

CUSTOMER SERVICE

Requests | Customers | Dashboard | CaseBook | Processors | Admin

scott Nov 19, 2009 22:20

Customer ID

Request ID

Request Type

Request Status

Current Activity

Assigned To

From

To

Customer ID	Customer	Request ID	Type	Status	Activity	Assigned To	Request Date	Created
30859543	Peter Lund	40710663	SR004	Closed	Process	bratton	2009-10-15	2009-10-20 08:37
13731601	Simon Wakefield	66520151	SR001	Open	Finalize	bernard	2009-10-14	2009-10-20 08:33
64048150	Sammy Super	95472227	SR005	Open	Intake	palmer	2009-10-15	2009-10-20 08:32
15615217	Timmy Tupper	70330070	SR003	New	Intake	bratton	2009-10-24	2009-10-20 08:31
78905116	Jimmy Jammer	76000847	SR001	Open	Intake	kapoor	2009-10-22	2009-10-20 08:31
61957956	Folly Maden	86563950	SR001	New	Process	martin	2009-10-22	2009-10-20 08:31
67124956	John Badder	17555015	SR005	Pending	Approve	hudson	2009-10-21	2009-10-20 08:30
70895824	Kelly Kapoor	31804151	SR001	Pending	Review	halpert		2009-10-20 08:29
30859543	Peter Lund	96890273	SR003	Closed	Process	bratton	2009-10-22	2009-10-20 08:28

15 Row(s) Found

Request-40710663

Request-17555015

Request-70330070

Request Details

Documents

Notes

Workflow

Customer

Timmy Tupper - 15615217

Type

SR003

Status

New

Current Activity

Intake

Assigned To

bratton

Date

10/24/2009

CUSTOMER SERVICE

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Customer ID

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30859543	Peter Lund	40710663	SR004	Closed	Process	bratton	2009-10-15	2009-10-20 08:37
13731601	Simon Wakefield	66520151	SR001	Open	Finalize	bernard	2009-10-14	2009-10-20 08:33
64048150	Sammy Super	95472227	SR005	Open	Intake	palmer	2009-10-15	2009-10-20 08:32
15615217	Timmy Tupper	70330070	SR003	New	Intake	bratton	2009-10-24	2009-10-20 08:31
78905116	Jimmy Jammer	76000847	SR001	Open	Intake	Kapoor	2009-10-22	2009-10-20 08:31
61957956	Folly Maden	86563950	SR001	New	Process	martin	2009-10-22	2009-10-20 08:31
67124956	John Badder	17555015	SR005	Pending	Approve	hudson	2009-10-21	2009-10-20 08:30
70895824	Kelly Kapoor	31804151	SR001	Pending	Review	halpert		2009-10-20 08:29
30859543	Peter Lund	96890273	SR003	Closed	Process	bratton	2009-10-22	2009-10-20 08:28

15 Row(s) Found

	Document Title	Document Type	Version	Last Modified By	Last Modified Date
✓	Service Request Form	Form	1.0	scott	2009-10-20 08:42
	Request for Advice	Letter	2.0	scott	2009-10-20 08:42
	Request for Advice	Letter	1.0	scott	2009-10-20 08:42
	Customer Data	Data File	1.0	scott	2009-10-20 08:41

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Customer ID Request ID Request Type Request Status Current Activity Assigned To From To Search Clear

Customer ID	Customer	Request ID	Type	Status	Activity	Assigned To	Request Date	Created
30859543	Peter Lund	40710663	SR004	Closed	Process	bratton	2009-10-15	2009-10-20 08:37
13731601	Simon Wakefield	66520151	SR001	Open	Finalize	bernard	2009-10-14	2009-10-20 08:33
64048150	Sammy Super	9547						2009-10-20 08:32
15615217	Timmy Tupper	7033						2009-10-20 08:31
78905116	Jimmy Jammer	7600						2009-10-20 08:31
61957956	Folly Maden	8656						2009-10-20 08:31
67124956	John Badder	1755						2009-10-20 08:30
70895824	Kelly Kapoor	3180						2009-10-20 08:29
30859543	Peter Lund	9689						2009-10-20 08:28

Request-40710663 Request-1755501

Request Details Documents Note

Document Title	Created Date
Request for Advice	2009-10-20 08:42
Service Request Form	2009-10-20 08:42
Request for Advice	2009-10-20 08:42
Request for Advice	2009-10-20 08:42
Customer Data	2009-10-20 08:41

Document Title Document Type Select File Add Clear

Document Title: Document Type: -- Select --

Select file to upload by p845demo

docs

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 - Macintosh HD
 - iDisk
- PLACES
 - Desktop
 - Documents
 - harikolasani
 - Developer
 - Adobe Goodies
 - Applications
 - Downloads
 - 401k
 - BIZ
 - BOW

export.sql

- Test Exce...ment.xls
- Test Ima...ment.bmp
- Test Ima...ment.png
- Test PDF ...ment.pdf
- Test Pow...ument.ppt
- Test Text...ument.txt
- Test Wor...ment.doc

Cancel Select

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scott Nov 19, 2009 22:20

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15615217	Timmy Tupper	70330070	SR003	New	Intake	bratton	2009-10-24	2009-10-20 08:31
78905116	Jimmy Jammer	76000847	SR001	Open	Intake	kapoor	2009-10-22	2009-10-20 08:31
61957956	Folly Maden	86563950	SR001	New	Process	martin	2009-10-22	2009-10-20 08:31
67124956	John Badder	17555015	SR005	Pending	Approve	hudson	2009-10-21	2009-10-20 08:30
70895824	Kelly Kapoor	31804151	SR001	Pending	Review	halpert		2009-10-20 08:29
30859543	Peter Lund	96890273	SR003	Closed	Process	bratton	2009-10-22	2009-10-20 08:28

15 Row(s) Found

Note Text	Added By	Date Added
Need help from Jim on this	scott	2009-10-20 08:42
This is a critical Request	scott	2009-10-20 08:42

Note Text

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scott Nov 19, 2009 22:20

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78905116	Jimmy Jammer	76000847	SR001	Open	Intake	kapoor	2009-10-22	2009-10-20 08:31
61957956	Folly Maden	86563950	SR001	New	Process	martin	2009-10-22	2009-10-20 08:31
67124956	John Badder	17555015	SR005	Pending	Approve	hudson	2009-10-21	2009-10-20 08:30
70895824	Kelly Kapoor	31804151	SR001	Pending	Review	halpert		2009-10-20 08:29
30859543	Peter Lund	96890273	SR003	Closed	Process	bratton	2009-10-22	2009-10-20 08:28

15 Row(s) Found

Request-40710663
Request-17555015
Request-70330070
Request-20514663
Request-40710663

Request Details
Documents
Notes
Workflow

Current Step Name	Enqueue Time	Route To	Comment
Process	2009-10-20 08:43	<input type="text" value="-- Select --"/>	<input type="text" value="Goign to take some time"/>

Step	Enqueued	Event	Route To	UserId	Comment
Intake	2009-10-20 08:37	Saved		scott	Working on it
Intake	2009-10-20 08:43	Comple		scott	Sending to Hold
Hold	2009-10-20 08:43	Comple		scott	Ready for Processing
Process	2009-10-20 08:43	Saved	2009-10-20 08:43	scott	Goign to take some time

CUSTOMER SERVICE

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Customer ID	Request ID	Request Type	Request Status	Current Activity	Assigned To	From	To	
<input type="text"/>	<input type="text"/>	-- Select --	-- Select --	-- Select --	-- Select --	<input type="text"/>	<input type="text"/>	Search Clear

Customer ID	Customer	Request ID	Type	Status	Activity	Assigned To	Request Date	Created
30859543	Peter Lund	40710663	SR004	Closed	Process	bratton	2009-10-15	2009-10-20 08:37
13731601	Simon Wakefield	66520151	SR001	Open	Finalize	bernard	2009-10-14	2009-10-20 08:33
64048150	Sammy Super	95472227	SR005	Open	Intake	palmer	2009-10-15	2009-10-20 08:32
15615217	Timmy Tupper	70330070	SR003	New	Intake	bratton	2009-10-24	2009-10-20 08:31
78905116	Jimmy Jammer	76000847	SR001	Open	Intake	Kapoor	2009-10-22	2009-10-20 08:31
61957956	Folly Maden	86563950	SR001	New	Process	martin	2009-10-22	2009-10-20 08:31
67124956	John Badder	17555015	SR005	Pending	Approve	hudson	2009-10-21	2009-10-20 08:30
70895824	Kelly Kapoor	31804151	SR001	Pending	Review	halpert		2009-10-20 08:29
30859543	Peter Lund	96890273	SR003	Closed	Process	bratton	2009-10-22	2009-10-20 08:28

15 Row(s) Found

Request-40710663
Request-17555015
Request-70330070
Request-20514663
Request-40710663
New Request
Request-17555015

Customer

Type

Status

Assigned To

Date

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Customer ID Customer Name From To

Customer ID	Customer Name	Address	City	State	Zip	Created
85361073	Yeon Feeler	3435 Star Blvd	Galactica	LA	56546	2009-10-20 08:23
70895824	Kelly Kapoor	234 Madras Ave	Salem	GA	34556	2009-10-20 08:23
61957956	Folly Maden	3354 Town St	Ankerville	KS	34545	2009-10-20 08:22
30859543	Peter Lund	3242 Gram St.	Denver	CA	45665	2009-10-20 08:22
67124956	John Badder	4565 Focus Ave	Smirna	ND	55766	2009-10-20 08:21
13731601	Simon Wakefield	5677 Sams Blvd	Pinkerton	NV	65768	2009-10-20 08:21
15615217	Timmy Tupper	3545 South St	Fiona	IL	56566	2009-10-20 08:20
64048150	Sammy Super	454 East Ave	Sugarland	AZ	45454	2009-10-20 08:19
78905116	Jimmy Jammer	123 Main St.	Powell	AL	34344	2009-10-20 08:19

+ 9 Row(s) Found

Customer-85361073 **Customer-13731601** **Customer-13731601** **Customer-30859543**

Name *

Address

City

State ▼

Zip

Phone

E-Mail

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Customer ID Customer Name From To

Customer ID	Customer Name	Address	City	State	Zip	Created
85361073	Yeon Feeler	3435 Star Blvd	Galactica	LA	56546	2009-10-20 08:23
70895824	Kelly Kapoor	234 Madras Ave	Salem	GA	34556	2009-10-20 08:23
61957956	Folly Maden	3354 Town St	Ankerville	KS	34545	2009-10-20 08:22
30859543	Peter Lund	3242 Gram St.	Denver	CA	45665	2009-10-20 08:22
67124956	John Badder	4565 Focus Ave	Smirna	ND	55766	2009-10-20 08:21
13731601	Simon Wakefield	5677 Sams Blvd	Pinkerton	NV	65768	2009-10-20 08:21
15615217	Timmy Tupper	3545 South St	Fiona	IL	56566	2009-10-20 08:20
64048150	Sammy Super	454 East Ave	Sugarland	AZ	45454	2009-10-20 08:19
78905116	Jimmy Jammer	123 Main St.	Powell	AL	34344	2009-10-20 08:19

+ 9 Row(s) Found

Customer-85361073 **Customer-13731601** **Customer-13731601** **Customer-30859543** **New Customer**

Name *

Address

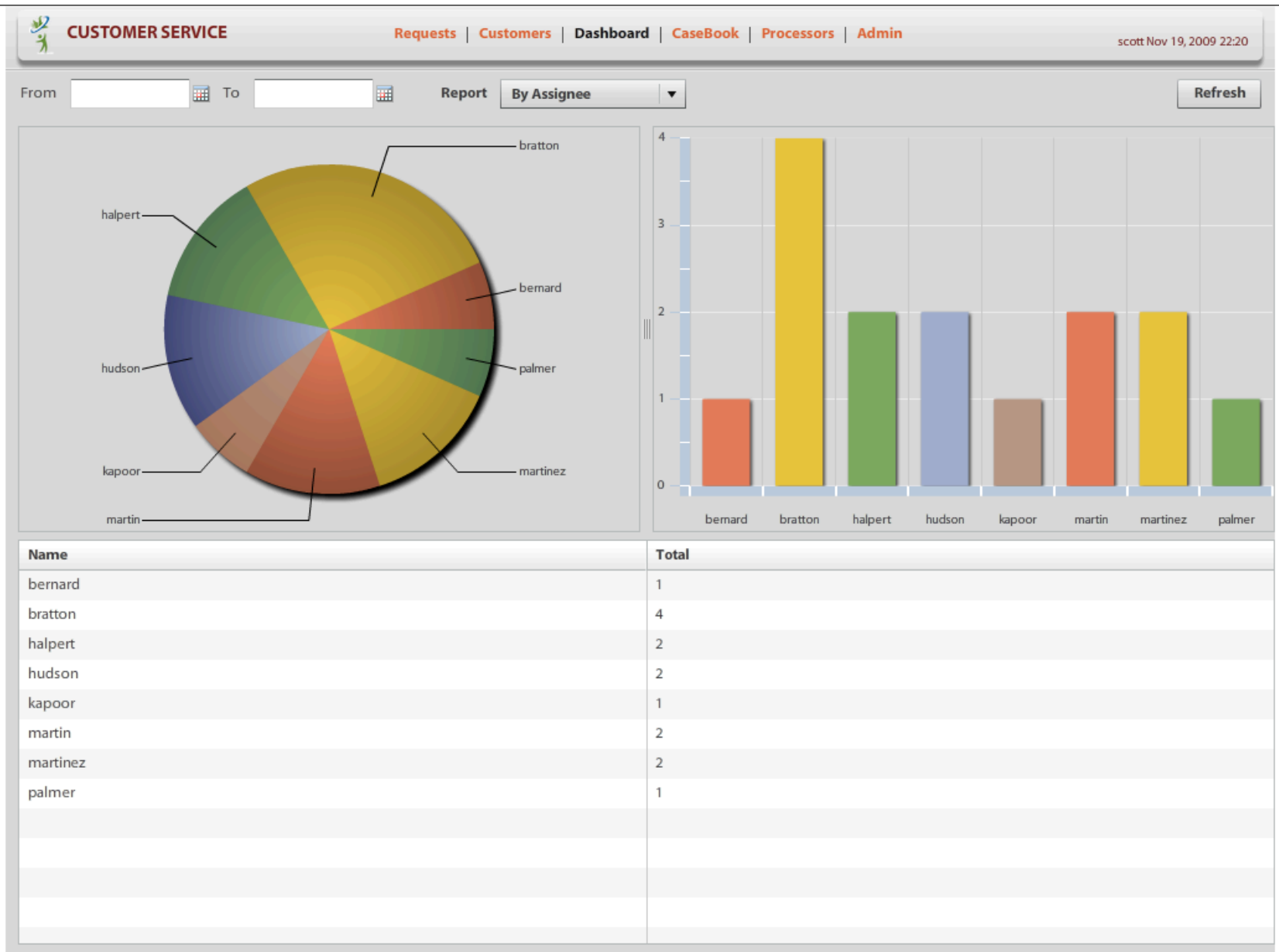
City


State

Zip

Phone

E-Mail





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Wall **Request-1755015**

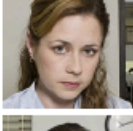
**Michael Scott** 2009-11-19 22:28
Added the Doc : Request for Advice [Request 40710663](#)
[Add Comments](#)


**Michael Scott** 2009-10-20 08:59
Routed Workflow Item to : Process [Request 85972582](#)
[Add Comments](#)

**Kelly Kapoor** 2009-10-20 08:58
Updated Request Details [Request 1755015](#)
[1 Comments](#)

**Ryan Howard** 2009-10-20 08:57
Commented on Workflow Item : Working on it [Request 31804151](#)
[Add Comments](#)

**Jim Halpert** 2009-10-20 08:56
Added Note: Anybody has a clue about this? [Request 31804151](#)
[2 Comments](#)

**Pam Beesly** 2009-10-20 08:54
Added the Doc : Request Form [Request 76000847](#)
[1 Comments](#)

**Michael Scott** 2009-10-20 08:47
Updated Request Details [Request 70330070](#)
[1 Comments](#)

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User Id First Name Last Name

UserId	First Name	Last Name	Role	Departmnet	EMail	Created
palmer	Meredith	Palmer	Clerk	Customer Service	palmer@dmiflin.com	2009-10-18 22:52
martin	Angela	Martin	Clerk	Csustomer Service	martin@dmiflin.com	2009-10-18 22:52
malone	Kevin	Malone	Clerk	Customer Service	malone@dmiflin.com	2009-10-18 22:51
beesly	Pam	Beesly	Clerk	Customer Service	beesly@dmiflin.com	2009-10-18 22:50
kapoor	Kelly	Kapoor	Clerk	Customer Service	kapoor@dmiflin.com	2009-10-18 22:50
administrator	Hari	Kolasani	Supervisor	Customer Service	administrator@dmiflin.cc	2009-10-18 22:49
halpert	Jim	Halpert	Supervisor	Customer Service	halpert@dmiflin.com	2009-10-18 22:48
bratton	Creed	Bratton	Clerk	Customer Service	bratton@dmiflin.com	2009-10-18 22:48
hudson	Stanley	Hudson	Supervisor	Customer Service	hudson@dmiflin.com	2009-10-18 22:47

 14 Row(s) Found

palmer **malone**

User Id *

First Name


Last Name


Role

Department

E-Mail

Upload Image *



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Request Types

Type Name
SR001
SR002
SR003
SR004
SR005
Click to Add New Type

Request Statuses

Status Name
Cancelled
Closed
New
Open
Pending
Click to Add New Status

Request Activities

Activity Name
Approve
Finalize
Hold
Intake
Process
Review
Click to Add New Activity

Request Document Types

Document Type Name
Data File
Form
Letter
Click to Add New DocumentType