



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					
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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
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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



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

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
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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 values 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

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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