Perry,David L
134	MED How to clean Wa	OPEN aste Disposal.	Lee,Savannah	12/18/2000	Perry,David L
135	MED How to Fix Air Te	OPEN emperature in t	Chase,John he freezer	12/18/2000	Perry,David L
273	MED Refrigerator cond	OPEN densor needs to	Albright,Fred b be cleaned	04/16/2001	Perry,David L
2	MED Dishwasher is no	OPEN ot cleaning the	Albright,Fred dishes properly	04/11/2001	Pine,Teresa P
120	MED Room Air is not f	OPEN functioning	Williams, Victoria	06/13/2000	Pine,Teresa P
123	MED Refridgerator is ı	OPEN making loud no	Johnson,Barb ises. It is running for last 8 y	06/13/2000 /ears. Does it nee	Pine,Teresa P
125	MED Cooler is not fun	OPEN ctioning	Morrissey,Roger	06/13/2000	Pine,Teresa P



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

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



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

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

Page No. 1

Run Date: 09/26/2001 Run Time: 3:33:27 PM

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

1Removing Yellow and Brown discoloration from the Dishwasher?502Cleaning dishes in the Dishwasher.205How to get rid of the Yellow and Brown discoloration in my Dishwasher?206How to get the dishes clean in the Dishwasher.107How to avoid permanent film on Glasses when washes dishes in the Dishwasher leaks.1010How to fix dishwasher leaks.1011Steps to fix if the Dishwasher Cycle is too long.1012Standing water in the bottom of the dishwasher after a wash.2013What items to put in the Waste Disposal.1015How to clean Waste Disposal.1016Steps to remove frost build-up on the inside of the refrigerator.4117Steps to remove strange odor on the outside of the refrigerator.4118Cleaning the condenser coil of the Refrigerator?3022How to fix if the refrigerator runs too long? When to schedule a service call.3026Fixing Air Temperature in the freezer3027Steps to fix ice cubes taste bad and smell in the Freezer.10	Solution ID	Summary	Usage Count	Solved Count	Success Rate
Cleaning dishes in the Dishwasher. 1 How to get rid of the Yellow and Brown discoloration in my Dishwasher? 1 How to get the dishes clean in the Dishwasher. 1 How to avoid permanent film on Glasses when washes dishes in the Dishwasher 1 How to fix dishwasher leaks. 1 How to fix dishwasher leaks. 1 Description of the Dishwasher Agree is too long. 1 Steps to fix if the Dishwasher Cycle is too long. 1 Standing water in the bottom of the dishwasher after a wash. 2 Description of the Waste Disposal. 1 Description of the Waste Disposal. 1 Description of the Valle of the refrigerator. 1 Steps to remove frost build-up on the inside of the refrigerator. 1 Steps to remove strange odor on the outside of the refrigerator. 1 What is it. 1 Cleaning the condenser coil of the Refrigerator? 2 How to fix if the refrigerator runs too long? When to schedule a service call. 2 Fixing Air Temperature in the freezer 3 Description of the Refrigerator of the R	0		5	1	20%
How to get rid of the Yellow and Brown discoloration in my Dishwasher? How to get the dishes clean in the Dishwasher. How to avoid permanent film on Glasses when washes dishes in the Dishwasher How to fix dishwasher leaks. How to fix dishwasher leaks. Steps to fix if the Dishwasher Cycle is too long. Standing water in the bottom of the dishwasher after a wash. What items to put in the Waste Disposal. How to clean Waste Disposal. How to clean Waste Disposal. Steps to remove frost build-up on the inside of the refrigerator. What is it. Cleaning the condenser coil of the Refrigerator? How to fix if the refrigerator runs too long? When to schedule a service call. Fixing Air Temperature in the freezer Steps to get odor out of the freezer. Steps to get odor out of the freezer. Lens indicator in the freezer. Lens indicator in the freezer. 1 0 181 does this become a note or a resolution?	1	Removing Yellow and Brown discoloration from the Dishwasher?	5	0	0%
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How to avoid permanent film on Glasses when washes dishes in the Dishwasher 10 How to fix dishwasher leaks. 11 0 11 Steps to fix if the Dishwasher Cycle is too long. 12 Standing water in the bottom of the dishwasher after a wash. 13 What items to put in the Waste Disposal. 14 0 15 How to clean Waste Disposal. 16 Steps to remove frost build-up on the inside of the refrigerator. 17 Steps to remove strange odor on the outside of the refrigerator. 18 Cleaning the condenser coil of the Refrigerator? 19 How to fix if the refrigerator runs too long? When to schedule a service call. 26 Fixing Air Temperature in the freezer 27 Steps to get odor out of the freezer. 28 Steps to get odor out of the freezer. 29 Steps to get odor out of the freezer. 10 July July July July July July July July	5	·	2	0	0%
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How to clean Waste Disposal. 1 0 16 Steps to remove frost build-up on the inside of the refrigerator. 17 Steps to remove strange odor on the outside of the refrigerator. 18 Cleaning the condenser coil of the Refrigerator? 19 How to fix if the refrigerator runs too long? When to schedule a service call. 20 Fixing Air Temperature in the freezer 21 Steps to fix ice cubes taste bad and smell in the Freezer. 22 Steps to get odor out of the freezer. 23 O 25 Steps to get odor out of the freezer. 26 Lens indicator in the freezer. 27 Steps to get odor out of the freezer. 28 Lens indicator in the freezer. 29 Steps to get odor out of the freezer. 20 does this become a note or a resolution? 20 does this become a note or a resolution?	12	Standing water in the bottom of the dishwasher after a wash.	2	0	0%
Steps to remove frost build-up on the inside of the refrigerator. Steps to remove strange odor on the outside of the refrigerator. What is it. Cleaning the condenser coil of the Refrigerator? How to fix if the refrigerator runs too long? When to schedule a service call. Fixing Air Temperature in the freezer Steps to fix ice cubes taste bad and smell in the Freezer. Steps to get odor out of the freezer. Lens indicator in the freezer. does this become a note or a resolution?	13	What items to put in the Waste Disposal.	1	0	0%
Steps to remove strange odor on the outside of the refrigerator. What is it. Cleaning the condenser coil of the Refrigerator? How to fix if the refrigerator runs too long? When to schedule a service call. Fixing Air Temperature in the freezer Steps to fix ice cubes taste bad and smell in the Freezer. Steps to get odor out of the freezer. Lens indicator in the freezer. does this become a note or a resolution?	15	How to clean Waste Disposal.	1	0	0%
What is it. Cleaning the condenser coil of the Refrigerator? How to fix if the refrigerator runs too long? When to schedule a service call. Fixing Air Temperature in the freezer Steps to fix ice cubes taste bad and smell in the Freezer. Steps to get odor out of the freezer. Lens indicator in the freezer. does this become a note or a resolution? Steps to get odor out of the freezer. Materials and summer of the freezer. Condenses a fixed and smell in the Free	16	Steps to remove frost build-up on the inside of the refrigerator.	4	1	25%
How to fix if the refrigerator runs too long? When to schedule a service call. Fixing Air Temperature in the freezer 3 0 Steps to fix ice cubes taste bad and smell in the Freezer. 1 0 Steps to get odor out of the freezer. 1 1 1 Lens indicator in the freezer. 1 0 the freezer 1 0 does this become a note or a resolution? 1 0	17		1	0	0%
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Steps to fix ice cubes taste bad and smell in the Freezer. Steps to get odor out of the freezer. Lens indicator in the freezer. 1 0 1 1 1 1 1 1 1 1 1 1 1	22	· · · · · · · · · · · · · · · · · · ·	3	0	0%
29 Steps to get odor out of the freezer. 1 1 30 Lens indicator in the freezer. 1 0 181 does this become a note or a resolution? 1 0	26	Fixing Air Temperature in the freezer	3	0	0%
30 Lens indicator in the freezer. 1 0 181 does this become a note or a resolution? 1 0	27	Steps to fix ice cubes taste bad and smell in the Freezer.	1	0	0%
does this become a note or a resolution? 1 0	29	Steps to get odor out of the freezer.	1	1	100%
	30	Lens indicator in the freezer.	1	0	0%
185 Cancel the Case 1 0	181	does this become a note or a resolution?	1	0	0%
	185	Cancel the Case	1	0	0%



PeopleSoft

Top Ten Solutions By Product

Page No. 1

Run Date: 09/26/2001 Run Time: 3:34:31 PM

Set ID: CRM01 From Date: 09/07/1997

Product: All Through Date: 09/28/2001

Product ID: SR1002 6000 BTU Room Air (Grey)

Solution ID Summary Cases Solved

Product ID: SR1011 21.6 cu. Ft. Top Refrigerator

Solution ID Summary Cases Solved

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

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

Solution ID Summary Cases Solved

29 Steps to get odor out of the freezer.