

CRS Helpdesk Software

Presented By
The Systems House, Inc.

The History of CRS

C.R.S stands for
Customer Reporting System

- Originally created for TSH's internal reporting needs
- This software was designed to manage large scale software projects
- The consistency of the program helped launch it as the Primary Internal Helpdesk Software of TSH
- CRS is based on the same core technology as our E-Commerce Engine, RemoteNet

The Role of CRS

- Manages calls into our help desk
- Ability to track problems and their solutions
- Serves as a Knowledge Base
- Provides Management Reporting
- Online Access Available 24/7 from anywhere there is an internet connection



Customer Reporting System - Open Requests

[Requests](#) [Inquiries](#) [Help/Docs](#) [Log Out](#) [Web Links](#)

Request Status	Request Messages
<p>Welcome Mr. Paul McWhinnie</p> <p>Your Open Requests: 3</p> <p>Your Company's Open Requests: 82</p> <p>Current Date and Time: 05/15/2007 03:25:00 pm</p> <p>Your Page will Refresh in: 60 Seconds</p> <p>Auto Refresh is: OFF <input type="checkbox"/> ON <input checked="" type="checkbox"/> OFF</p>	<p>The Following Requests have an Open Status. Please Click on a Request Number to update your request</p> <p>Please remember CRS is only Monitored from 8am - 6pm EST</p>

Request Options - Export and Filter - Update and Enter

[Click Here to Create a New Request](#)

Sort By:

Items per page:

[Click here to Export this list of Requests](#) Update a Request#:

Request#	Entry Date	Request Description	Reqd Date	Status	Severity	Priority	Contact	End User	Upd Date
061426	03/06/07	Add the capability to have certain fields in a tab	03/19/10	User Test	Low		John Garcia		03/14/07
062542	03/30/07	Two of our 810 vendors: Baxter and Johnson & Johns	03/04/08	QC - Testing	High	High	Brian Jobes	Anissa	05/02/07
062545	03/30/07	Question on how work order are handled in the syst	03/04/08	Support	Medium	Medium	Brian Jobes	Darlene	05/15/07
059825	01/31/07	FULL SYSTEM UPGRADE	08/16/07	Design	Medium	M	Katherine Mekeel Paul		04/25/07
064030	05/15/07	attempting to receive RA 01546341 (1-10-3) but say	05/15/07	Support	Medium	M	John Garcia	Nelson x3417	05/15/07
	05/11/07	Help with Price? for HH and DMH	05/11/07	User Test	Emergency	Emergency	Brian Jobes	Susan	05/11/07



Customer Reporting System - Entry

[Requests](#) [Inquiries](#) [Help/Docs](#) [Log Out](#) [Web Links](#)

Request# 064047

Entry Date 05/15/2007

Open

Please fill in our Request Form below: Required information is highlighted
You can change your customer information if it is not correct and it will update our database.
Please remember CRS is only Monitored from 8am - 6pm EST

Contact Information

Call Details

Customer LEESAR HEALTH TRUST

Contact

Phone

Phone Ext.

Fax

Email

Mod/Problem M P

Customer Priority

Customer Reference

End User

Date Required

Department IS

Menu Path

System Area A/P

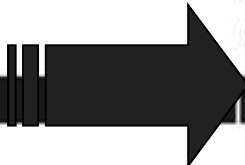
Severity Low

Quote Information

Status Information

Quote Required No Yes

Status **Received**



Description of Problem:



Customer Reporting System - Entry

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Request# 064047

Entry Date 05/15/2007

Open

Please fill in our Request Form below: Required information is highlighted

You can change your customer information if it is not correct and it will update our database.

Please remember CRS is only Monitored from 8am - 6pm EST

Contact Information

Call Details

Customer LEESAR HEALTH TRUST

Contact

Phone

Phone Ext.

Fax

Email

Mod/Problem M P

Customer Priority

Customer Reference

End User

Date Required

Department

Menu Path

System Area

Severity

Quote Information

Status Information

Quote Required No Yes

Status

Description of Problem:

Help Us Serve You Better

Provide a detailed description along with supporting facts which include:

- Error Messages Received
- Order, Invoice, Record Numbers
- What Process Was Completed Before the Issue Occurred
- Were screen shots or reports faxed regarding this incident?
- Any Other Relevant Info

Status

Received

Description of Problem:

I am receiving an error that states Prod.Det 0112547HJK is locked

Special Instructions:

Comments:

Submit

Cancel

Return to Open Requests

[Back to Top](#)





Customer Reporting System - Open Requests

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Request Status Request Messages

Welcome Mr. Paul McWhinnie

Your Open Requests 4
Your Company's Open Requests 83
Current Date and Time 05/15/2007 04:03:36 pm
Your Page will Refresh in: 60 Seconds
Auto Refresh is: OFF **ON OFF**

The Following Requests have an Open Status.
Please Click on a Request Number to update your request
Please remember CRS is only Monitored from 8am - 6pm EST

Request Options - Export and Filter - Update and Enter

[Click Here to Create a New Request](#)

Sort By: Request# **GO**

Items per page: 50 **GO**

Click here to Export this list of Requests Update a Request#: **GO**

Request#	Entry Date	Request Description	Reqd Date	Status	Severity	Priority	Contact	End User	Upd Date
064047	05/15/07	I am receiving and error that states Prod.Det 0112	05/17/07	Received	Low		Paul McWhinnie		
064030	05/15/07	attempting to receive RA 01546341 (1-10-3) but say	05/15/07	Support	Medium	M	John Garcia	Nelson x3417	05/15/07
063958	05/11/07	Release 01546958001 was verified, but it did not i	05/11/07	Info Pending	Low		Brian Jobes		05/11/07
063951	05/11/07	HandHeld-WMS Issues-	05/11/07	Programming	Medium	M	John Garcia	John	05/15/07
063949	05/11/07	ETC tracing Report- specific on t	05/11/07	Support	Medium	M	John Garcia	Juan x3423	05/14/07
063944	05/11/07	adding a column to the SPECIAL POs CREATED report	05/11/07	Programming	Low	L	John Garcia	CustServ	05/14/07
063904	05/10/07	Help with Price2 for HH and DMH	05/11/07	User Test	Emergency	Emergency	Brian Jobes	Susan	05/11/07



Customer Reporting System - Open Requests

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Request Status Request Messages

Welcome Mr. Paul McWhinnie

Your Open Requests 4

Your Company's Open Requests 82

Current Date and Time 05/21/2007 01:28:48 pm

Your Page will Refresh in: 60 Seconds

Auto Refresh is: OFF ON OFF

The Following Requests have an Open Status.

Please Click on a Request Number to update your request

Please remember CRS is only Monitored from 8am - 6pm EST

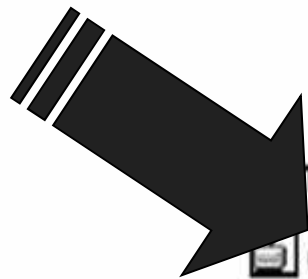
[Request Options - Export and Filter - Update and Enter](#)

[Click Here to Create a New Request](#)

Sort By:

Items per page:

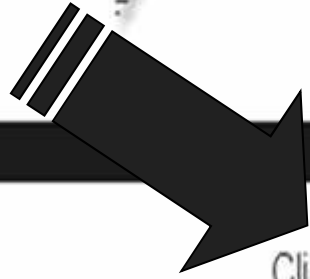
[Click here to Export this list of Requests](#) Update a Request#:



Request#	Entry Date	Request Description	Reqd Date	Status	Severity	Priority	Contact	End User
061426	03/06/07	Add the capability to have certain fields in a tab	03/19/10	User Test	Low		John Garcia	
062542	03/30/07	Two of our 810 vendors: Baxter and Johnson & Johns	03/04/08	QC - Testing	High	High	Brian Jobes	Anissa
062545	03/30/07	Question on how work order are handled in the syst	03/04/08	Support	Medium	Medium	Brian Jobes	Darlene
059825	01/31/07	FULL SYSTEM UPGRADE	08/16/07	Design	Medium	M	Katherine Mekeel	Paul



Customer Reporting System - CRS Export



Click Here to Download your CRS Spreadsheet

To save this file: Click on this link to view the spreadsheet, then Select FILE and SAVE AS from the browser Menu.

Close

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Problems? Click here to email the Webmaster

Content-type: text/html

	A	B	C	D	E	F	G	H
1	Request No.	Employee	Entry Dt	Status	Description	Priority	Contact	Resolution
2	63587	A. BARBARITO	4/30/2007	User Test	AVERAGE NUMBER OF PICKS (8-3-25-21) need the report to go out to each individual order, look at the qty requested from the PRIMARY location. and do a unit conversion	H	John Garcia	After speaking with John, I have moved this to the live account.
3	64182	G. SARACINO	5/18/2007	QC - Testing	Notification on PO Putaways that product needs special handling:	H	John Garcia	Programming is complete, sent for QC.
4	60204	R. JOHNSEN	2/8/2007	Quoted	WE NEED THE SYSTEM TO SET UP AN ALLOCATION OF PRODUCT ON LARGE ORDERS BY THE CUTOMER	H	John Garcia	Quote of 32 hours sent to Paul, awaiting approval.
5	61467	L. HAMMOND	3/7/2007	Info Pending	after testing the most recent mods to the RRM.TEST account we have come across a few issues to be worked out	H	John Garcia	John - Is this still open? If so, Larry will need the info requested above. Thanks.
6	60646	R. JOHNSEN	2/19/2007	User Test	Need a report to let us know the amt of products still avail in the system, required in packs	H	John Garcia	I corrected the problem, a dictionary was not checked out on this case, and did not make it over. Please retest. Thanks!
7	61972	L. HAMMOND	3/16/2007	Hold	RemoteNet for Inquiry Only	H	Katherine Mekeel	Changed status to hold.
8	63364	R. JOHNSEN	4/24/2007	Info Pending	Operator r6d did an inventory adj in 11/06 and the lot record is not showing.	H1	John Garcia	Waiting on info from John.
					Picking Priority for the WMS System-would like to go from single digit priorities to double digit picking priority is managed in the ship-to file (12-2-3-3 #25), and is used/displayed on the scorecard (8-3-			First programming case complete, 9079. This is on our inhouse Leesar account. The 2nd part of the request is case #9089. This portion is now ready to be assigned to be programmed on the inhouse Leesar

The CRS Process

What happens when a user submits a request?

- The Request Is Assigned
- The Request Inquiry Process Begins
- The Solution Is Tested & Approved



Customer Reporting System - Open Requests

Requests Inquiries Help/Docs Log Out Web Links

Request Status

Welcome MS VENUS KOMBO
You are logged in as VKOMBO

Your Open Requests: 0
 Your Company's Open Requests: 90
 Current Date and Time: 05/15/2007 05:11:28 pm
 Your Page will Refresh in: 56 Seconds
 Auto Refresh is: ON OFF

Request Messages

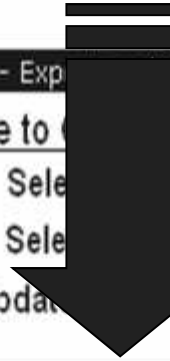
The Following Requests have an Open Status.
 Please Click on a Request Number to update your request

Please Remember to Enter your Timesheets
 Please remember CRS is only Monitored from 8am - 6pm EST

Request Options - Export Filter - Update and Enter

[Click Here to Add a New Request](#)

Sort By: Request# Select Customer: All Customers
 Items per page: 75 Select Employee: All Employees
 Click here to Export this list of Requests Update Request#:



Request#	Customer#	Employee	Entry Date	Request Description	Reqd Date	Status	Severity	Priority	Contact	End User	Upd Date
064056	LEES	.	05/15/07	I cancelled an order in Order Maintenance and Stoc	05/15/07	Received	Medium		Paul McWhinnie		
064054	FREE	L.KRAUSE	05/15/07	releases coming off credit hold and printing, no o		Received	Medium		Tom Ferrigno		
064051	FRZ	E.SANTIAGO	05/15/07	Hi David, You're a hard man to get a hold of. Hop	05/15/07	Support	Low		Bill Bodkin		05/15/07
064050	TSH	E.SANTIAGO	05/15/07	Timeshare2 backup failed. Second time in	05/15/07	Support	Low		TSH		05/15/07

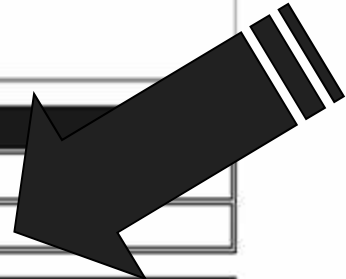
Description of Problem:

I cancelled an order in Order Maintenance and Stock Status Inventory now appears to be off.

Special Instructions:

Comments:

Date	Init	Comment
05/15/07	VK	Calling Paul to obtain an order and item number.. - @ 05:11:37pm



Additional Comments:

TSH Resolution:

Comments:

Date	Init	Comment
05/15/07	VK	Calling Paul to obtain an order and item number.. - @ 05:11:37pm
05/15/07	VK	Spoke with Paul; Order number 0678978 and item 548DKN06AA are in question. Checking status and amounts listed on the order - @ 05:25:01pm

Additional Comments:

I also noticed that item number YN7697803AC has inventory amounts that are off too

Resolution:**Completion Date:****By:**[Update & Email](#)[Email to Others](#)[Reset](#)[Return to Open Requests](#)

Fax
 Email
 Change User Add User
 New User ID

Quote Required
 Department
 Menu Path
 System Area
 Severity

Quote Information **Status Information**

Quote Required No Yes
 Date Promised
 Time Estimate (hrs)

Assigned To
 Status
 Job Number

Description of Problem:

I cancelled an order in Order Maintenance and Stock Status Inventory now appears to be off.

Special Instructions:

Comments:

Date	Init	Comment
05/15/07	VK	Calling Paul to obtain an order and item number.. - @05:11:37pm
05/15/07	VK	Spoke with Paul; Order number 0678978 and item 548DKN06AA are in question. Checking status and amounts listed on the order - @05:25:01pm
05/15/07	PM	I also noticed that item number YN7697803AC has inventory ammounts that are off too - @05:31:56pm
05/15/07	VK	Item was manually removed from order before it was cancelled but it held in inventory; deleted bad inventory record for item YN7697803AC and ran fix programs to correct inventory as no other areas of inventory appeared

Customer Reporting System - Open Requests

Requests Inquiries Help/Docs Log Out Web Links

Request Status	Request Messages
<p>Welcome Mrs. Garcia</p> <p>You are logged in as Mrs. Garcia</p> <p>Your Open Requests: 0</p> <p>Your Company's Open Requests: 129</p> <p>Current Date and Time: 06/03/2008 05:19</p> <p>Your Page will Refresh in: 19 Seconds</p> <p>Auto Refresh is: ON <input type="button" value="ON"/> <input type="button" value="OFF"/></p>	<p>The Following Requests have an Open Status.</p> <p>Please Click on a Request Number to update your request</p> <p>Please Remember CRS is only Monitored from 8am-6pm EST</p> <p>Click here to view Support Emails & Support Policy and Procedures</p>

Request Options - Export and Filter - Update and Enter

Click Here to Create a New Request

Sort By: Select Customer:

Items per page: Select Employee:

Click here to Export this list of Requests Update a Request#:

Request#	Customer#	Employee	Entry Date	Request Description	Reqd Date	Status	Severity	Priority	Contact	End User	Upd Date
075221	LEES	K.LYNCH	06/03/08	Some releases are prompting in Verification as if	06/04/08	Info Pending	Medium		John Garcia		06/03/08
075214	THP	D.FERTIG	06/03/08	Secure ftp through a batch process is not working.	06/03/08	Info Pending	Medium		Mike Zaccaro		06/03/08
075213	LEES	T.ZIEGLER	06/03/08	MDF260725, in 18-15 shows 5 inpick, when none real	06/03/08	Support	Medium	Med	John Garcia	Fran x3406	06/03/08
075211	LEES	B.POLATZ	06/03/08	New customer "NPFR" they are setup as 6 1/2% but	06/03/08	Support	High	High	Brian Jobes	Susan	06/03/08
075210	LER	D.FERTIG	06/03/08	Network issues for friday 5/30/08	06/03/08	Support	Low		CINDY CIACCIO		
075209	TSH	K.LYNCH	06/03/08	Case# 10075 - Create a new	06/03/08	Mgr Review	Low		TSH		06/03/08

Inbox [Check New][Delete All]

Showing 6 of 6

Delete 8 message(s)

+ -	Subject	From	Date	Size	
<input type="checkbox"/>	RE: Release Verified - No Invoice/AR	Juli Rauco[+]	Today 2:52pm	493 KB	
<input type="checkbox"/>	RE: Release Verified - No Invoice/AR	George Ercolino[+]	Today 2:42pm	432 KB	
<input type="checkbox"/>	RE: Credit Memos	Grace Saracino[+]	Today 2:00pm	24 KB	
<input type="checkbox"/>	RE: Credit Memos	Maria Martin[+]	Today 1:50pm	20 KB	
<input type="checkbox"/>	EOM Credit Memo Register	Maria Martin[+]	Today 10:57am	11 KB	
<input type="checkbox"/>	Credit Memos	Maria Martin[+]	Today 10:00am	520 KB	

Delete Mark as Read Unread Move

**Available
For Customer
Internal Use!**

Customers Using It!

Weeks-Lerman's Internal Customer
Service Group

Customers Using It!

Weeks-Lerman's Internal Customer
Service Group

Leesar's Customer Service Group

Customers Using It!

Weeks-Lerman's Internal Customer
Service Group

Leesar's Customer Service Group

Leesar's MIS Group



Customer Reporting System - Open Requests

[Requests](#) [Inquiry](#) [Help/Docs](#) [Log Out](#)

Welcome LOUIS SAMMUT

Welcome to the Weeksleman CRS System

The Following Requests have an Open Status.
Click on a Request Number to update your request
or

[Click Here to Enter a New Request](#)

or

Enter a Request#: **GO**

[Click here to Export this list of Requests](#)

Sort By: Request# **GO**

Items per page: 25 **GO**

Request#	Entry Date	Request Description	Priority	Reqd Date	Status
003584	04/25/07	Internal e-mails have in the subject line have(Lik			Mgr Review
003496	03/29/07	On p/t 01327445001 the 3 lines that came from our		03/30/07	Mgr Review
003349	02/23/07	p/t 01156905002, this is a backorder for a Rush or			Mgr Review
003238	01/04/07	On p/t 01671640001 All of the United items are not		01/08/07	Mgr Review



Customer Contact System- Open Requests

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Welcome Mr. Paul McWhinnie
You are logged in as PAUL

Leesar CRS is only monitored from 7a.m. to 5p.m.

The Following Requests have an Open Status.
Click on a Request Number to update your request
or

[Click Here to Enter a New Request](#)

or

Enter a Request#: **GO**

[Click here to Export this list of Requests](#)

Sort By: Request# **GO**

Select User: All Users **GO**

Items per page: 25 **GO**

Select CRS: All CRS **GO**

Request#	User's Name	CRS	Entry Date	Request Description	Priority	Reqd Date	Status	Category
017233	MARY CASTLE	Unassigned	05/21/07	mispick	Medium	05/21/07	OPEN	Mispick-Supplies
017231	MARY CASTLE	Unassigned	05/21/07	mispick	Medium	05/21/07	OPEN	Mispick-Supplies
On PO #1100313550								

Customer Reporting System - Open Requests - You are logged in as - BJOBES - Windows Internet Explorer

http://192.168.168.12/cgi-bin/oleoj.exe?crnis001

File Edit View Favorites Tools Help

Lee SAR
REGIONAL SERVICE CENTER

Customer Reporting System - Open Requests


Requests Inquiry Help/Docs Log Out Website Links

Welcome BRIAN JOBES
You are logged in as BJOBES

Leesar Help Desk monitored 7am - 4pm

The Following Requests have an Open Status.
Click on a Request Number to update your request
or
Click Here to Enter a New Request
or

Enter a Request#: **GO**

 Click here to Export this list of Requests

Sort By: Reqd Date **GO** Select Customer: All Customers **GO**

Items per page: 10 **GO** Select Employee: All Employees **GO**

Request#	Customer#	Employee	Entry Date	Request Description	Priority	Reqd Date	Status
002936	CORP	JOHNSON FELUSMA	05/16/07	Move Scanner into Jan's Cubicle and hook up. Move	Low	05/21/07	Info Pending
002729	CUSTS	JOHNSON FELUSMA	03/12/07	Leesar phone numbers on LMH Intranet	Low	05/21/07	Support
002341	FINANCE	JOHN GARCIA	09/26/06	I would like to check into the possibility of havin	High	05/21/07	User Test
002673	FINANCE	JOHN GARCIA	02/14/07	I would like to have an A/P month end report that	Low	05/21/07	OC - Testing
002683	FINANCE	JOHN GARCIA	02/17/07	# days currently in stock + W/P # days in stock	High	05/21/07	TSH-EVAL
002725	FINANCE	JOHN GARCIA	03/07/07	Receking can receive more product on a PO than wh	High	05/21/07	Info Pending
002725	FINANCE	JOHN GARCIA	03/07/07	Receking can receive more product on a PO than wh	High	05/21/07	Info Pending

Internet 100%

The Benefits of CRS

The Benefits of CRS

- An Efficient Management Tool
- Real-time Status and Progress Reports
- Easily Customizable
- From TSH

**Let CRS Manage
Your In-House Needs
Today!**