



- Pioneering CRM Innovation -

CRM for Support & Service Management Product Demo & Screenshots



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1 CRM: Master Data

1.1 User & Role Management

CLARITAS CRM Feedback Management System
 Welcome FTSB\kleow Help Logout

Home General Support Collaboration Report Admin Help

User Maintenance > Brandon Chang

Save Cancel Save and Next

User Profile

User Name: ftsb/bcchang
 Salutation: Mr
 First Name: Brandon
 Last Name: Chang
 Change Password:

Allow Login: True
 Active: Active
 Role: TEST2
 Email: bcchang@netstermsc.com
 Website:

Business Information

Job Title: Senior Consultant
 Department:
 Organization: Sales & Marketing
 Business Channel Development

Reporting To:
 Employment Since: 01/01/2008
 Employment Tenure: 3 Year(s) 6 Month(s)

Correspondence Address

Home
 Address 1:
 Address 2:
 Address 3:
 City:
 Postcode:
 State:

Business
 Address 1:
 Address 2:
 Address 3:
 City:
 Postcode:
 State:

CLARITAS CRM Feedback Management System
 Welcome FTSB\kleow Help Logout

Home General Support Collaboration Report Admin Help

Role Maintenance > Administrator

Edit Cancel

Role Info

Role Name: Administrator

Role Management

	Access	Delete	Edit	List	View
Account	Enable	All	All	All	All
Branch	Enable	All	All	All	All
Call	Enable	All	All	All	All
Case	Enable	All	All	All	All
Contact	Enable	All	All	All	All
Contract	Enable	All	All	All	All
Inbound Email	Enable	All	N/A	All	All
Issue	Enable	All	All	All	All
Knowledge Base	Enable	All	All	All	All
Meeting	Enable	All	All	All	All
Note	Enable	All	All	All	All
Product	Enable	All	All	All	All
Product Catalog	Enable	All	All	All	All
Report	Enable	All	All	All	All
Task	Enable	All	All	All	All
User	Enable	All	All	All	All
Role	Enable	N/A	N/A	N/A	N/A
Administrator	Enable	N/A	N/A	N/A	N/A

1.2 Account & Branch Management

The screenshot displays the 'Account Management' page for 'Netster MSC Sdn Bhd'. The page includes a navigation menu with options like Home, General, Support, Collaboration, Report, Admin, and Help. The main content area is divided into sections for 'Account Details' and 'Correspondence Address'.

Account Details:

Company	Netster MSC Sdn Bhd	Reg Number	87222-M
Alternative Name	网特科技有限公司	Email	admin@netstermsc.com
Industry	Technology	Website	http://www.netstermsc.com
Type	Customer		
Description	Netster MSC (NC) is a your strategic partner in web businesses. We are based in Malaysia, also with presence in Singapore, Indonesia, Cambodia, Taiwan and Australia. NC is Microsoft Gold Certified Partner and MSC Status Company - recognition of technology excellence in the development of ISV business solutions. Our philosophy is to deliver quality results through strategic partnership and technology innovation. We take care of client's Internet business need, so that you can focus on growing your core business!		

Correspondence Address:

Billing Address		Shipping Address	
Address 1	246-248, Block A, Kelana Centre Point,	Address 1	246-248, Block A, Kelana Centre Point,
Address 2	3, Jalan SS7/19, Kelana Jaya	Address 2	3, Jalan SS7/19, Kelana Jaya
Address 3		Address 3	
City	Petaling Jaya	City	Petaling Jaya
Postcode	47301	Postcode	47301
State	Selangor	State	Selangor
Country	Malaysia	Country	Malaysia
Home Phone	+603-78054186	Business Phone	+603-78054186
Fax	+603-78054184	Fax	+603-78054184

Branches:

Branch	State	Country	Phone	Fax	Website	Rem
Netster Head Office	Selangor	Malaysia	+603-78054185	+603-78054184	http://www.netstermsc.com	
Netster R&D Centre	Selangor	Malaysia	+603-78054186	+603-78054184	http://www.netstermsc.com	
Netster Support Centre	Kuala Lumpur	Malaysia	+603-78054185	+603-78054184	http://www.netstermsc.com	

The screenshot displays the 'Branch Management' page for 'Netster Head Office'. The page includes a navigation menu with options like Home, General, Support, Collaboration, Report, Admin, and Help. The main content area is divided into sections for 'Branch Details' and 'Description'.

Branch Details:

Branch	Netster Head Office	Email	admin@netstermsc.com
Account	Netster MSC Sdn Bhd	Website	http://www.netstermsc.com
Description	<p>Head Office · Malaysia: 246-248, Block A, Kelana Centre Point, No. 3, Jalan SS7/19, Kelana Jaya, 47301 Petaling Jaya, Selangor, Malaysia.</p>		

1.3 Contact Management

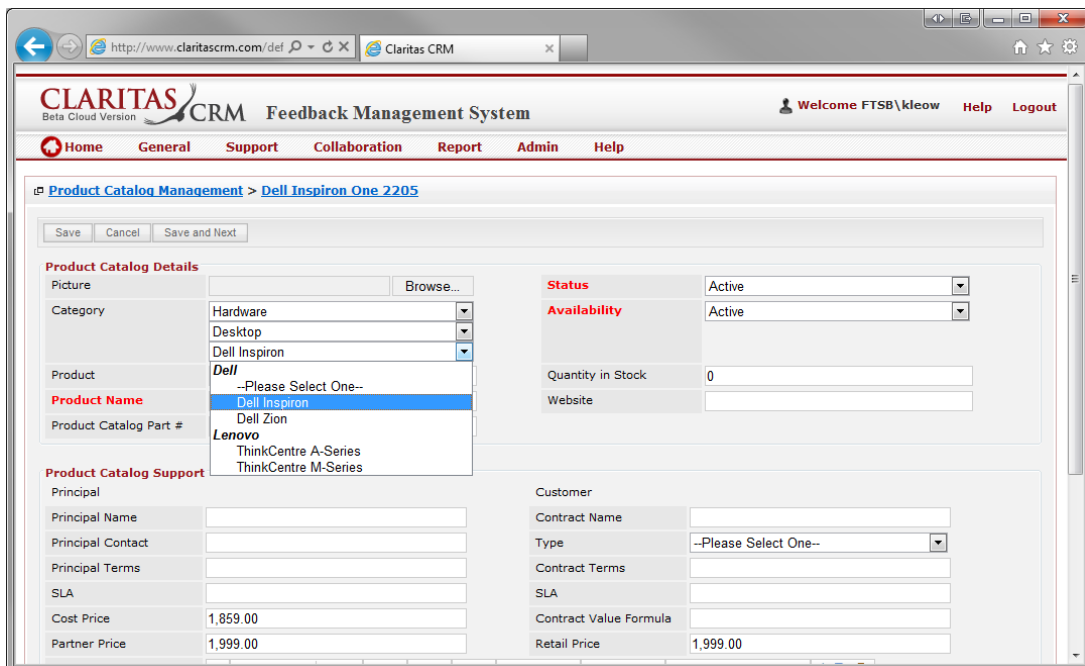
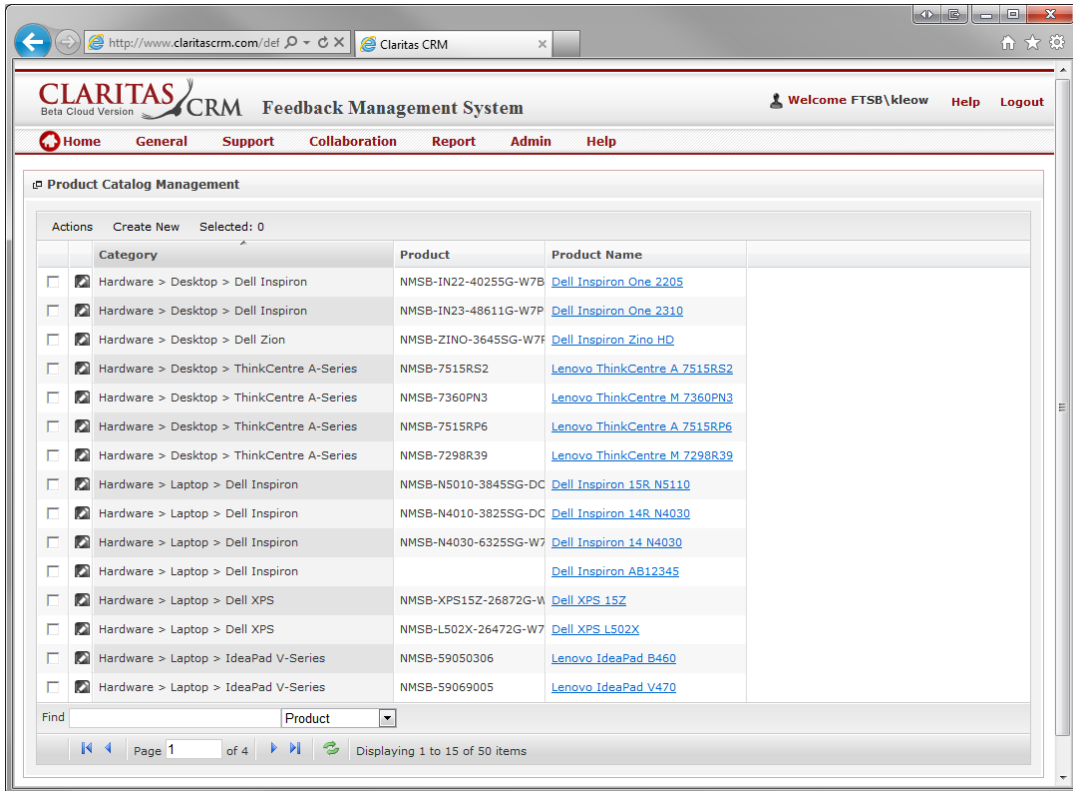
The screenshot shows a web browser window displaying the Claritas CRM Feedback Management System. The browser address bar shows the URL <http://www.claritascrm.com/def>. The page header includes the Claritas CRM logo, the text "Beta Cloud Version", and the title "Claritas CRM Feedback Management System". A user greeting "Welcome FTSB\kleow" and links for "Help" and "Logout" are visible. A navigation menu contains "Home", "General", "Support", "Collaboration", "Report", "Admin", and "Help".

The main content area is titled "Contact Management" and contains a "Save" and "Cancel" button. The form is organized into several sections:

- Contact Details:** Includes fields for "Picture" (with a "Browse..." button), "Salutation" (dropdown menu), "First Name", "Last Name", "Status" (dropdown menu, currently set to "Active"), "Email", and "Website".
- Business Information:** Includes fields for "Job Title", "Department", "Account" (with a file icon), "Source" (dropdown menu), "Reporting To" (with a file icon), and "Branch" (with a file icon).
- Correspondence Address:** Divided into "Home" and "Business" sections. Each section has fields for "Address 1", "Address 2", "Address 3", "City", "Postcode", "State", and "Country" (dropdown menu). The "Business" section also includes "Business Phone" and "Fax".
- Other Information:** Includes fields for "Occupation" (dropdown menu), "Date Of Birth", "Marital Status" (dropdown menu), "NRIC", and "Gender" (dropdown menu).

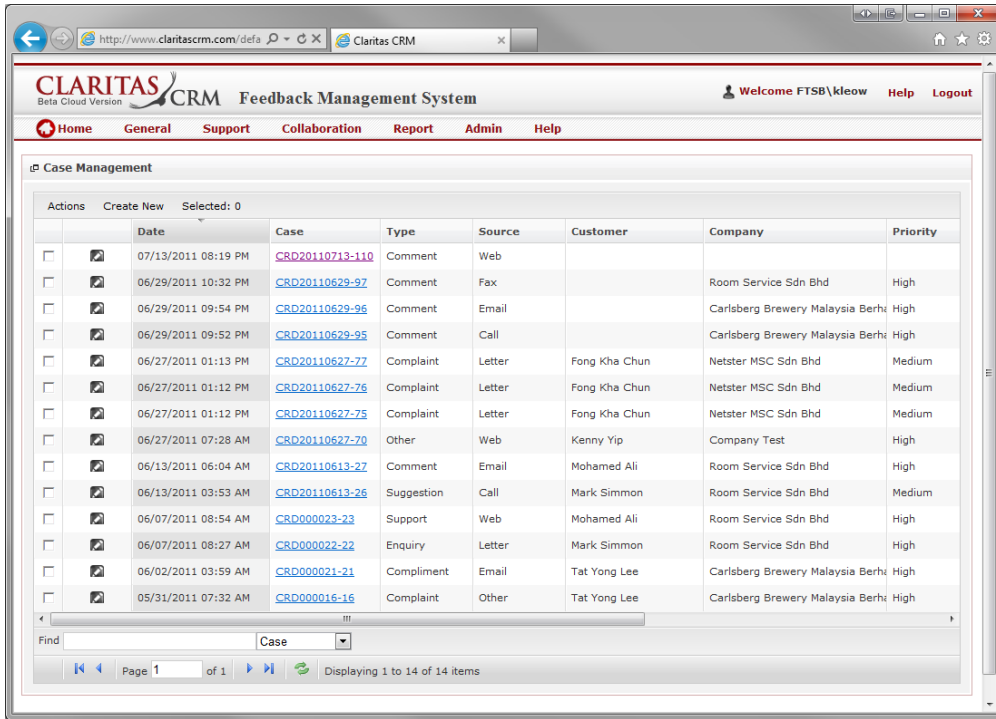
At the bottom of the form is a "Note" field with a rich text editor toolbar and a large text area. The "Save" and "Cancel" buttons are repeated at the bottom of the form.

1.4 Product Catalog Management



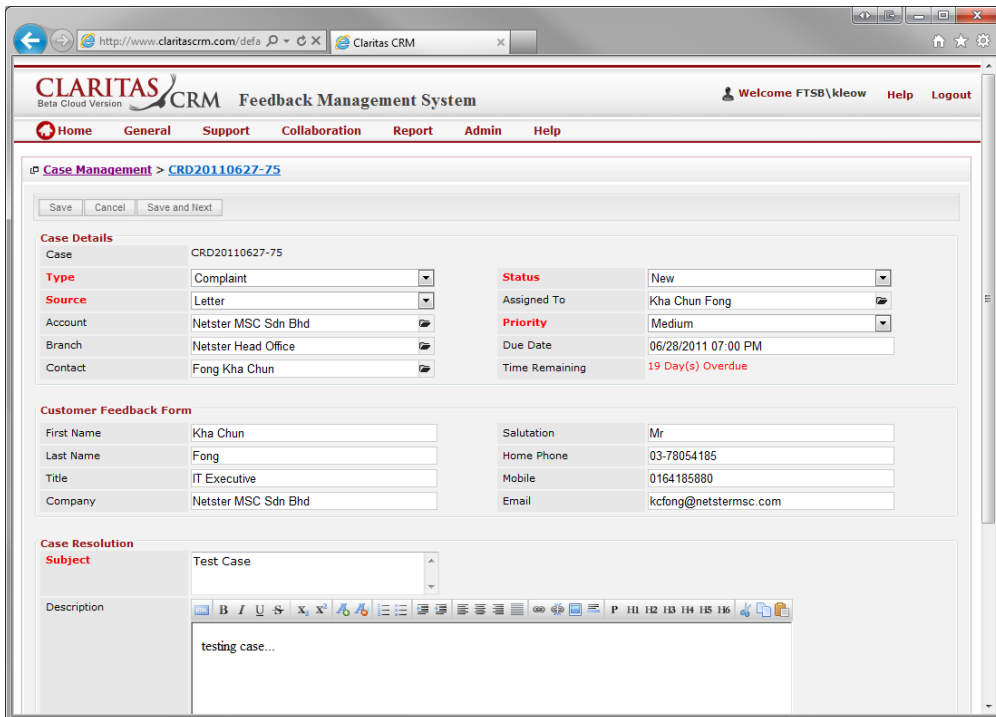
2 CRM: Support / Service

2.1 Case Management



The screenshot shows the CLARITAS CRM Feedback Management System interface. The main content area displays a table of cases with the following columns: Actions, Date, Case, Type, Source, Customer, Company, and Priority. The table contains 14 rows of case data.

Actions	Date	Case	Type	Source	Customer	Company	Priority
<input type="checkbox"/>	07/13/2011 08:19 PM	CRD20110713-110	Comment	Web			
<input type="checkbox"/>	06/29/2011 10:32 PM	CRD20110629-97	Comment	Fax		Room Service Sdn Bhd	High
<input type="checkbox"/>	06/29/2011 09:54 PM	CRD20110629-96	Comment	Email		Carlsberg Brewery Malaysia Berh	High
<input type="checkbox"/>	06/29/2011 09:52 PM	CRD20110629-95	Comment	Call		Carlsberg Brewery Malaysia Berh	High
<input type="checkbox"/>	06/27/2011 01:13 PM	CRD20110627-77	Complaint	Letter	Fong Kha Chun	Netster MSC Sdn Bhd	Medium
<input type="checkbox"/>	06/27/2011 01:12 PM	CRD20110627-76	Complaint	Letter	Fong Kha Chun	Netster MSC Sdn Bhd	Medium
<input type="checkbox"/>	06/27/2011 01:12 PM	CRD20110627-75	Complaint	Letter	Fong Kha Chun	Netster MSC Sdn Bhd	Medium
<input type="checkbox"/>	06/27/2011 07:28 AM	CRD20110627-70	Other	Web	Kenny Yip	Company Test	High
<input type="checkbox"/>	06/13/2011 06:04 AM	CRD20110613-27	Comment	Email	Mohamed Ali	Room Service Sdn Bhd	High
<input type="checkbox"/>	06/13/2011 03:53 AM	CRD20110613-26	Suggestion	Call	Mark Simmon	Room Service Sdn Bhd	Medium
<input type="checkbox"/>	06/07/2011 08:54 AM	CRD000023-23	Support	Web	Mohamed Ali	Room Service Sdn Bhd	High
<input type="checkbox"/>	06/07/2011 08:27 AM	CRD000022-22	Enquiry	Letter	Mark Simmon	Room Service Sdn Bhd	High
<input type="checkbox"/>	06/02/2011 03:59 AM	CRD000021-21	Compliment	Email	Tat Yong Lee	Carlsberg Brewery Malaysia Berh	High
<input type="checkbox"/>	05/31/2011 07:32 AM	CRD000016-16	Complaint	Other	Tat Yong Lee	Carlsberg Brewery Malaysia Berh	High



The screenshot shows the detailed view of case CRD20110627-75. The page is divided into several sections: Case Details, Customer Feedback Form, and Case Resolution.

Case Details:

Case	CRD20110627-75	Status	New
Type	Complaint	Assigned To	Kha Chun Fong
Source	Letter	Priority	Medium
Account	Netster MSC Sdn Bhd	Due Date	06/28/2011 07:00 PM
Branch	Netster Head Office	Time Remaining	19 Day(s) Overdue
Contact	Fong Kha Chun		

Customer Feedback Form:

First Name	Kha Chun	Salutation	Mr
Last Name	Fong	Home Phone	03-78054185
Title	IT Executive	Mobile	0164 185880
Company	Netster MSC Sdn Bhd	Email	kcfong@netstermsc.com

Case Resolution:

Subject: Test Case

Description: testing case...

2.2 Issue Management

The screenshot shows the 'Issue Management' page in the CLARITAS CRM Feedback Management System. The page header includes the logo, 'Beta Cloud Version', and navigation links like Home, General, Support, Collaboration, Report, Admin, and Help. A table lists several issues with columns for Date, Issue, Case, Type, Issue Category, Priority, and Due Date. The table contains 8 rows of data, with the first row having a date of 06/29/2011 11:52 PM and an issue ID of -03. Below the table, there is a search bar and pagination controls showing 'Page 1 of 1' and 'Displaying 1 to 8 of 8 items'.

Date	Issue	Case	Type	Issue Category	Priority	Due Date
06/29/2011 11:52 PM	-03		Comment	Pricing & Promotion > Price plan	High	07/01/2011 11:00 AM
06/29/2011 04:47 PM	CRD20110630-101-02		Other	Account & Billing > Subscription	High	06/30/2011 09:40 AM
06/28/2011 09:13 AM	CRD000016-16-19	CRD000016-16	Comment	Account & Billing > Bill charge	High	06/29/2011 10:12 AM
06/28/2011 09:04 AM	CRD000016-16-18	CRD000016-16	Comment	Account & Billing	High	06/29/2011 10:04 AM
06/24/2011 12:06 PM	CRD20110630-104-01	CRD20110630-104	Comment	Account & Billing	Low	06/03/2011 12:00 AM
06/23/2011 12:13 PM	CRD000016-16-15	CRD000016-16	Comment	Account & Billing	High	
06/17/2011 12:57 PM	CRD000021-21-13	CRD000021-21	Enquiry	Account & Billing > Payment	High	06/18/2011 12:00 AM
06/14/2011 11:58 AM	CRD20110613-27-05	CRD20110613-27	Complaint	Account & Billing > Bill charge	High	06/16/2011 01:00 PM

The screenshot shows the detailed view of issue CRD000016-16-19. The page header is the same as the previous screenshot. The main content area is divided into several sections: 'Issue Details', 'Root Cause Details', 'Case Management', 'Customer Feedback Form', and 'Case Resolution'. Each section contains specific information related to the issue, such as status, priority, due date, and customer contact details.

Issue Details

Issue	CRD000016-16-19	Status	New
Case	CRD000016-16	Assigned To	
Type	Comment	Priority	High
Issue Category	Account & Billing > Bill charge	Due Date	06/29/2011 10:12 AM
Subject	test close 2	Time Remaining	19 Day(s) Overdue
Description	description		

Root Cause Details

Root Cause Category	
Resolution	

Case Management

Case Details

Case	CRD000016-16	Status	New
Type	Complaint	Assigned To	Kelvin Leow
Source	Other	Priority	High
Account	Carlsberg Brewery Malaysia Berhad	Due Date	07/08/2011 07:32 AM
Branch	Carlsberg Malaysia - Head Office	Time Remaining	
Contact	Tat Yong Lee		

Customer Feedback Form

First Name	web first name	Salutation	web salutation
Last Name	web last name	Home Phone	0123456789
Title	web title	Mobile	0123456789
Company	web company	Email	asd@sad.com

Case Resolution

Subject	Case Subject' hghhg
Description	1. Web Description
Resolution	

2.3 Product Management

The screenshot shows the 'Product Management' page for 'Dell EqualLogic PS6000'. The interface includes a navigation menu with options like Home, General, Support, Collaboration, Report, Admin, and Help. The main content area is divided into two columns of form fields.

Product Details		Status
Purchase	PROD20110617-02	Active
Product Name	Dell EqualLogic PS6000	Reference Number
Account	Netster MSC Sdn Bhd	Serial Number
Branch		Asset Number
Contact	Kenny Yip	Assigned To
Value (RM)	2,352,340.00	Purchase Date
Quantity	0	Delivery Date
Description		

2.4 Contract Management

The screenshot shows the 'Contract Management' page for 'Test Contract'. The interface includes a navigation menu and a main content area with 'Contract Details', 'Activities', and 'History' sections.

Contract Details		Status
Contract	CTRT20110628-02	Active
Contract Name	Test Contract	Reference Number
Type	Contract - 12 Month	Assigned To
Account	Netster MSC Sdn Bhd	Start Date
Branch		End Date
Contact		Time Remaining
Product	Dell EqualLogic PS6000	SLA
Value	9,999.00	
Description	Dell EqualLogic PS6000 Description	

Activities

Module	Date	Subject	Status	Assigned To	Remove
No items					

History

Module	Date	Subject	Attachment	Status	Assigned To	Remove
No items						

2.5 Knowledge Base Management

CLARITAS CRM Feedback Management System

Home General Support Collaboration Report Admin Help

Knowledge Base

Save Cancel

Knowledge Base

Title:

Category:

- Technical & Support
- Please Select One--
- Please Select One--
- Data missing
- System downtime
- System login

Description:

Status:

Author:

Save Cancel

CLARITAS CRM Feedback Management System

Home General Support Collaboration Report Admin Help

Knowledge Base

Actions Create New Selected: 0

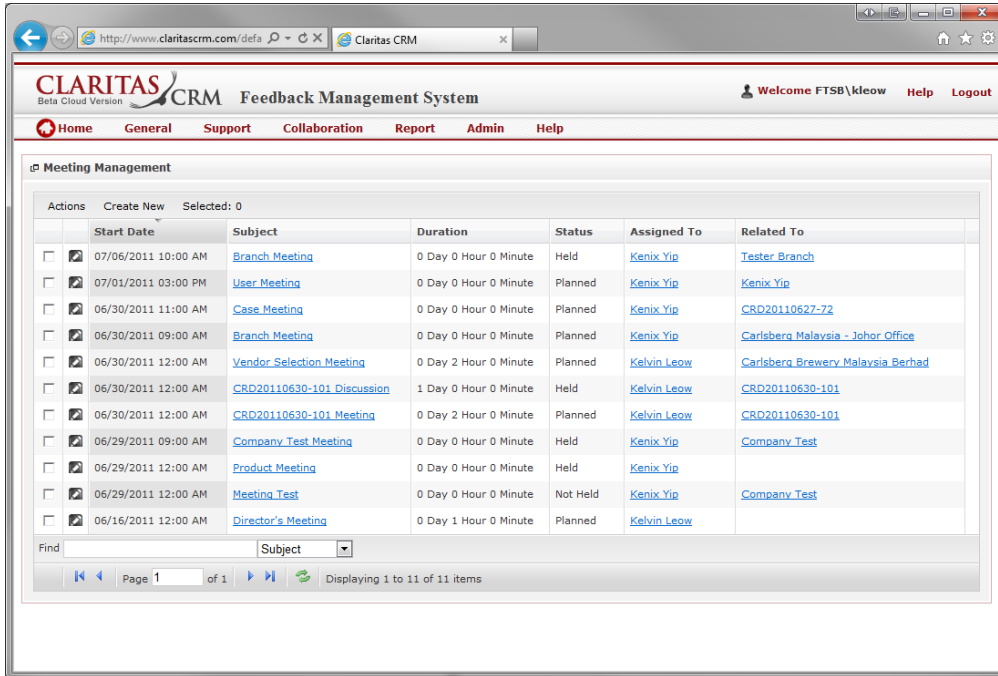
	Date	Title	Category	Status	Author
<input type="checkbox"/>	06/28/2011 07:55 AM	KB Testing	Account & Billing > Bill charge	Active	Kenix Yip
<input type="checkbox"/>	06/02/2011 02:23 AM	testing_4		Active	Gan Chin Kiat
<input type="checkbox"/>	06/02/2011 02:22 AM	TESTING_3	Account & Billing > Deposit	Active	Kha Chun Fong
<input type="checkbox"/>	06/02/2011 02:22 AM	testing_2	Account & Billing	Active	Gan Chin Kiat
<input type="checkbox"/>	06/02/2011 02:20 AM	Knowledge Base Testing1, 2,3,4,5,6,6,7,8,8,9,0,0,-	Account & Billing > Bill charge	Active	Gan Chin Kiat
<input type="checkbox"/>	03/10/2011 11:20 AM	Learning how to do this		Active	Kelvin Leow

Find: Title

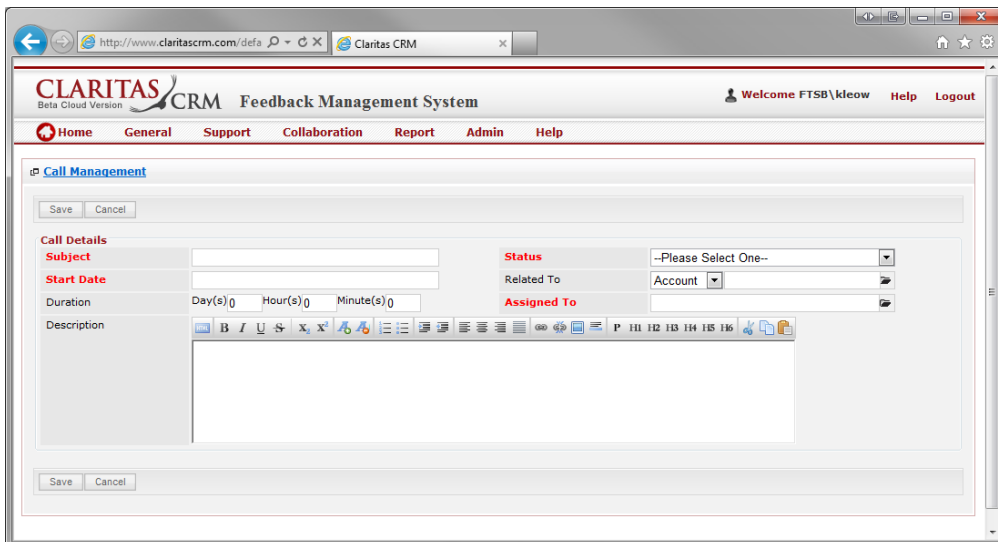
Page 1 of 1 Displaying 1 to 6 of 6 items

3 CRM: Collaborations

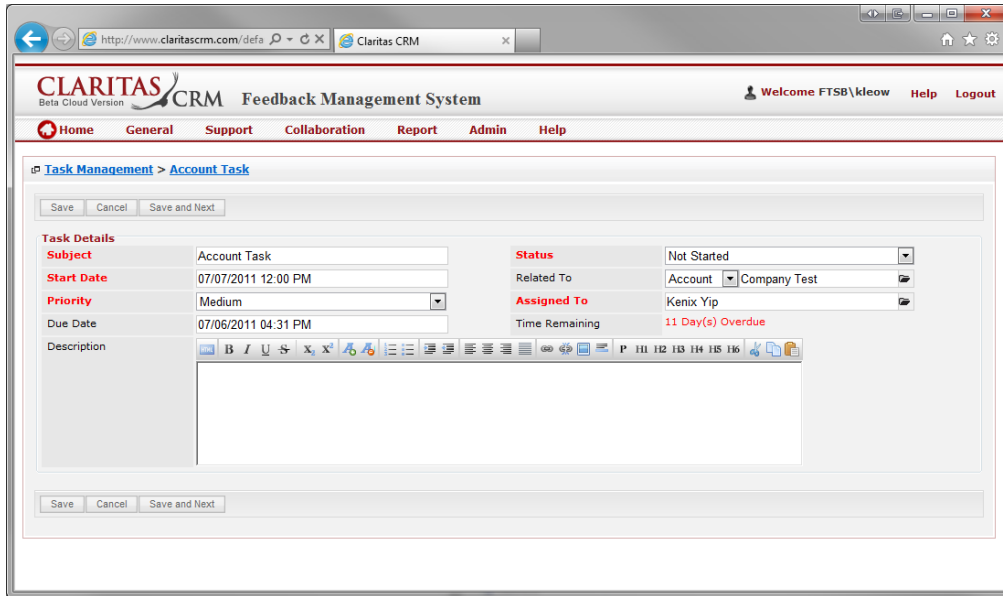
3.1 Scheduling a Meeting



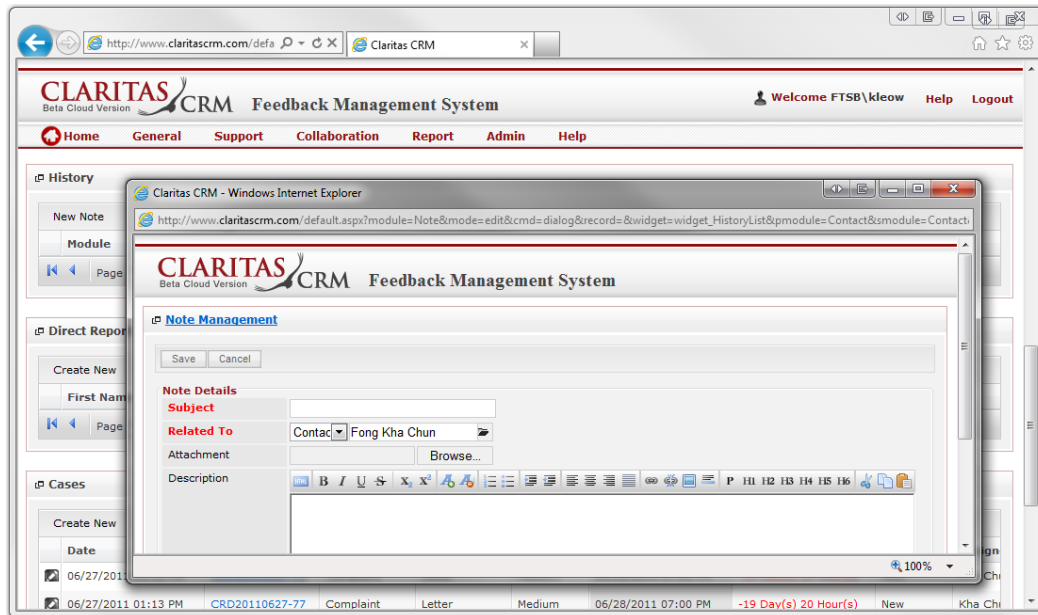
3.2 Planning a Call



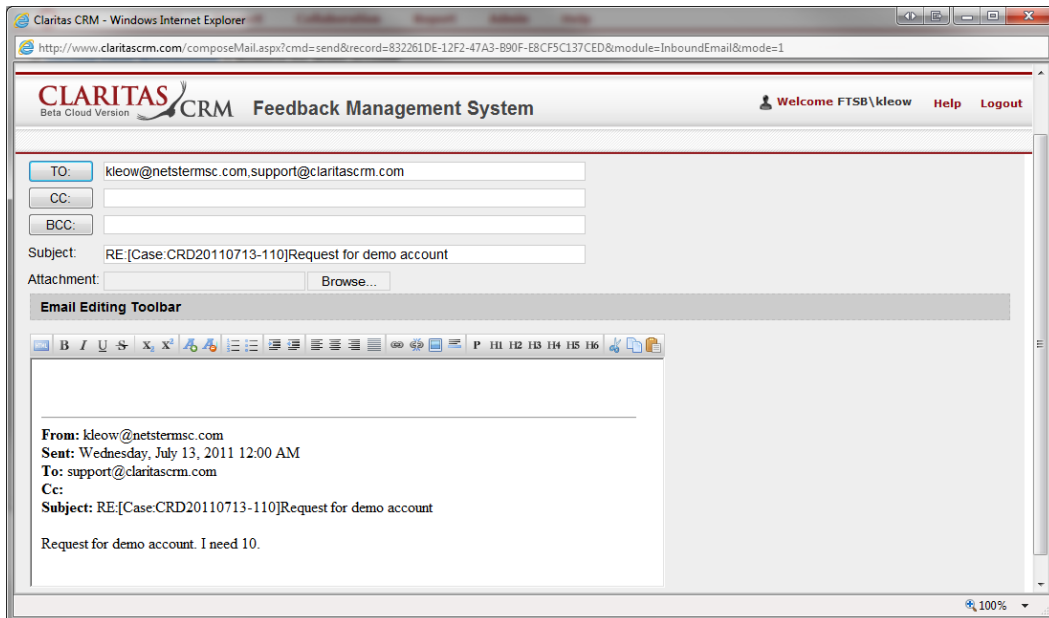
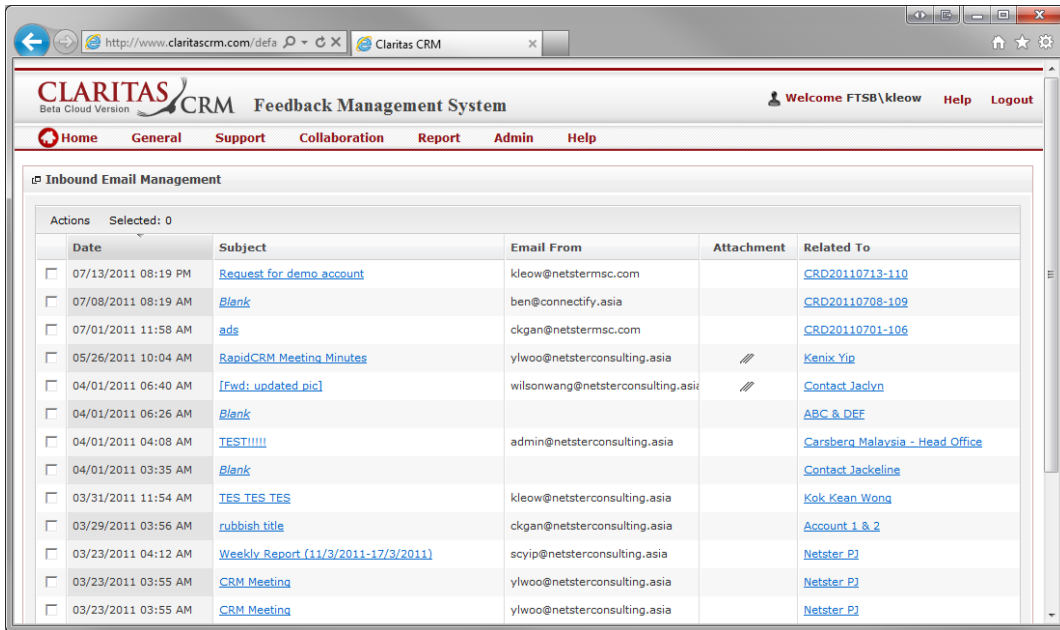
3.3 Creating a Task



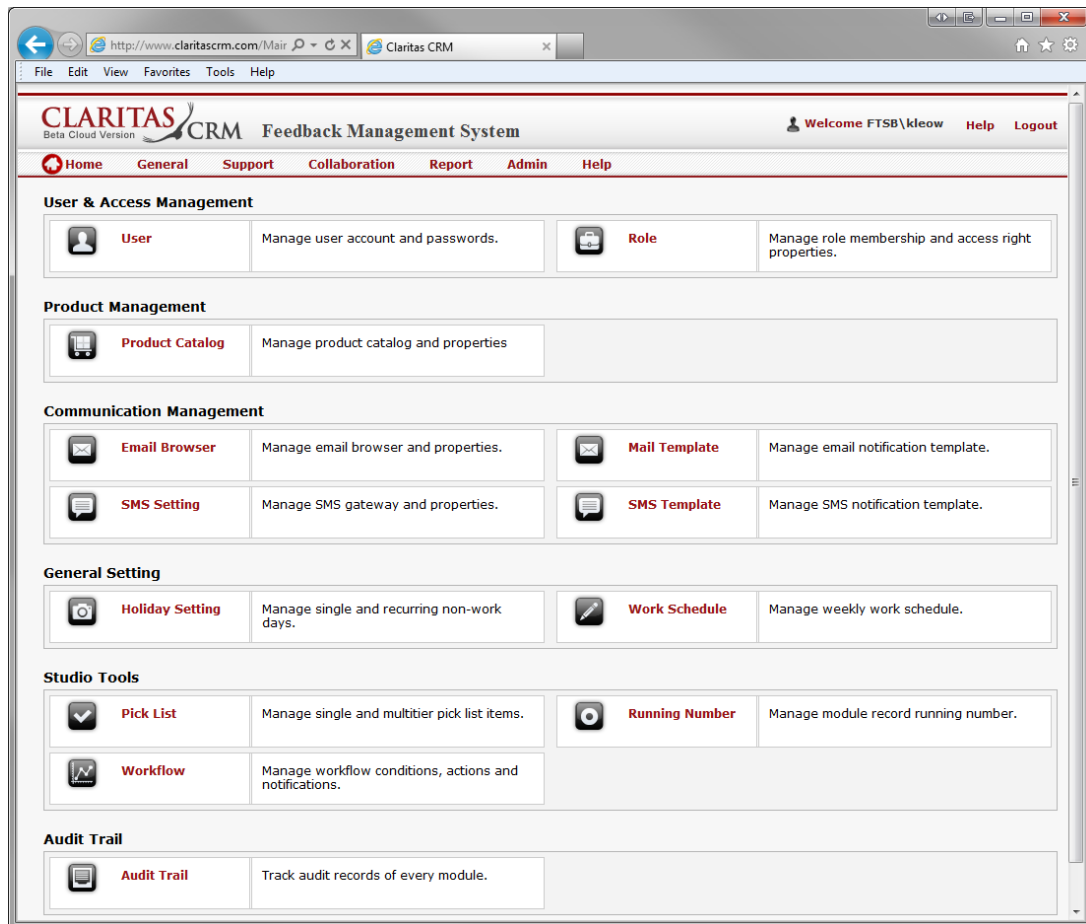
3.4 Associating a Note / Attachment



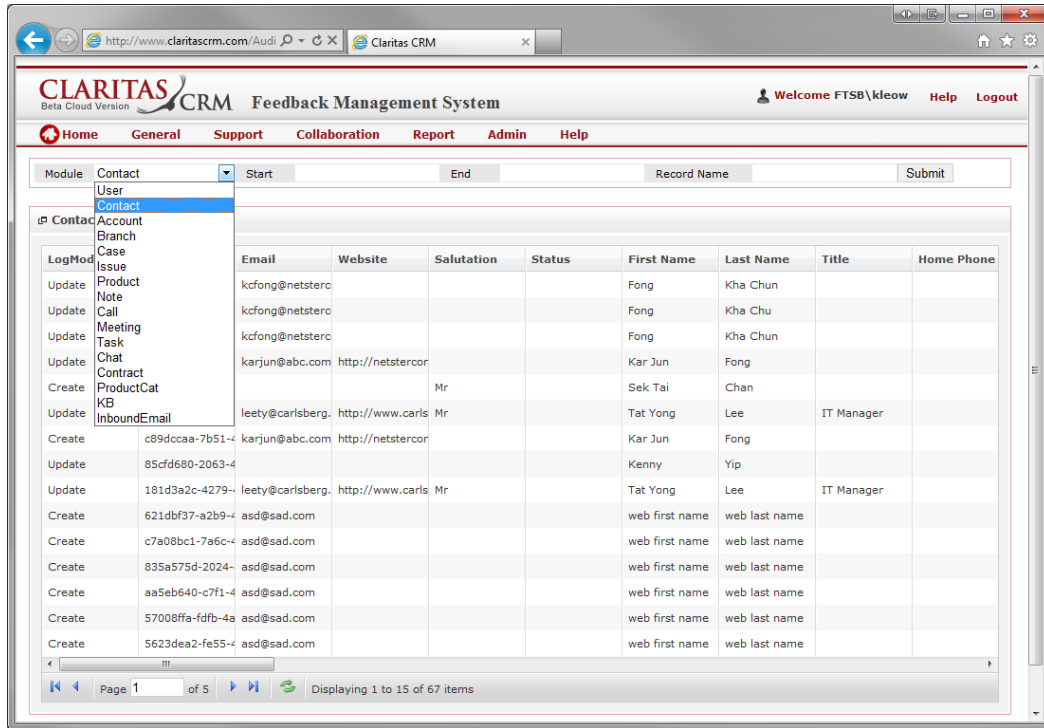
3.5 Email Management



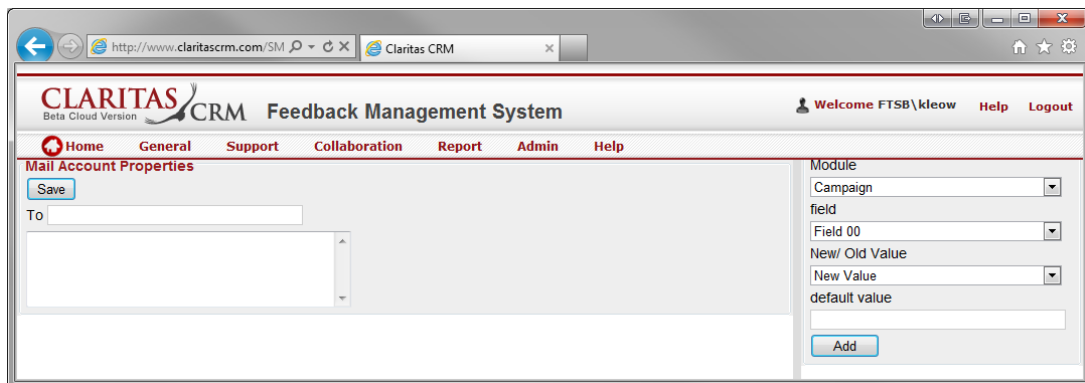
4 CRM: Administration



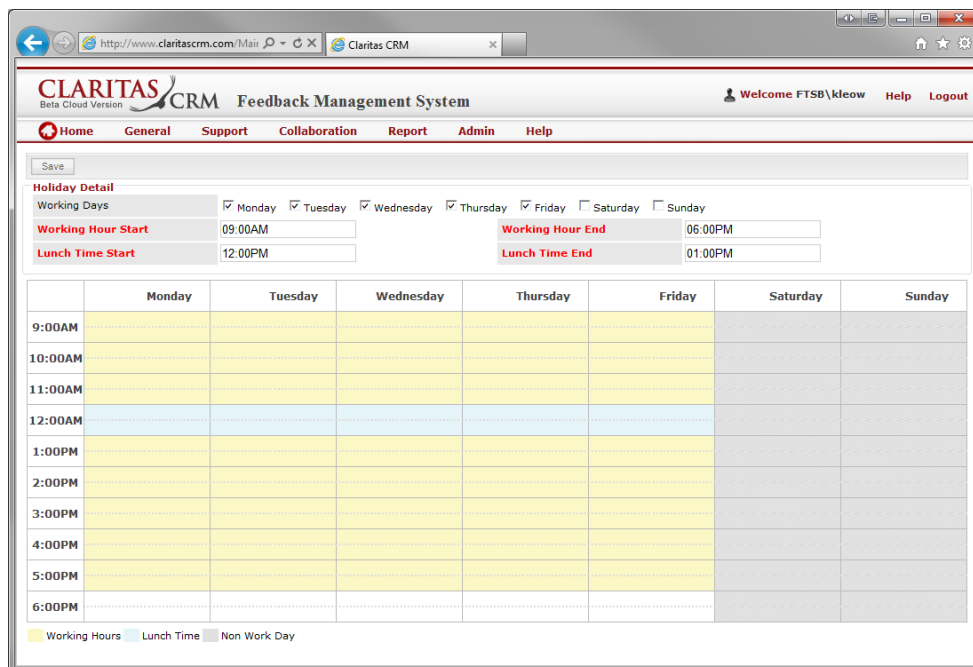
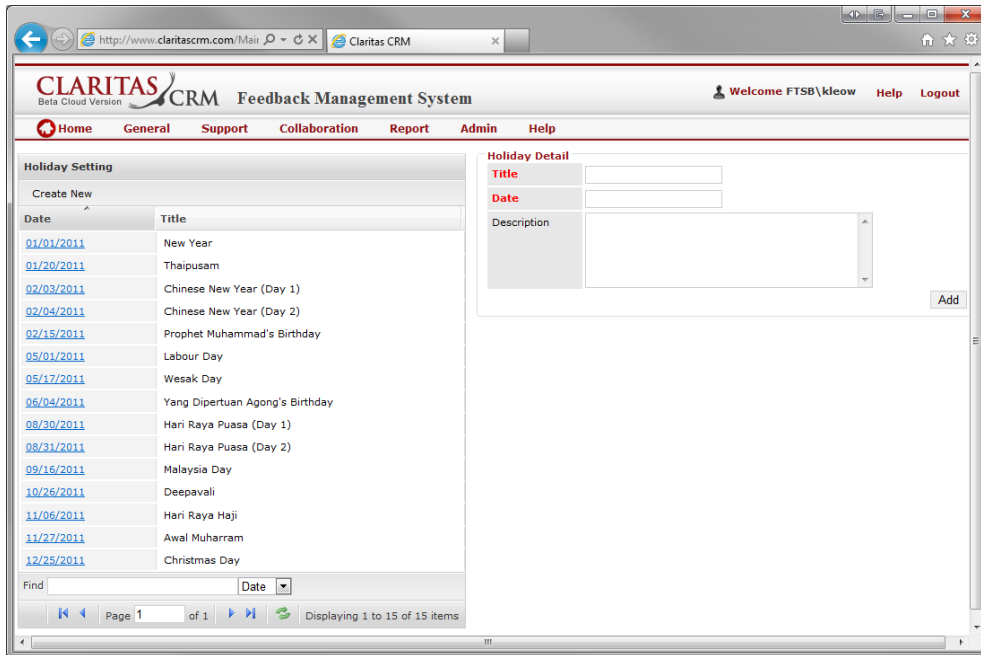
4.1 Audit Trail



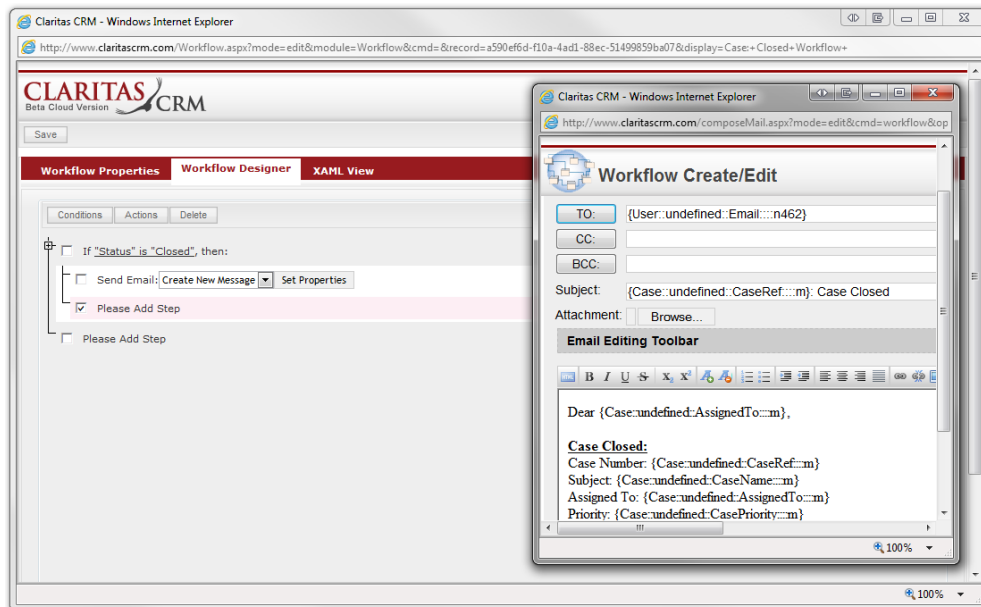
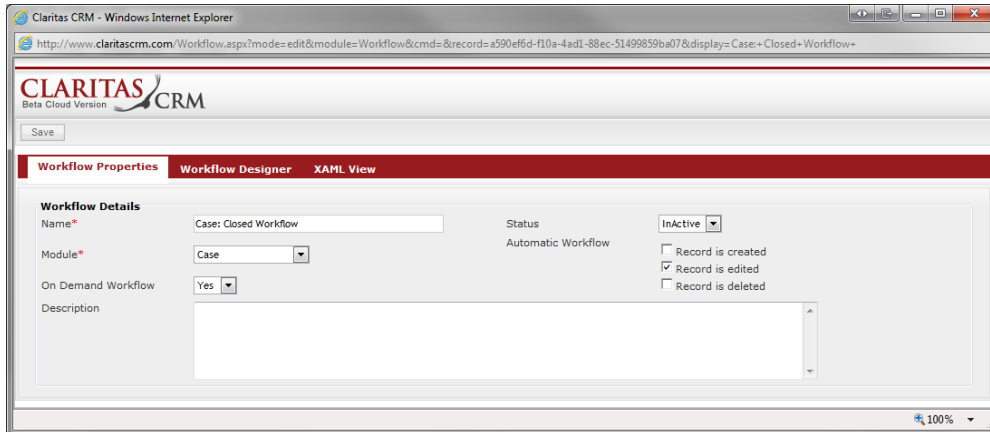
4.2 Communication Management (Email & SMS Template)



4.3 Holidays Setting & Work Schedule



4.4 Workflow Management



4.5 Studio Tools – Pick list & Running Number

Pick List Maintenance

Name	Description
AccountIndustryDropDownCtl	Industry Type List
AccountTypeDropDownCtl	Account Type List
ActivityPriorityDropDownCtl	Activity Priority Type List
CasePriorityDropDownCtl	Case Priority Type List
CaseStatusDropDownCtl	Case Status List
CaseTypeDropDownCtl	Case Type List
ContractTypeDropDownCtl	Contract Type List
CountryDropDownCtl	Country List
GenderDropDownCtl	Gender List
IssueCat1DropDownCtl	Issue Category Level 2.1 List
IssueCat2DropDownCtl	Issue Category Level 2.2 List
IssueCat3DropDownCtl	Issue Category Level 2.3 List
IssueCatDropDownCtl	Issue Category Level 1 List
IssuePriorityDropDownCtl.xml	Issue Priority Type List
IssueStatusDropDownCtl.xml	Issue Status List

Find: Name
 Page 1 of 3 | Displaying 1 to 15 of 40 items

Pick List Detail

Name: CaseStatusDropDownCtl
 Description: Case Status List
 Allow Null:

Items:

Value	Link To	Display	Default
0	--None--	New	<input type="checkbox"/>
1	--None--	Assigned	<input type="checkbox"/>
2	--None--	Closed	<input type="checkbox"/>
3	--None--	Pending Input	<input type="checkbox"/>
4	--None--	Rejected	<input type="checkbox"/>
5	--None--	Duplicate	<input type="checkbox"/>

[Add Item](#)

Running Number Maintenance

Field Name	Module
Purchase	Product
Issue	Issue
Contract	Contract
Case	Case

Page 1 of 1 | Displaying 1 to 12 of 12 items

Running Number Detail

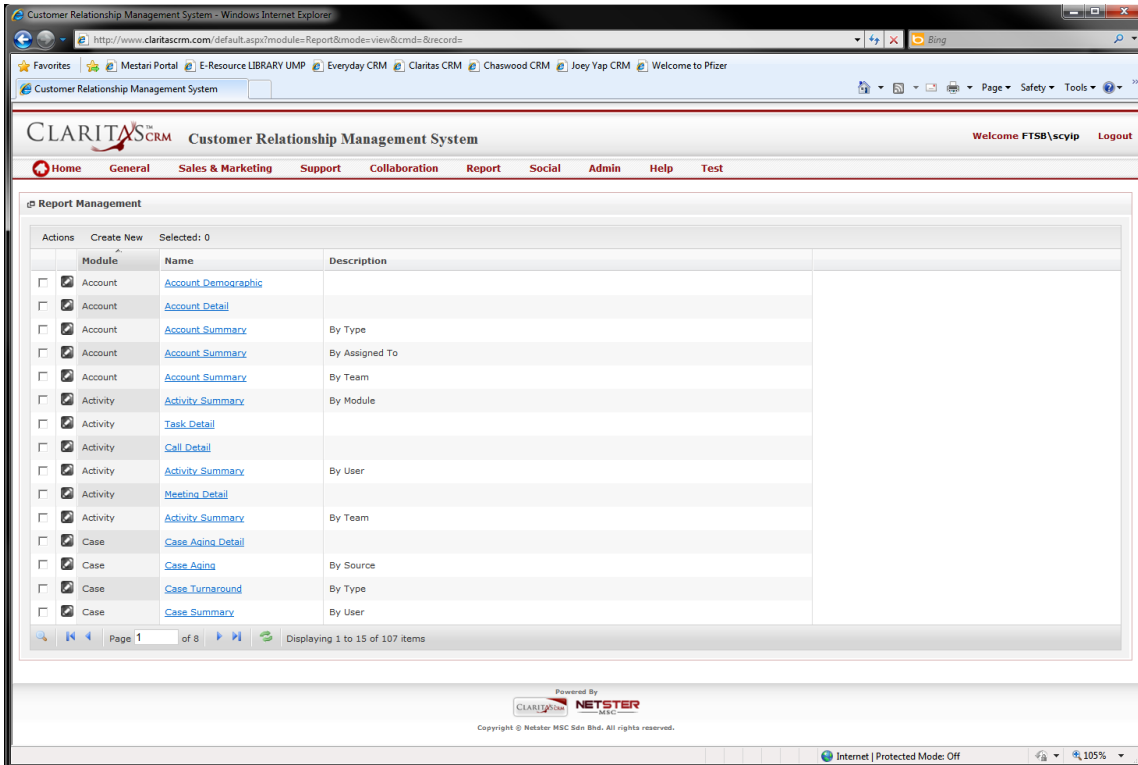
Module: Case
 Name: CaseRef
 Next Running Number: 111
 Format: CRD{DT:yyyyMMdd}-{2%r1}

Example:
 {6%r1} -- 000002
 {3%r1} -- 003

Date: {DT:yyyyMMdd}
 Example:
 {DT:yyyyMMdd} -- 20110529
 {DT:MMMM} -- January

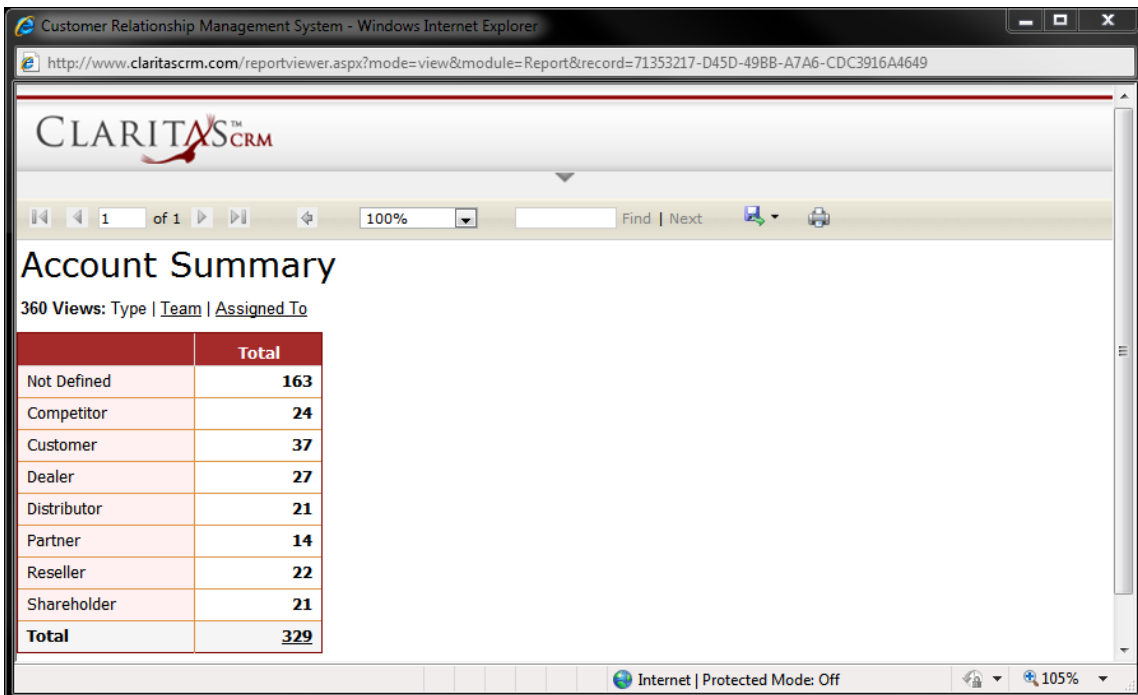
5 CRM: Reporting (Sample Reports)

Report Listing

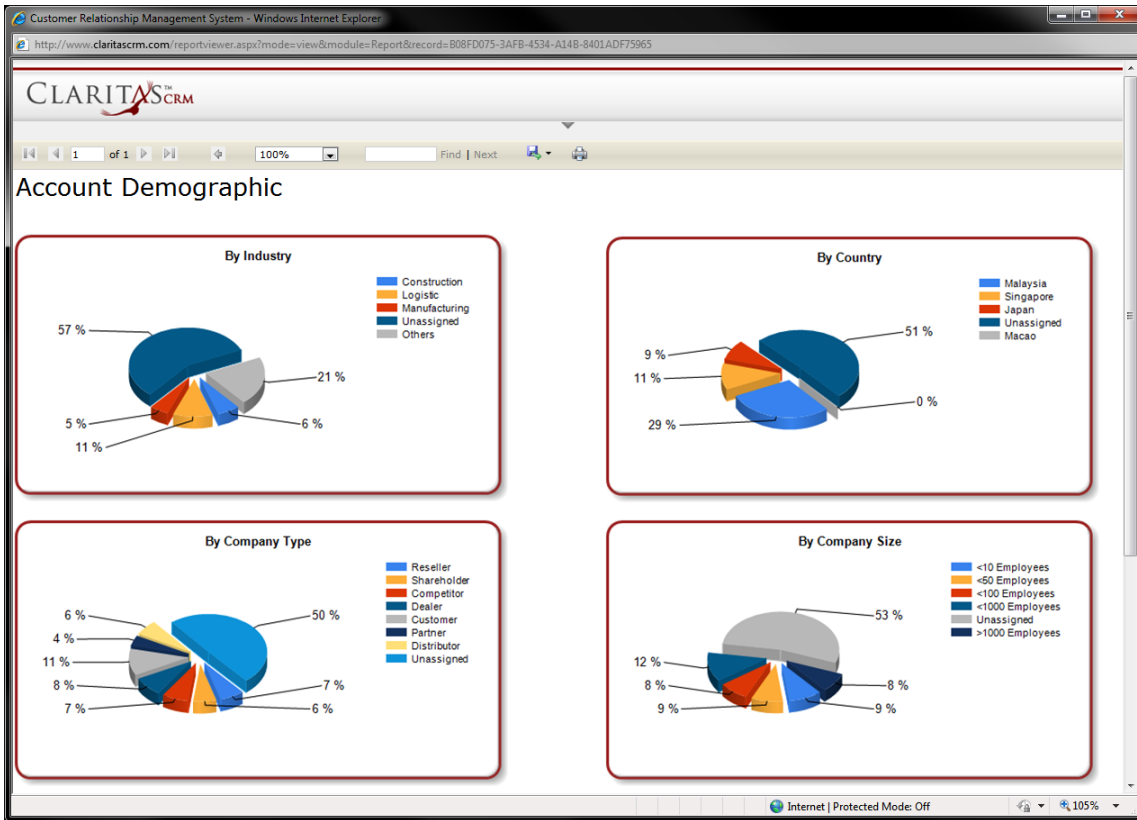


Account Reports

- Account Summary Report



- Account Demographic Report



- Account Detail Report

No	Company	Type	Industry	Country	Phone	Fax
1	Technicom-chemie (India) Ltd.	Reseller	Telecommunication	Malaysia	-	-
2	Thanjavur Investment Ltd.	Shareholder	Construction	Singapore	-	-
3	Technova Hichem Systems Ltd.	Competitor	Nonprofit	Singapore	-	-
4	Tirupati Services Ltd.	Dealer	Postal	Malaysia	-	-
5	天天	Dealer	Postal	Malaysia	-	-
6	Timarpur-okhla Waste Mgmt. Co. Pvt. Ltd.	Competitor	Nonprofit	Malaysia	-	-
7	Tecil Engineering Ltd.	Reseller	Telecommunication	Malaysia	-	-
8	Tensile Steel Ltd.	Competitor	Telecommunication	Malaysia	-	-
9	Tirupati Fibres & Inds. Ltd.	Customer	Telecommunication	Malaysia	-	-
10	Tokyo Finance Ltd.	Customer	Telecommunication	Malaysia	-	-

Contact Reports

- Contact Summary Report

Customer Relationship Management System - Windows Internet Explorer
 http://www.claritascrm.com/reportviewer.aspx?mode=view&module=Report&record=EA73C634-45A5-4F86-8E10-EA41A832E5B3

CLARITAS™ CRM

1 of 1 100% Find | Next

Contact Summary

360 Views: Source | Account | Team | User

	Total
-	22
Campaign	5
Cold Call	1
Existing	3
Referral	3
Trade Show	5
Website	7
Total	46

Done Internet | Protected Mode: Off 105%

- Contact Detail Report

Customer Relationship Management System - Windows Internet Explorer
 http://www.claritascrm.com/reportviewer.aspx?mode=view&module=Report&record=7D3DCF38-46CA-4966-9021-F12562E3C8B#P0:c3ef2fa5db443ea1fefcd4a289a6_2_21170

CLARITAS™ CRM

1 of 1 100% Find | Next

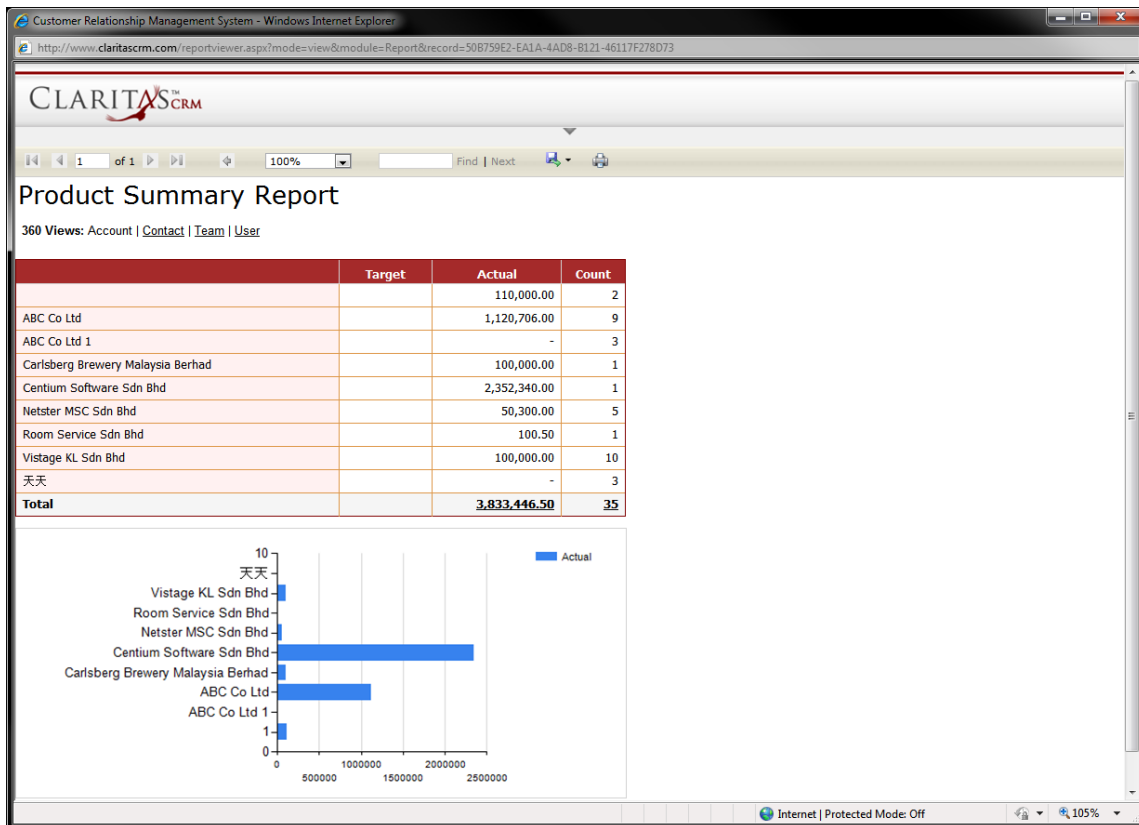
Contact Detail Report

No	First Name	Last Name	Title	Company	Phone	Mobile	Email
ABC Co Ltd							
1	-	Big Momma	-	ABC Co Ltd	-	-	-
2	-	Nazri	-	ABC Co Ltd	-	-	-
3	-	Zamperi	-	ABC Co Ltd	-	-	-
4	ckgan@netstermsc.com	ckgan@netstermsc.com	-	ABC Co Ltd	-	-	ckgan@netstermsc.com
5	ckgan@netstermsc.com	ckgan@netstermsc.com	-	ABC Co Ltd	-	-	ckgan@netstermsc.com
6	ckgan@netstermsc.com	ckgan@netstermsc.com	-	ABC Co Ltd	-	-	ckgan@netstermsc.com
7	Johnny	Wong	-	ABC Co Ltd	-	-	johnndoe@email.com
ABC Co Ltd 1							
8	Gan	Chin Kiat	Test 2nd time	ABC Co Ltd 1	0123456789	0123456879	ckgan@netstermsc.com
9	Gan	Chin Kiat	Test 3rd time	ABC Co Ltd 1	0123456789	0123456879	ckgan@netstermsc.com
10	Gan	Chin Kiat	Test 5th time	ABC Co Ltd 1	0123456789	0123456879	ckgan@netstermsc.com
11	Gan	Chin Kiat	Test 5th time	ABC Co Ltd 1	0123456789	0123456879	ckgan@netstermsc.com

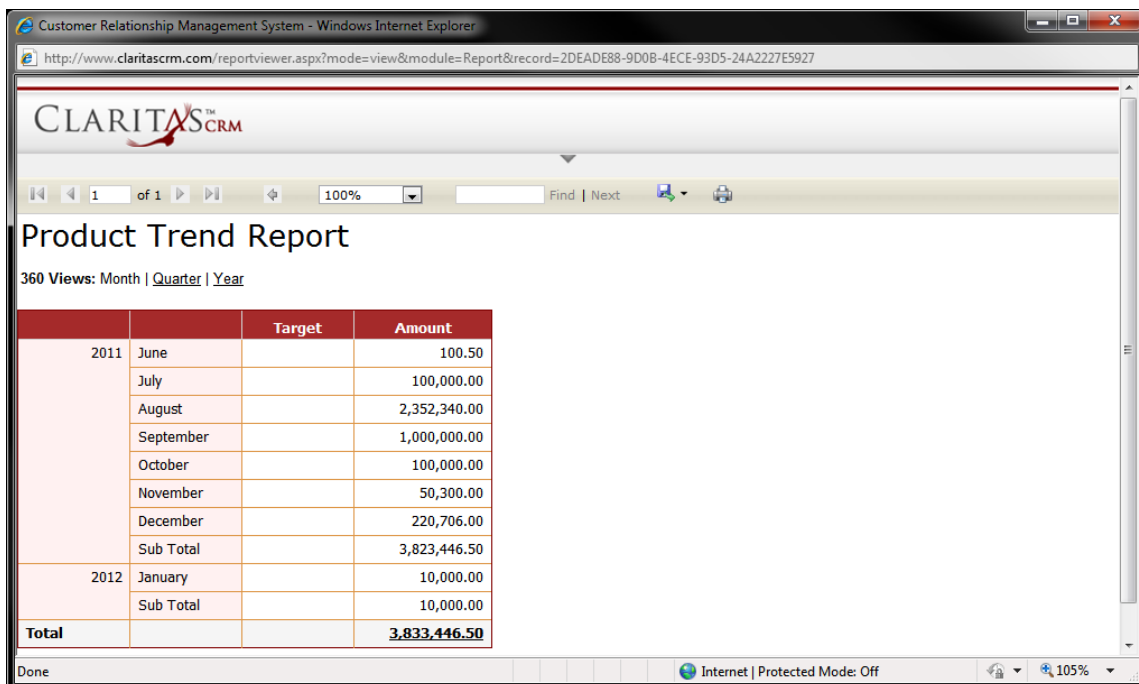
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Product Reports

- Product Summary Report



- Product Trend Report

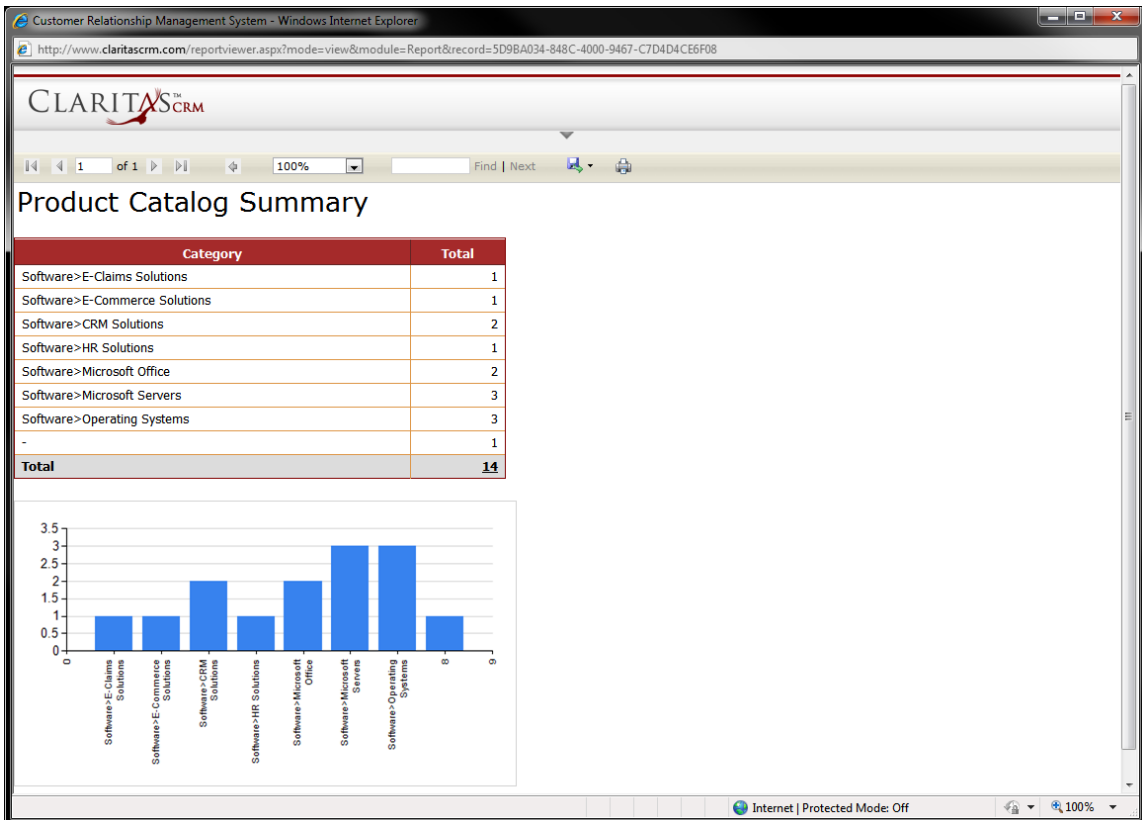


- **Product Detail Report**

No	Date	Product	Name	Customer	Company	Amount	Status
1	12/23/2011 3:52:17 PM	PROD20110628-03	NMS8-7515RS2	G Sarawan	天天	-	Active
2	12/20/2011 7:51:30 PM	PROD20111220-30	ljshdksahkjdhkas	-	ABC Co Ltd 1	-	Active
3	12/21/2011 11:01:17 AM	PROD20111221-42	Test Convert Final	-	ABC Co Ltd	10,706.00	Active
4	12/20/2011 7:53:24 PM	PROD20111220-32	Product Name	-	ABC Co Ltd 1	-	Active
5	12/21/2011 10:38:06 AM	PROD20111221-41	Test Convert 6	-	ABC Co Ltd	-	Active
6	12/21/2011 10:21:31 AM	PROD20111221-36	Test Convert 3	-	ABC Co Ltd	-	Active
7	12/23/2011 3:52:17 PM	PROD20111221-43	te	-	天天	-	Active
8	12/21/2011 11:21:38 AM	PROD20111221-44	New Product 1	-	Netster MSC Sdn Bhd	-	Active
9	7/29/2011 6:55:12 PM	PROD20110629-04	Dell EqualLogic PS6000	-	Carlsberg Brewery Malaysia Berhad	100,000.00	Active
10	12/21/2011 10:36:48 AM	PROD20111221-39	-	-	-	-	-

Product Catalog Reports

- **Product Catalog Summary Report**



- Product Catalog Detail Report

No	Date	Product No	Name	Status	Category Description	Cost Price	Partner Price
1	07/25/2011 02:35 PM	-	Workflow Product	Active	Workflow Product	-	-
Hardware>Desktop>Dell Inspiron							
2	06/13/2011 08:23 AM	NMSB-IN22-40255G-W78-BLK	Dell Inspiron One 2205	Active	-	2,205.00	1,999.00
3	06/13/2011 08:53 AM	NMSB-IN23-48611G-W7P-SLR	Dell Inspiron One 2310	Active	-	2,310.00	3,699.00
Hardware>Desktop>Dell Zino							
4	06/13/2011 08:25 AM	NMSB-ZINO-36455G-W7P-CLR	Dell Inspiron Zino HD	Active	-	1,208.00	1,299.00
Hardware>Desktop>ThinkCentre A-Series							
5	06/13/2011 09:04 AM	NMSB-7515RP6	Lenovo ThinkCentre A 7515RP6	Active	-	1,910.00	2,059.00
6	06/13/2011 09:06 AM	NMSB-7515RS2	Lenovo ThinkCentre A 7515RS2	Active	-	2,133.00	2,199.00
7	06/13/2011 09:07 AM	NMSB-7298R39	Lenovo ThinkCentre M 7298R39	Active	-	2,325.00	2,499.00
8	06/13/2011 09:08 AM	NMSB-7360PH3	Lenovo ThinkCentre M 7360PH3	Active	-	2,566.00	2,760.00
Hardware>Laptop>Dell Inspiron							
9	06/13/2011 08:24 AM	NMSB-N4030-63255G-W7P-CLR	Dell Inspiron 14 N4030	Active	-	1,567.00	1,649.00
10	06/13/2011 08:56 AM	NMSB-N4010-38255G-DOS-CLR	Dell Inspiron 14R N4030	Active	-	1,662.00	1,749.00
11	06/13/2011 09:01 AM	NMSB-N5010-38455G-DOS-CLR	Dell Inspiron 15R N5110	Active	-	1,994.00	2,099.00
12	07/04/2011 06:33 PM	-	Dell Inspiron A812345	Active	-	-	-

Contract Reports

- Contract Summary Report

360 Views: [Account](#) | [Contact](#) | [Product](#) | [Status](#) | [Team](#) | [User](#)

	Total	Value
ABC Co Ltd	2	-
Carlsberg Brewery Malaysia Berhad	1	10,000.00
Centium Software Sdn Bhd	1	9,999.00
Netster MSC Sdn Bhd	5	-
Room Service Sdn Bhd	1	1,000.00
天天	2	1,200.00
Total	12	22,199.00

- Contract Detail Report

No	Contract	Name	Type	Account	Product	Amount	Due Date
1	CTRT20111114-06	Netster Contract	Contract - 36 Month	Netster MSC Sdn Bhd	Workflow Product	-	
2	CTRT20111114-07	CRM Contract	Contract - 36 Month	Netster MSC Sdn Bhd	Workflow Product	-	
3	CTRT20111114-08	CMS Contract	Contract - 36 Month	Netster MSC Sdn Bhd	Workflow Product	-	
4	CTRT20110617-01	RS Contract #02	Contract - 12 Month	Room Service Sdn Bhd	Dell Inspiron 14 I4030	1,000.00	6/1/2010 12:00:00 AM
5	CTRT20110811-04	contract	-	天天	-	-	
6	CTRT20120109-11	Contract A	Contract - 12 Month	ABC Co Ltd	Ifraproject	-	
7	CTRT20111114-10	Contract	Contract - 36 Month	Netster MSC Sdn Bhd	Workflow Product	-	
8	CTRT20110628-02	Centium Contract	Contract - 12 Month	Centium Software Sdn Bhd	Dell EqualLogic PS6000	9,999.00	8/24/2011 12:00:00 AM
9	CTRT20110629-03	Carlsberg Contract #22	Contract - 24 Month	Carlsberg Brewery Malaysia Berhad	Dell EqualLogic PS6000	10,000.00	6/29/2012 12:00:00 AM
10	CTRT20110906-05	Contract 2011	Contract - 12 Month	ABC Co Ltd	Purchase of Glenmarie Garden	-	

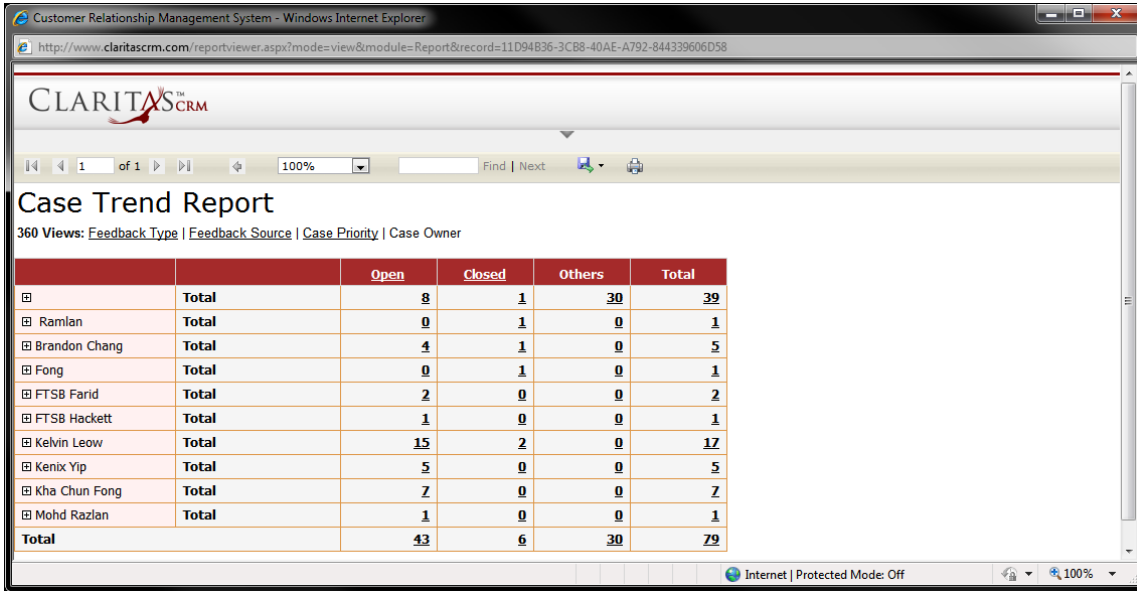
Case Reports

- Case Summary Report

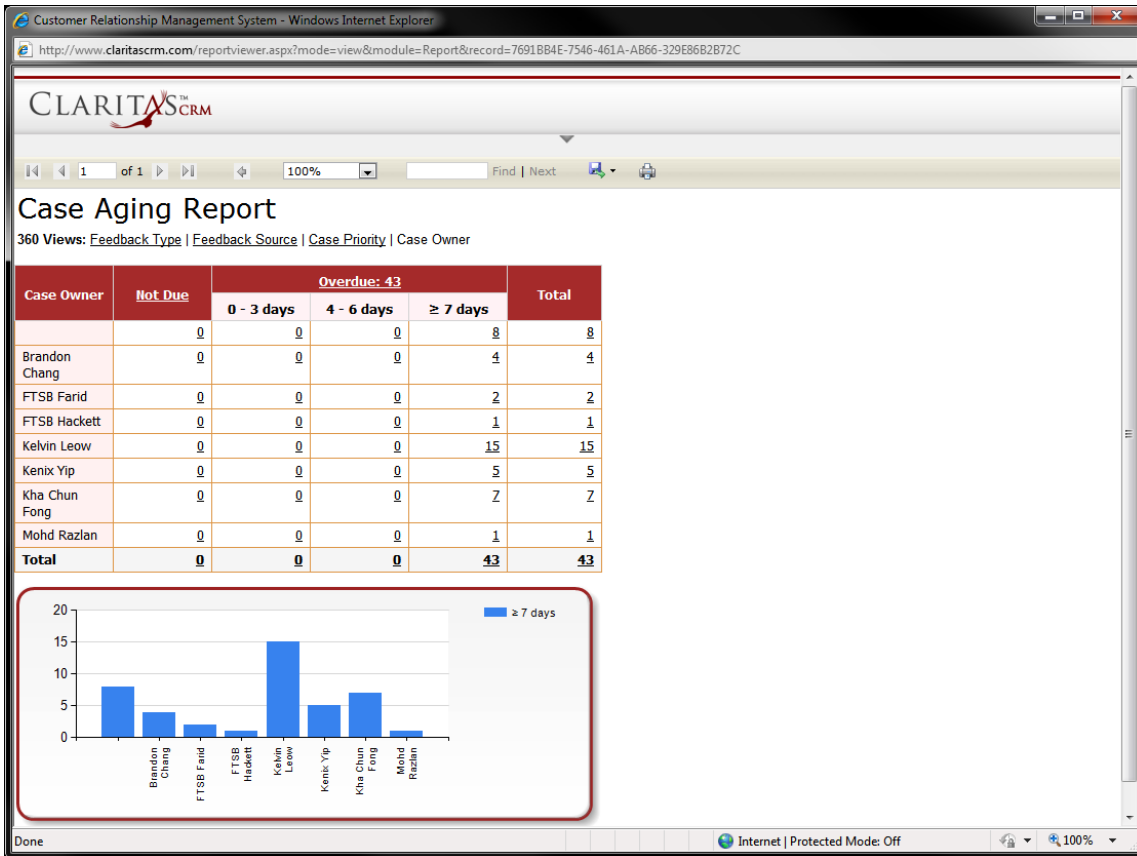
360 Views: [Feedback Type](#) | [Feedback Source](#) | [Case Priority](#) | [Case Owner](#)

	Open	Closed	Others	Total
	8	1	30	39
Ramlan	0	1	0	1
Brandon Chang	4	1	0	5
Fong	0	1	0	1
FTSB Farid	2	0	0	2
FTSB Hackett	1	0	0	1
Kelvin Leow	15	2	0	17
Kenix Yip	5	0	0	5
Kha Chun Fong	7	0	0	7
Mohd Razlan	1	0	0	1
Total	43	6	30	79

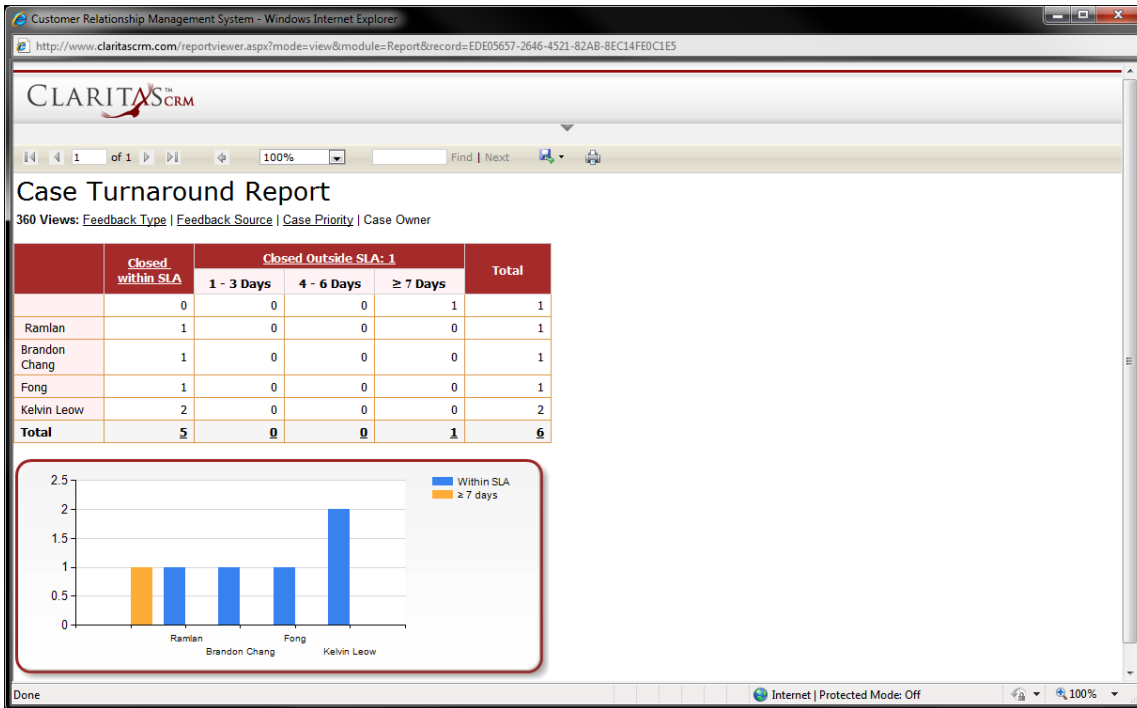
- **Case Trend Report**



- **Case Aging Report**



- Case Turnaround Report



- Case Detail Report

Customer Relationship Management System - Windows Internet Explorer
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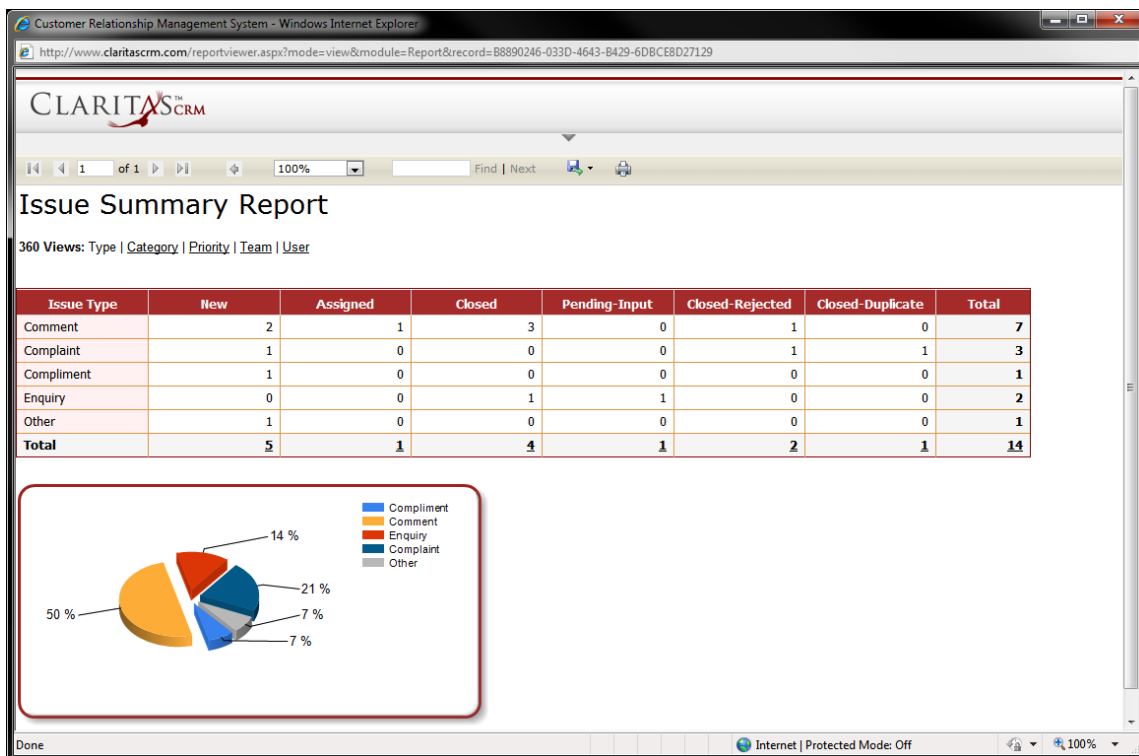
CLARITAS CRM

Case Detail Report

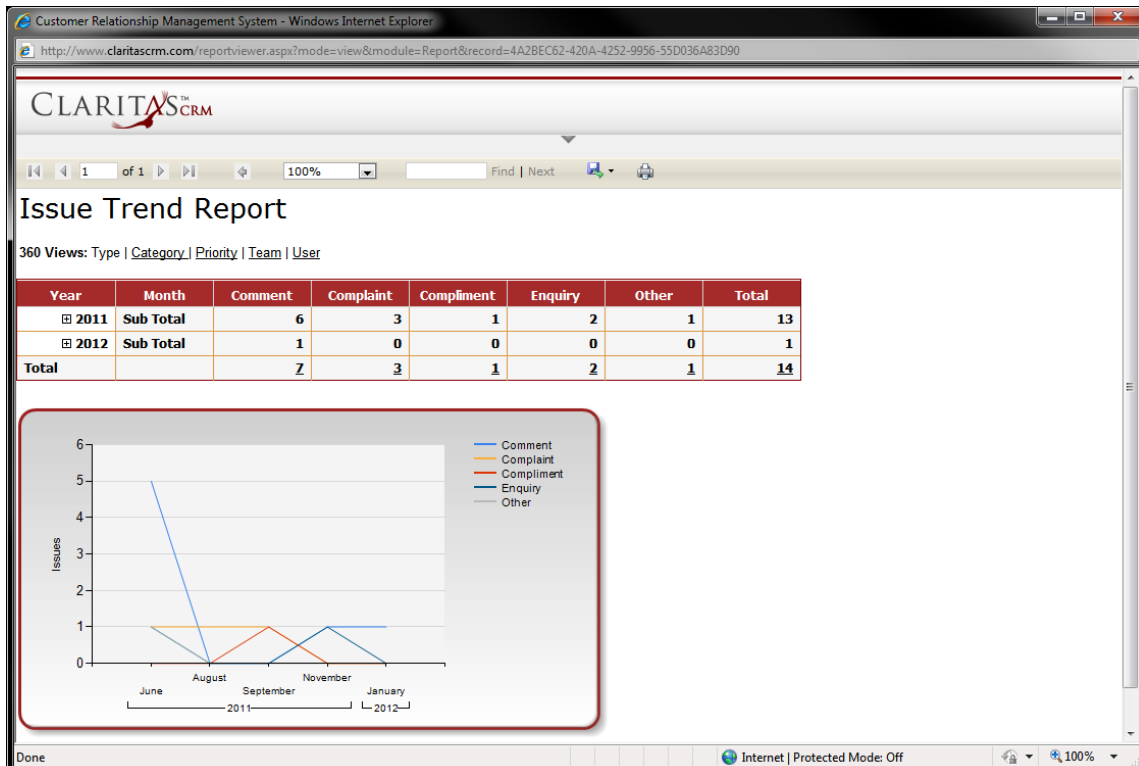
No	Date	Case	Type	Source	Customer	Company	Priority
1	10/10/2010 09:47 PM	CRD20111010-143	Comment	Web	ckgan@netstermsc.com ckganAnetstermsc.com	ABC Co Ltd	High
2	09/08/2011 05:40 PM	CRD20110908-999	Comment	Call	-	Carlsberg Brewery Malaysia Berhad	High
3	10/03/2011 03:27 PM	CRD20111003-129	Enquiry	Web	-	-	-
4	10/03/2011 04:10 PM	CRD20111003-130	-	Email	-	-	-
5	10/06/2011 12:40 PM	CRD20111006-131	Complaint	-	-	-	-
6	10/06/2011 12:40 PM	CRD20111006-132	Complaint	-	-	-	-
7	10/06/2011 12:48 PM	CRD20111006-133	Complaint	-	-	-	-
8	10/06/2011 12:51 PM	CRD20111006-134	Complaint	-	-	-	-
9	10/06/2011 01:58 PM	CRD20111006-135	Complaint	-	-	-	-
10	10/06/2011 02:01 PM	CRD20111006-136	Comment	Web	-	-	-

Issue Reports

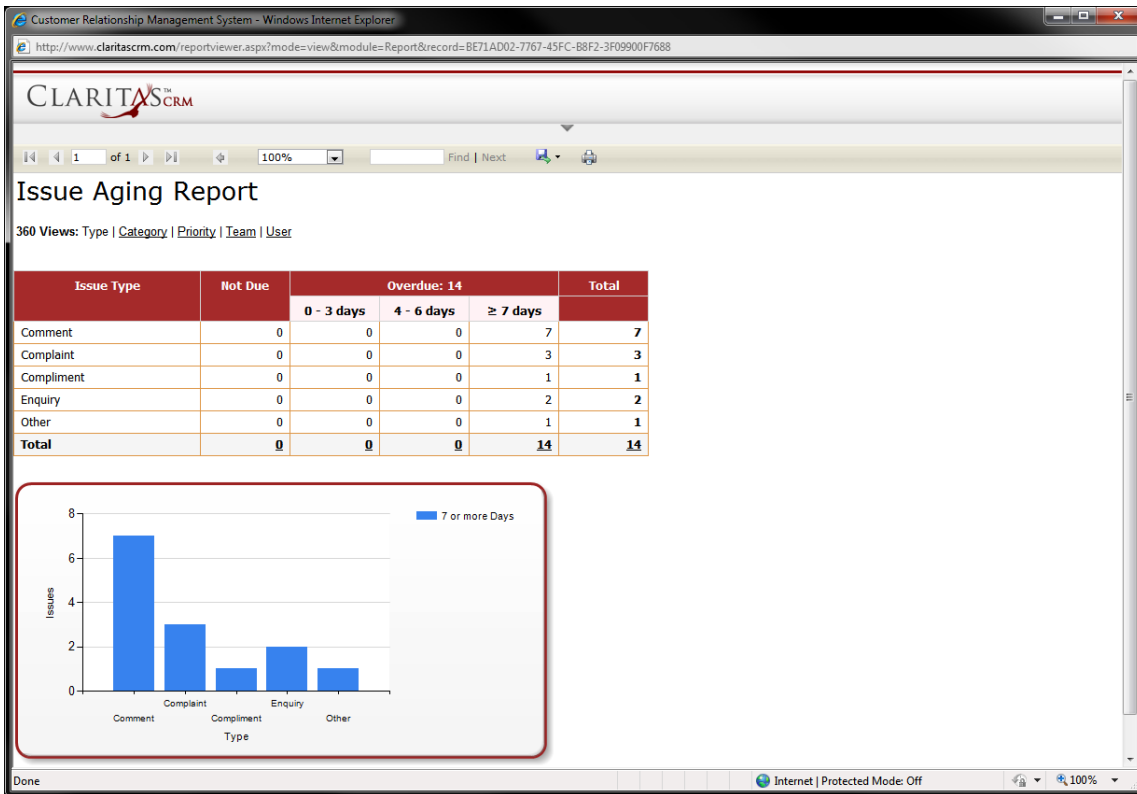
- Issue Summary Report



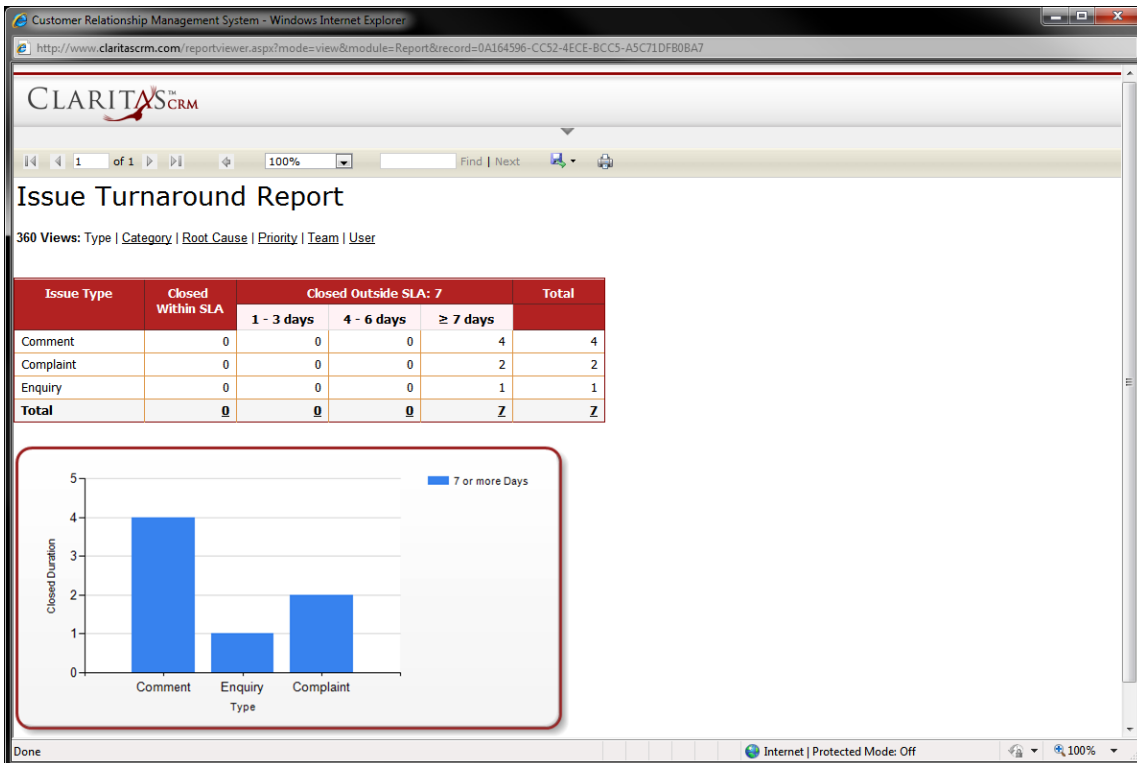
- Issue Trend Report



- Issue Aging Report



- Issue Turnaround Report



- Issue Detail Report

No	Date	Issue	Case	Type	Issue Category	Priority	Due Date	Status
Brandon Chang Total: 1								
1	01/10/2012 03:15 PM	CRD20120103-179-28	CRD20120103-179	Comment	Account & Billing	High		Closed
Fong Total: 2								
2	09/22/2011 11:10 AM	CRD20110922-128-25	CRD20110922-128	Complaint	Technical & Support>System login	Medium	09/22/2011 03:10 PM	Closed - Rejected
3	11/14/2011 02:49 PM	CRD20110613-26-26	CRD20110613-26	Enquiry	Account & Billing	Medium		Closed
FTSB Hadi Total: 1								
4	09/21/2011 03:14 PM	-01		Compliment	Account & Billing	Low	09/22/2011 03:11 PM	New
Kelvin Leow Total: 6								
5	06/14/2011 11:58 AM	CRD20110613-27-05	CRD20110613-27	Complaint	Account & Billing>Bill charge	High	06/16/2011 01:00 PM	Closed - Duplicate
6	06/17/2011 12:57 PM	CRD000021-21-13	CRD000021-21	Enquiry	Account & Billing>Payment	High	06/18/2011 12:00 AM	Pending Input
7	06/23/2011 12:13 PM	CRD000016-16-15	CRD000016-16	Comment	Account & Billing>Deferment	High		Closed - Rejected
8	06/24/2011 12:06 PM	CRD20110630-104-01	CRD20110630-104	Comment	Account & Billing>E-Billing	Low	06/03/2011 12:00 AM	Closed
9	06/29/2011 04:47 PM	CRD20110728-117-01	CRD20110728-117	Other	Account & Billing>Subscription	High	06/30/2011 09:47 AM	New
10	06/29/2011 11:52 PM	CRD20110727-114-01	CRD20110727-114	Comment	Pricing & Promotion>Price plan	High	07/01/2011 11:00 AM	Assigned

Knowledge Base Reports

- Knowledge Base Detail Report

No	Date	Title	Category	Status	Author
1	11/14/2011 4:04:57 PM	Account not tally	Account & Billing	Active	FTSB Farid
2	11/14/2011 4:05:42 PM	Bill missing	Account & Billing>Bill charge	Active	Kenix Yip
3	11/14/2011 4:06:15 PM	Duplicated bill	Account & Billing>Waiver	Active	Gan Chin Kiat
4	11/14/2011 4:08:30 PM	Error message is displayed	Technical & Support>System downtime	Active	Kelvin Leow
5	11/14/2011 4:07:52 PM	Missing records	Technical & Support>Data missing	Active	Gan Chin Kiat
6	11/14/2011 2:51:17 PM	Out of Stock	Pricing & Promotion>Out of stock	Active	FTSB Farid
7	11/14/2011 6:39:54 PM	Scheduled Maintenance	Technical & Support>System downtime	Active	Kenix Yip
8	11/14/2011 4:05:16 PM	Unable to login	Technical & Support>System downtime	Active	Kenix Yip
9	11/14/2011 4:07:22 PM	Voucher expired	Pricing & Promotion>Voucher	Active	Gan Chin Kiat
10	11/14/2011 4:06:48 PM	Wrong pricing	Pricing & Promotion>Price plan	Active	Kha Chun Fong

Activity Reports

- Activity Summary Report

Customer Relationship Management System - Windows Internet Explorer
 http://www.claritascrm.com/reportviewer.aspx?mode=view&module=Report&record=E548A872-8558-4A76-A1D7-DDF2765F9312

CLARITAS CRM

Activity Summary Report
 360 Views: Module | Team | User

Call Summary

	Planned	Held	Not Held	Total
Carlsberg Brewery Malaysia Berhad	0	1	0	1
Centium Software Sdn Bhd	0	2	0	2
Company Test	1	0	0	1
CRD20110630-101	1	0	0	1
Gan Chin Kiat	1	0	0	1
Kelvin Leow	0	1	0	1
Netster CRM Basic Edition	1	0	0	1
Purchase Of Other Equipments	0	1	0	1
Tester Branch	1	0	0	1
testingCRD20110811-118	1	0	0	1
天天	1	0	0	1
Total	7	5	0	12

Meeting Summary

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- Call Detail Report

Customer Relationship Management System - Windows Internet Explorer
 http://www.claritascrm.com/reportviewer.aspx?mode=view&module=Report&record=970219C1-14F4-4925-A9C2-D338FD4B2D12

CLARITAS CRM

Call Detail Report

No	Date	Subject	Duration	Status	Assigned To	Related To
1	10/15/2011 12:00:00 AM	asd	0 Days 0 Hours 0 Minutes	Planned	Gan Chin Kiat	Gan Chin Kiat
2	7/1/2011 8:00:00 PM	Account Call	0 Days 0 Hours 0 Minutes	Planned	Kenix Yip	Company Test
3	6/21/2011 12:00:00 AM	utfgtrrr	0 Days 0 Hours 0 Minutes	Held	Kelvin Leow	Carlsberg Brewery Malaysia Berhad
4	8/10/2011 12:00:00 AM	sth	0 Days 0 Hours 0 Minutes	Planned	Kenix Yip	天天
5	8/3/2011 12:00:00 AM	Centium Call	1 Days 0 Hours 0 Minutes	Held	Kelvin Leow	Centium Software Sdn Bhd
6	3/28/2011 12:00:00 AM	Discussion on feasibility	0 Days 1 Hours 0 Minutes	Planned	Kelvin Leow	CRD20110630-101
7	8/30/2011 11:00:00 AM	Centium Call2	0 Days 2 Hours 0 Minutes	Held	Kelvin Leow	Kelvin Leow
8	8/12/2011 12:00:00 AM	new call	0 Days 0 Hours 0 Minutes	Planned	Kenix Yip	testingCRD20110811-118
9	11/17/2011 2:00:00 PM	New Call	0 Days 0 Hours 0 Minutes	Planned	Kenix Yip	Netster CRM Basic Edition
10	12/20/2011 12:00:00 AM	First follow up	0 Days 0 Hours 0 Minutes	Held	Brandon Chang	Purchase Of Other Equipments
11	7/6/2011 11:00:00 AM	Branch Call	0 Days 0 Hours 0 Minutes	Planned	Kenix Yip	Tester Branch
12	8/24/2011 12:00:00 AM	Centium Call5	0 Days 0 Hours 0 Minutes	Held	Brandon Chang	Centium Software Sdn Bhd

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- Meeting Detail Report

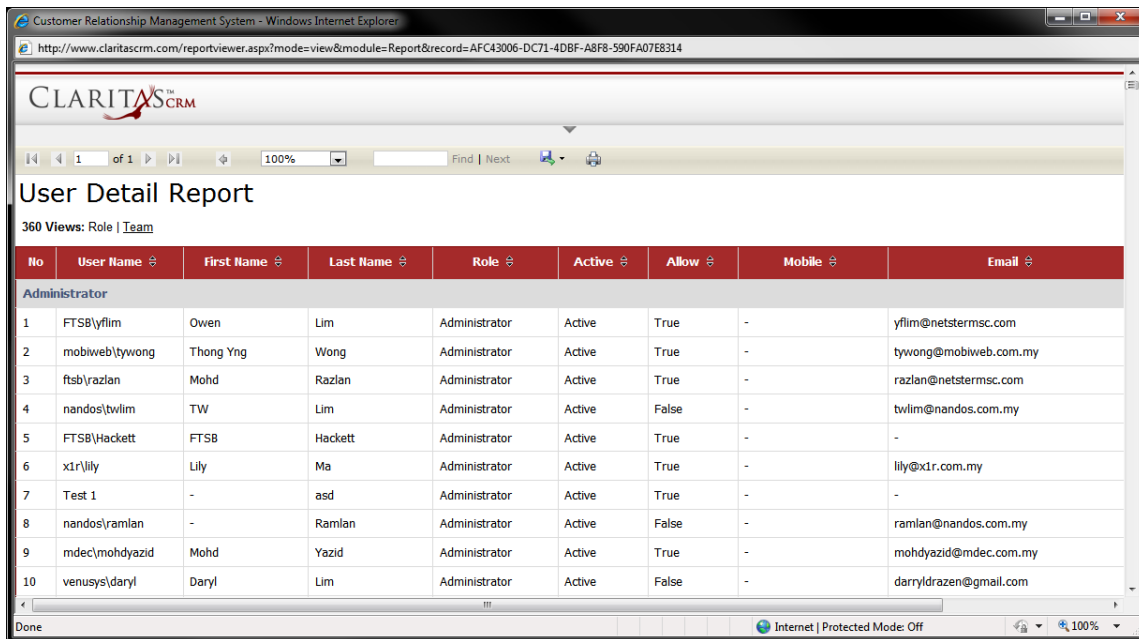
No	Date	Subject	Duration	Status	Assigned To	Related To
1	12/14/2011 12:00:00 AM	1st Follow Up	Days 1 Hours 0 Minutes	Planned	Kelvin Leow	ABC Co Ltd : Buy Product111
2	10/20/2011 12:00:00 AM	a	0 Days 0 Hours 0 Minutes	Planned	Kelvin Leow	Gan Chin Kiat
3	6/30/2011 12:00:00 AM	CRD20110630-101 Discussion	1 Days 0 Hours 0 Minutes	Held	Kelvin Leow	CRD20110630-101
4	7/6/2011 10:00:00 AM	Branch Meeting	0 Days 0 Hours 0 Minutes	Held	Kenix Yip	Netster CRM
5	8/10/2011 12:00:00 AM	CRM Meeting	0 Days 0 Hours 0 Minutes	Planned	Kenix Yip	Netster MSC Sdn Bhd
6	6/29/2011 12:00:00 AM	Meeting Test	0 Days 0 Hours 0 Minutes	Not Held	Kenix Yip	Company Test
7	12/30/2011 12:00:00 AM	Negotiation Meeting	0 Days 0 Hours 0 Minutes	Planned	Brandon Chang	Purchase Of Other Equipments
8	6/30/2011 11:00:00 AM	Case Meeting	0 Days 0 Hours 0 Minutes	Planned	Kenix Yip	CRD20110627-72
9	6/16/2011 12:00:00 AM	Director's Meeting	0 Days 1 Hours 0 Minutes	Planned	Kelvin Leow	Kelvin Leow
10	6/29/2011 9:00:00 AM	Company Test Meeting	0 Days 0 Hours 0 Minutes	Held	Kenix Yip	Company Test

- Task Detail Report

No	Date	Subject	Priority	Due Date	Status	Assigned To	Related To
1	8/11/2011 12:00:00 AM	sth	High	8/11/2011 1:32:00 PM	Planned	Kenix Yip	天天
2	7/1/2011 12:00:00 AM	User task	High		Held	Kenix Yip	Kenix Yip
3	6/30/2011 1:00:00 PM	Case Task	High	7/29/2011 6:00:00 PM	Planned	Kenix Yip	Kenix Yip
4	6/28/2011 12:00:00 AM	Testing Task	High		Planned	Kenix Yip	CRD20110627-71
5	6/22/2011 12:00:00 AM	Do documentation for Carlsberg	High	6/30/2011 12:00:00 AM	Planned	Kelvin Leow	Carlsberg Brewery Malaysia Berhad
6	6/30/2011 11:00:00 AM	Product Task	High		Planned	Kenix Yip	Kenix Yip
7	8/31/2011 12:00:00 AM	Centium Task2	Medium	8/3/2011 7:00:00 PM	Planned	Kelvin Leow	Centium Software Sdn Bhd
8	7/7/2011 12:00:00 PM	Account Task	Medium	7/6/2011 4:31:00 PM	Planned	Kenix Yip	Company Test
9	6/30/2011 2:00:00 PM	Branch Task	Medium	6/29/2011 12:00:00 AM	Planned	Kelvin Leow	CRD20110630-101
10	10/12/2011 12:00:00 AM	test	High	10/14/2011 9:37:00 AM	Not Held	FTSB Hadi	ABC Co Ltd
11	7/8/2011 9:00:00 AM	Contact Task	High	7/6/2011 1:26:00 PM	Held	Kenix Yip	CRD20110627-70
12	7/8/2011 12:00:00 PM	Kenny Task	High	7/6/2011 11:51:00 AM	Not Held	Kenix Yip	Kenny Yip
13	7/7/2011 12:00:00 PM	Branch Task	High	7/6/2011 10:49:00 AM	Held	Kenix Yip	Tester Branch

User Report

- User Detail Report



Customer Relationship Management System - Windows Internet Explorer
http://www.claritascrm.com/reportviewer.aspx?mode=view&module=Report&record=AFC43006-DC71-4DBF-A8F8-590FA07E8314

CLARITASTM CRM

1 of 1 | 100% | Find | Next

User Detail Report

360 Views: Role | Team

No	User Name	First Name	Last Name	Role	Active	Allow	Mobile	Email
Administrator								
1	FTSB\yflim	Owen	Lim	Administrator	Active	True	-	yflim@netstermsc.com
2	mobiweb\tywong	Thong Yng	Wong	Administrator	Active	True	-	tywong@mobiweb.com.my
3	ftsb\razlan	Mohd	Razlan	Administrator	Active	True	-	razlan@netstermsc.com
4	nandos\twlim	TW	Lim	Administrator	Active	False	-	twlim@nandos.com.my
5	FTSB\Hackett	FTSB	Hackett	Administrator	Active	True	-	-
6	x1r\lily	Lily	Ma	Administrator	Active	True	-	lily@x1r.com.my
7	Test 1	-	asd	Administrator	Active	True	-	-
8	nandos\ramlan	-	Ramlan	Administrator	Active	False	-	ramlan@nandos.com.my
9	mdec\mohdyazid	Mohd	Yazid	Administrator	Active	True	-	mohdyazid@mdec.com.my
10	venusys\daryl	Daryl	Lim	Administrator	Active	False	-	darryldrazen@gmail.com

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