



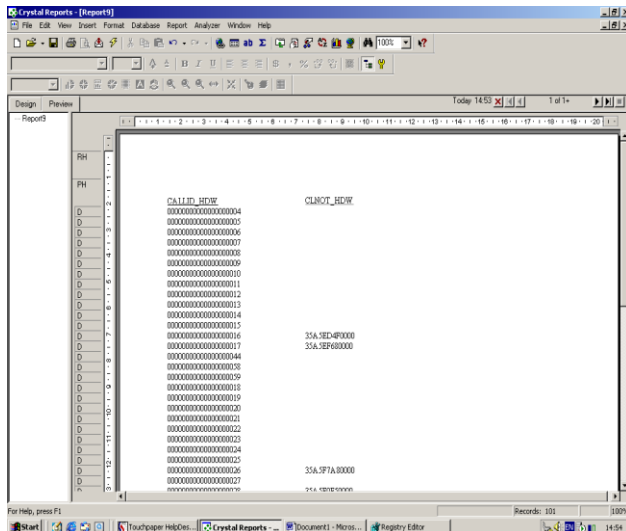
Reporting on Call Notes & Descriptions

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Reporting on Call Notes and Descriptions

Note fields on the database are usually stored as a serial number, which points to the part of the database where the text is stored. Therefore, adding the CALNOTE_HDW field to a report only shows the serial number, rather than the text.



The same applies to Descriptions, as these are also stored as Notes fields.

This Technical Note will advise on the links needed in Crystal to bring up the text required – the Call Note, Call Description and Resolution Details will be specified.

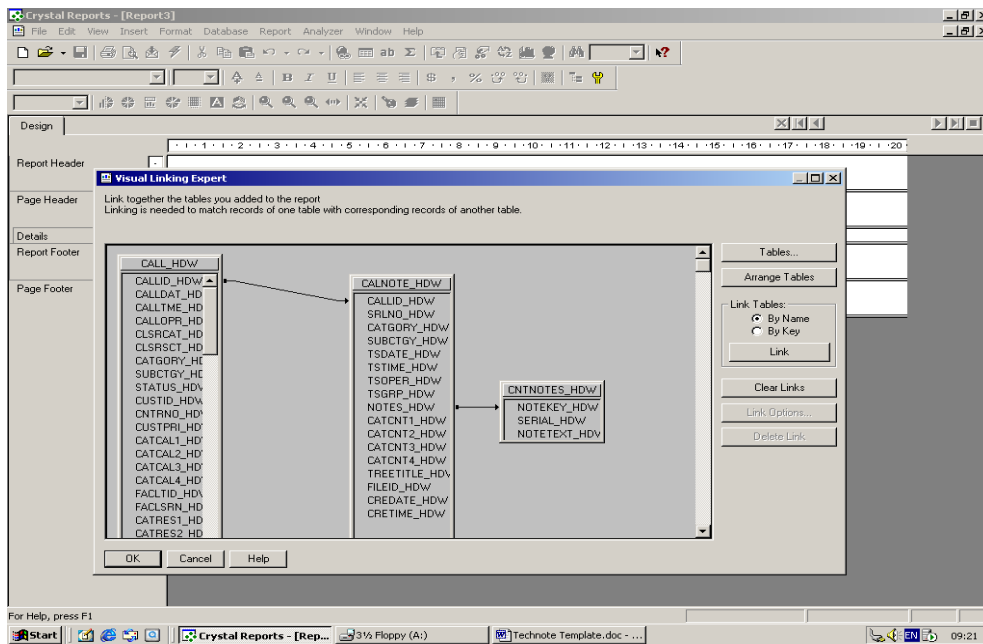
To Report on Call Notes

Create a new report in Crystal with the CALL_HDW, CALNOTE_HDW and CNTNOTES_HDW tables. Then create the following links:

TABLE/ Field	TABLE/ Field

CALL_HDW/ CALLID_HDW	CALNOTE_HDW/ CALLID_HDW
CALNOTE_HDW/ NOTES_HDW	CNTNOTES_HDW/ NOTEKEY_HDW

Then add the NOTETEXT_HDW field from CNTNOTES_HDW onto the actual report, along with the CALLID_HDW from the CALL_HDW table.



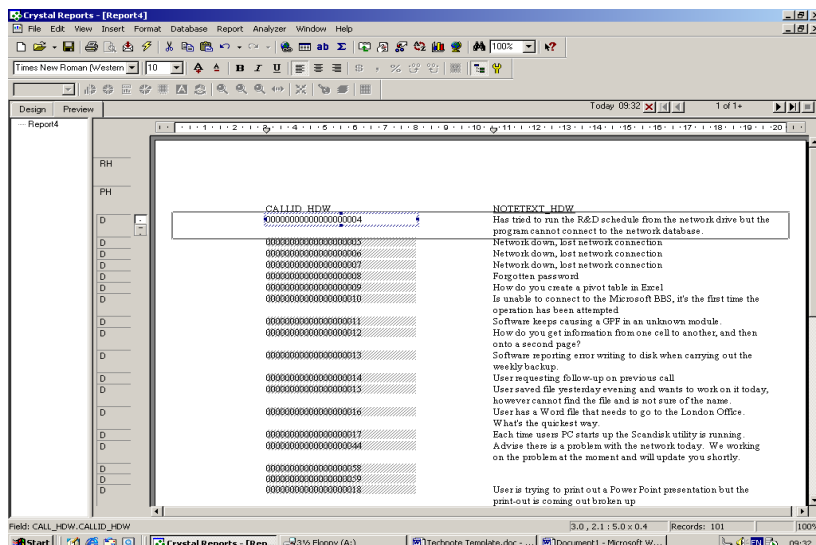
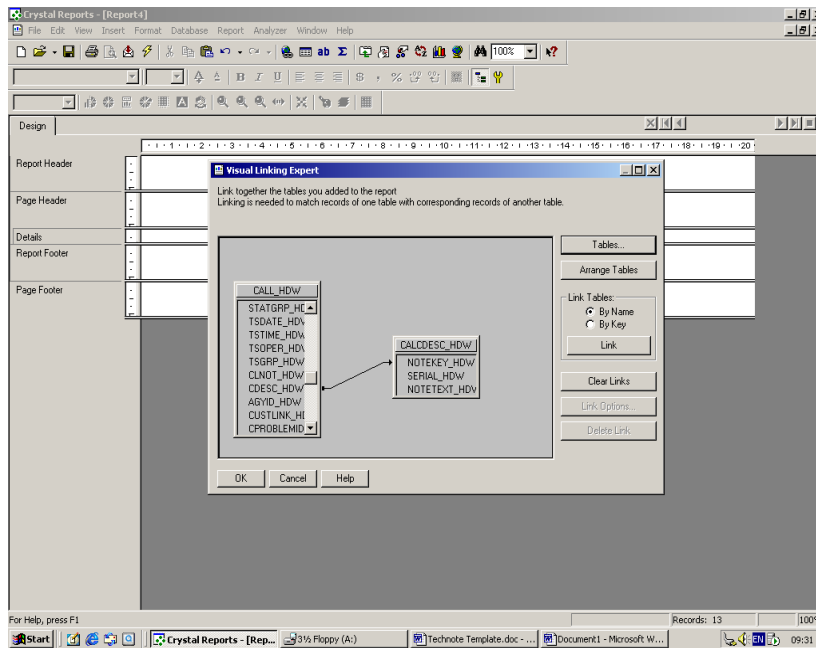
To Report on Call Descriptions

Create a new report in Crystal with the CALL_HDW and CALCDDESC_HDW tables. Then create the following links:

TABLE/ Field	TABLE/ Field

CALL_HDW/ CDESC_HDW	CALCDDESC_HDW/ NOTEKEY_HDW

Then put the NOTETEXT_HDW field from CALCDDESC_HDW onto the report along with the CALLID_HDW from the CALL_HDW table.



To Report on Call Closure Details

Create a new report in Crystal with the CALL_HDW and CALCNOT_HDW tables. Then create the following links:

```
TABLE/ Field                TABLE/ Field
*****
CALCLNOT_HDW/ NOTEKEY_HDW   CALL_HDW/ CLNOT_HDW
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Then add NOTETEXT_HDW field from CALCLNOT_HDW to the Report along with the CALLID_HDW from the CALL_HDW table.

