

AD-HOC ANALYSIS



Ad-hoc grids maximize user-productivity, provide accurate real-time data visibility, and drive a very positive action-orientated, 'push' mentality within your organization.

Ad-hoc Analysis Capabilities

Ad-hoc grids provide you with the analysis tools that you need to measure and pro-actively drive businesses activity.

The screenshot shows the GLOVIA G2 Case Analysis interface. At the top, there are navigation tabs for Home Page, Browse Adhoc Grds, and Case Analysis. Below the tabs, the title 'Case Analysis' is displayed. A filter for 'Case Priority' is set to '1 - Super High (Records in this group: 10)'. The main table has columns for CCN, Case #, Case Handling Module, Next Action Contact Name, Next Action Due, and Customer id. The table lists 10 records for 'Case Priority: 1 - Super High'. The last record is selected, and a context menu is open over it, showing options like Case Maintenance, Case Inquiry, CRM Account Maintenance, CRM Account Inquiry, Contact Inquiry, Cases for Customer, and Cases for User.

| CCN | Case # | Case Handling Module | Next Action Contact Name | Next Action Due | Customer id |
|--------|------------|----------------------|--------------------------|---------------------|-------------|
| ACME 1 | 0000000001 | Equipment Repair | Dee Montelimar | 10/12/2016 12:00 AM | COMP-001 |
| ACME 1 | 0000000003 | Software Support | Norman Wisdom | 10/23/2016 12:00 AM | PLUSH |
| ACME 1 | 0000000006 | Equipment Repair | Dee Montelimar | 10/26/2016 12:00 AM | COMP-001 |
| ACME 1 | 0000000007 | Equipment Repair | Norman Wisdom | 10/27/2016 12:00 AM | COMP-001 |
| ACME 1 | 0000000008 | Equipment Repair | Norman Wisdom | 05/15/2017 12:00 AM | UCLA-001 |
| ACME 1 | 0000000010 | Equipment Repair | Norman Wisdom | 06/08/2017 12:00 AM | COMP-001 |
| ACME 1 | 0000000013 | Equipment Repair | Dee Montelimar | 06/25/2018 12:00 AM | COMP-001 |
| ACME 1 | 0000000014 | Equipment Repair | Dee Montelimar | 06/25/2018 12:00 AM | COMP-001 |
| ACME 1 | 0000000016 | Equipment Repair | Tango Orange | 12/31/2019 12:00 AM | COMP-001 |
| ACME 1 | 0000000017 | Equipment Repair | Tango Orange | | COMP-001 |

Each highly configurable graph/grid measures and identifies the specific actions and issues that are impacting your business. For each outstanding action/issue identified – a single click takes the user to the relevant inquiry, analysis and transactional capabilities they will use for further analysis, activity completion and issue resolution. This maximizes user productivity by minimizing the keyboard strokes and effort required to get the job done.

Because the information is displayed real-time, any outstanding activities (including those that have been actioned but not yet updated) will continue to remain visible to users, supervisors and managers alike until they are appropriately actioned.

Each spreadsheet like grid or graph created can leverage any information in any GLOVIA G2 standard or custom table or view.

Ad-hoc Analysis Capabilities (cont.)

Each spreadsheet like grid and graph created is highly configurable and can be personalized in many, many ways by each individual user. Multiple, different, personalization's can be created and saved by each user so that they can be recalled as needed.

Some of the key capabilities are:

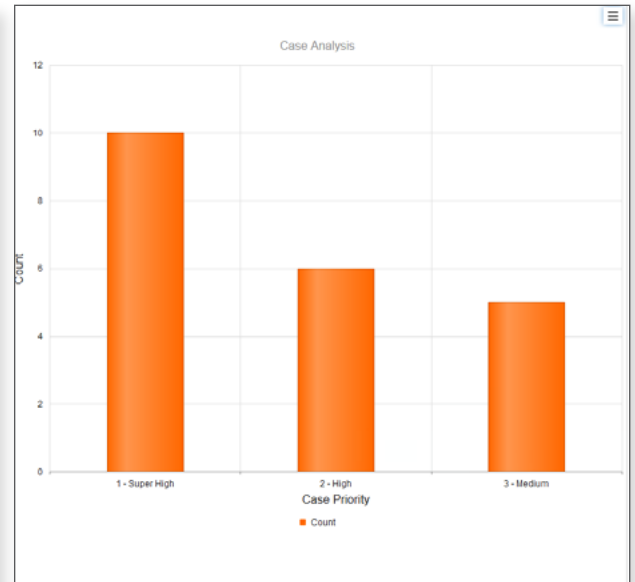
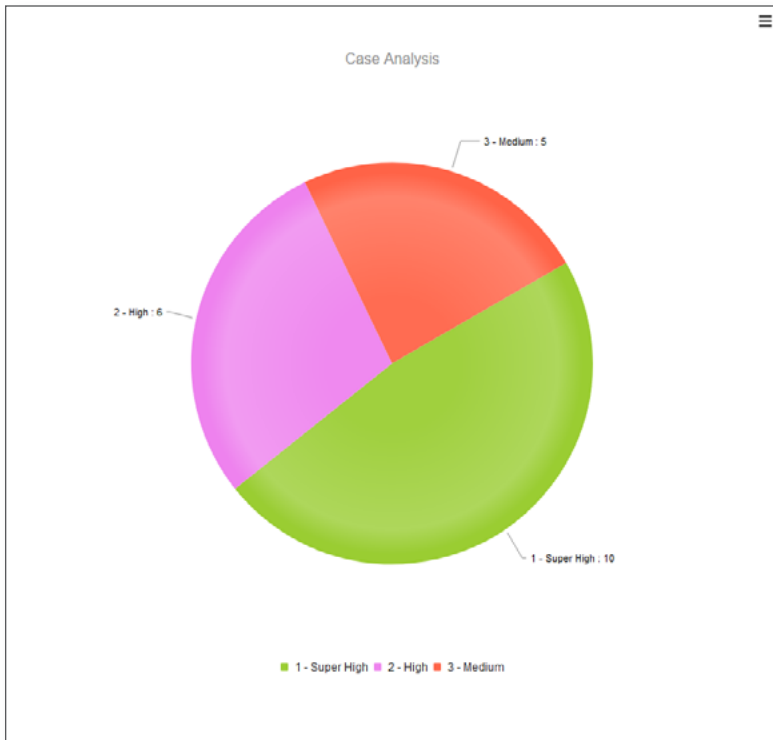
- Information can be 'sliced and diced'. A high level of information in a grid or graph can be drilled down from to a lower level of information – For example where there is an area of concern.
- Information can be exported to Excel,
- Records can be grouped, sorted and filtered
- Sub-totals, Averages, Minimum and Maximums can be identified.

Context menu's can be created that will parse the dynamic values of the selected record and link to:

- Standard or custom GLOVIA G2 functions,
- Quick functions,
- Other Ad-hoc grids or graphs,
- Email/messaging
- Any webpage or application that can be called via a URL

When using the context menu's to call functions, URL's, grids or emails/messages transactional data is automatically populated based on the record selected. This maximizes user productivity and means that many transactions can be conducted quickly by either clicking a mouse or using a touch screen tablet device with minimum data entry.

When used with Insights or Business Metrics, the drive and push mentality in your organization is further boosted through Insights, Counts, and, Charts which make the important 'traffic light' metrics constantly visible in the users, supervisors and managers homepage.



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