

PeopleSoft®



Drive Quality Tracking Processes

Track Component-Level Defects

Achieve Quality Goals with Ease

PeopleSoft CRM Quality Management

Are you tracking product defects and enhancement requests through their entire life cycle—from initial report to engineering and back? Do you know the current status of defects and enhancements? Can you match reported customer service cases with information such as defect and enhancement requests?

When you have powerful tools that give you an up-to-date view of product defects and enhancements, you can consistently deliver high-quality products to your customers. Provide better customer support by preventing product defects from affecting customer satisfaction. Enable enterprise-wide collaboration on product quality management and provide proactive service to your customers.

Drive Quality Tracking Processes

“PeopleSoft CRM delivers not only the functionality we need, but because it’s pure internet, it’s easy to use and simple and quick to deploy.”

Peter Harmer, Chief Executive Officer, Aon Australia



Occasionally, your customers uncover product defects before you do. How you handle customer reporting of problems and defects is critical. PeopleSoft CRM Quality Management enables you to manage and prioritize customer, partner, and employee feedback about product defects and enhancement requests.

Match reported customer service cases with relevant information, such as known problems. Quickly identify the root cause of the defect and determine the solution. Focus on more complex problems rather than solving the same problem over and over again. Save time and employee resources by enabling global collaboration on product defects and enhancement requests.



Responsible Parties

Define in advance the individuals responsible for specific products to help facilitate defect and enhancement resolution processing.

Let the Right People Know

Provide your enterprise with immediate access to current product defect and enhancement requests. Integrate PeopleSoft CRM Quality Management with PeopleSoft CRM Support or PeopleSoft CRM HelpDesk, and track the entire process from support to engineering—and from initiation to closure.

Keeping the right people updated with the latest product defect and enhancement information is critical to providing your customers with superior service. PeopleSoft CRM Quality Management makes it simple, with automatic notification of changes to product defect or enhancement requests. Inform your sales force of a major product enhancement to generate more sales. Keep your field service technicians informed of current defects so they can proactively replace faulty components at customer sites. Deliver the best service possible to your customers. Share up-to-date information on defects, enhancements and resolutions. And provide accurate product information—all the time.

Manage and Prioritize Requests Efficiently

Once a defect is reported or an enhancement is requested, the task of fixing the defect or implementing the enhancement begins. Someone in engineering or IT must be assigned to the task. Done manually, the process may be complicated and cumbersome.

With the enhanced workflow functionality in PeopleSoft CRM Quality Management, no issue goes unresolved. Defect and enhancement requests are automatically assigned to the appropriate resource. Every change completed by engineering, quality assurance, or IT is captured, and the appropriate parties are automatically notified. You can ensure that product defect and enhancement requests are handled in a consistent manner. The most current information for any product defect or enhancement request is at your fingertips.

Enterprise Empowerment Through Knowledge

List all defects and related details by specific criteria. View all outstanding failures and enhancement requests. Gain complete visibility into current bug and enhancement status—quickly and easily. Use various reporting tools to see the overall picture of defects and enhancement requests.



Track Component-Level Defects



Effectively capture product defect and enhancement requests. Identify problems down to the product component level. And close the loop from defect to resolution.

Spot Problems Quickly— No Matter Where They Are

It's critical to know the exact components within each product model so you can easily track defects, report

them, and provide accurate resolutions. Our product data definition model supports a multitiered configuration structure, so you can define the level of detail to which you want product data captured—and spot problems or trends quickly. With PeopleSoft CRM Quality Management, you get a comprehensive view of the complete product model.



Component Definitions

Define product details with a flexible, multitiered, hierarchical product structure for complete product component visibility.



The PeopleSoft Difference

Lower your total cost of ownership with PeopleSoft Pure Internet Architecture™. Enhance collaboration by empowering your customers, suppliers, employees, and partners in ways that accommodate them—and drive revenue.

Seamlessly integrate PeopleSoft CRM Quality Management into your enterprise. Leverage existing information for a comprehensive understanding of your customers. Use that knowledge to deliver high-quality products, and maintain a profitable, loyal customer base.

Know the Status of a Defect or Enhancement—Instantly

Tracking product defects and enhancement requests can be tedious and error-prone. If not tracked correctly, a defect could remain undetected—and affect customer satisfaction. PeopleSoft CRM Quality Management gives you a two-field state diagram model so you have easy access to defects and enhancement requests—no matter where the report or request is in the product life cycle. And, you can view all your defects and enhancement requests from a single screen.

Capture specific details on defect or enhancement requests with our two-field state diagram. Use pre-defined categories to know where defects or enhancement requests are within the quality management life cycle. And get all the information you need to respond to customer inquiries on known problems and enhancements—quickly and efficiently.

Our two-field state diagram consists of:

- **Status:** Describes the status of the defect or enhancement request, such as open or closed.
- **State:** Provides a unique description of the current state of a defect or enhancement request, such as ‘fixed.’

	Status Code From	State Code From	Status Code To	State Code To
1	Open	To Defect	Closed	Enhanced
2	Open	To Defect	Closed	To Not Fix
3	Open	To Fix	Closed	To Not Fix
4	Open	To Fix	Closed	Withdrawn
5	Open	To Test	Closed	Fixed
6	Open	To Test	Closed	To Not Fix
7	Open	To Test	Closed	Withdrawn
8	Open	Enhanced	Closed	To Not Fix
9	Open	Enhanced	Closed	Withdrawn
10	Open	To Fix	Open	To Defect
11	Open	To Fix	Open	To Test
12	Open	To Fix	Open	Enhanced
13	Open	To Test	Open	To Defect

State Transition

Easily configure state transition rules for valid defect and enhancement status combinations.

Achieve Your Quality Goals with Ease



Achieving standards compliance and ISO certification is important for demonstrating your company's commitment to industry-accepted standards and quality. But the road to proving standards compliance and achieving certification is often unmanageable.

PeopleSoft CRM Quality Management helps you manage compliance and certification processes. Reduce the amount of paperwork required to manage standards compliance and certification processes. Classify incidents according to industry standards. Track and model your product data definition models from systems to sub-assemblies, from software to documentation—and down to the component level for hardware. View failures, faults, fixes, and associated ownership and actions. And show adherence to the guidelines as required.

“PeopleSoft CRM, with its Pure Internet Architecture, has the flexibility and accessibility to give us the best opportunities to easily extend our services and cover a broader range of customer interactions in the future. It is also highly scalable and flexible to support the development of tailored industry solutions for media, mail order business, and eCommerce.”

Alexander Markert, Business Development Manager, Burda Ciscom

Create a Collaborative Global Enterprise

PeopleSoft CRM Quality Management uses:

- PeopleSoft Pure Internet Architecture to provide a multidimensional view of your customers.
- PeopleSoft Enterprise Integration Points (EIPs) to communicate between PeopleSoft applications and third-party systems.
- Industry-standard XML formatted messaging to enable the sharing and exchanging of information throughout your extended enterprise.
- Unicode to support the consolidation of over 120 languages into a single, worldwide system.
- PeopleSoft Enterprise Portal to extend access beyond the enterprise, to customers, suppliers, employees, and partners.



Personalize Your View of Enterprise Information

Get fast access to defects, enhancements, and fixes. Drive standardized best practices throughout your organization by automating tasks, services, documents, and other deliverables. You tailor the information to suit your needs. And because the information is delivered through a standard web browser, it's as easy to use as clicking a mouse.

Keep Track of Enhancement Requests and Product Defects

Improve your product defect and enhancement processes and effectively improve customer loyalty. Keep everyone who interacts with customers informed so they can provide accurate enhancement availability dates or defect information. Ensure that no issues go unresolved by automating resource assignments for product defect or enhancement requests.

PeopleSoft CRM Quality Management gives you powerful tools to help you manage product defects and enhancements so you can consistently deliver high-quality products.



Get Fast Access to Real-Time Business Information

PeopleSoft CRM Portal Pack lets you tailor the information to suit your role and preferences to:

- Enhance communications.
- Deliver relevant personalized enterprise information.
- Use workflow technology.
- Launch applications.



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About PeopleSoft

PeopleSoft (Nasdaq: PSFT) is the world's leading provider of business enterprise software. PeopleSoft pure internet software enables organizations to reduce costs and increase productivity through real-time collaboration with their customers, suppliers, and employees. PeopleSoft's integrated, best-of-breed applications include Customer Relationship Management, Supply Chain Management, Human Resource Management, Financial Management, and Application Infrastructure. More than 4,700 organizations in 107 countries run on PeopleSoft software. For more information, visit us at www.peoplesoft.com.