

# CRS Helpdesk Software

Presented By  
The Systems House Inc.

 **The Systems House, Inc.**  
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# *The History of CRS*

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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*

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- 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><b>Welcome Mr. Paul McWhinnie</b></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

# Placing A Request

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Enter specific request details such as:

- Relevant Menu Path
- Required Date
- System Area
- Severity
- Verify Your Contact Information



# 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

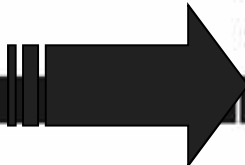
**Severity** Low

### Quote Information

### Status Information

**Quote Required**  No  Yes

**Status** **Received**



### Description of Problem:



# Customer Reporting System - Entry

[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:

# 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](#)



# Viewing, Updating Your Request

*Now that your request is in,  
you can print it out, view its  
status, update it with  
information, and more!*



# Customer Reporting System - Open Requests

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

## 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

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

Request Status		Request Messages	
<b>Welcome Mr. Paul McWhinnie</b>		The Following Requests have an Open Status.	
Your Open Requests	4	Please Click on a Request Number to update your request	
Your Company's Open Requests	82		
Current Date and Time	05/21/2007 01:28:48 pm	Please remember CRS is only Monitored from 8am - 6pm EST	
Your Page will Refresh in:	60 Seconds		
Auto Refresh is:	OFF <input type="checkbox"/> ON <input type="checkbox"/>		

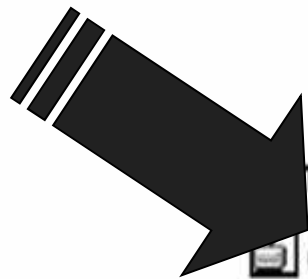
[Request Options](#) - [Export and Filter](#) - [Update and Enter](#)

[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

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*What happens when a user submits a request?*

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

# The CRS Process

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*Let's take a look of the arrival of  
a request!*



# The CRS Process

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*Let's take a look of the arrival of  
a request!*

The CRS Support Queue displays  
the request as 'Received'



# Customer Reporting System - Open Requests

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

**Request Status** **Request Messages**

**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

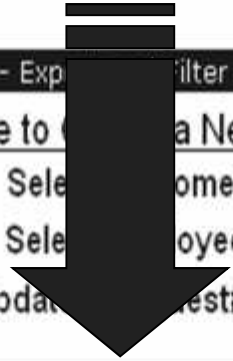
The Following Requests have an Open Status.  
 Please Click on a Request Number to update your request

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



# Customer Reporting System - Update

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

Request# 064056 Entry Date 05/15/07 @ 05:05:44pm Update Date 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.

Contact Information		Call Details	
Customer	LEESAR HEALTH TRUST	Mod/Problem	<input type="radio"/> M <input checked="" type="radio"/> P
Contact	<input type="text" value="Paul McWhinnie"/>	Customer Priority	<input type="text"/>
Phone	<input type="text" value="239-303-3422"/>	Customer Reference	<input type="text"/>
Phone Ext.	<input type="text"/>	End User	<input type="text"/>
Fax	<input type="text" value="239-303-5885"/>	Date Required	<input type="text" value="05/15/07"/>
Email	<input type="text" value="pmcwhinnie@leesar.com"/>	Department	IS
<input checked="" type="checkbox"/> Change User <input type="checkbox"/> Add User		Menu Path	<input type="text" value="18-14"/>
New User ID	<input type="text"/>	System Area	Product and Inventory
		Severity	Medium
Quote Information		Status Information	
Quote Required	<input checked="" type="radio"/> No <input type="radio"/> Yes	Assigned To	All Employees
Date Promised	<input type="text"/>	Status	Received
Time Estimate (hrs)	<input type="text"/>	Job Number	Choose a Job No

## Description of Problem:

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

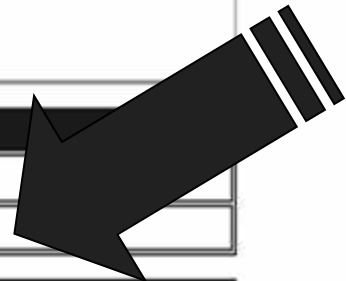
**Description of Problem:**

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:**

# The CRS Process

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- Problem-Solving Steps Are Documented
- A Time-Line Of Events Is Created
- Request is Used as Knowledge-Base

**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](#)

# The CRS Process

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The updating of the request will continue until the request is either marked for testing, transferred to another representative to complete other tasks, or marked as completed with the approval of the customer

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



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**Now Available  
For Customer  
Internal Use!**

# Customers Using It!

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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

# Customers Using It!

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Weeks-Lerman's Internal Customer  
Service Group

Leesar's Customer Service Group

Leesar's MIS Group

MedConduit, Inc.'s Helpdesk



# 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

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

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/crnsis001

File Edit View Favorites Tools Help

Page - Tools -



**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:  **GO**    Select Customer:  **GO**

Items per page:  **GO**    Select Employee:  **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%



# MedConduit™ Customer Reporting System - Open Requests

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

Welcome **GARY COLEY**

This is a Global Message for All users

**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:  **GO**

Items per page:  **GO**

Request#	Entry Date	Request Description	Priority	Reqd Date	Status
000310	05/06/05	Issue with the Product number being cut off becaus			Received
000255	04/05/05	Error Reports		04/06/05	Received
000230	04/01/05	Has questions about error reports.		04/04/05	Received
000214	03/14/05	Old item numbers		03/15/05	Received

# *The Benefits of CRS*

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# *The Benefits of CRS*

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

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