

## **Brown Attachment H**

AIIS MOR/Tel v7.19 - [Unbundling CSR Requests]

File Edit CSR Table Window Help

Criteria Results

Customer: AIIS Location: Milwaukee, WI

| Enduser     | Phone          | Type | Receive Date     | Request Date     | Schedule Date    |      |
|-------------|----------------|------|------------------|------------------|------------------|------|
| Example CSR | (216) 822-7017 |      | 05/22/2001 14:52 | 05/22/2001 14:52 | 05/22/2001 14:52 | AIIS |

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Priority: Normal Assign: Fred Christensen 05/22/2001 14:54 Entry: Manual

Status: Pending Insert: Randy Holden 05/22/2001 14:52 Process: Manual

As Of: 05/22/2001 15:12 Update: System (Automatic) 05/22/2001 15:12 Remarks:

Open the CSR Text

ONCE THE STATUS IS "PENDING" CLICK THE 'TEXT' BUTTON.