

SHORT DESCRIPTION:	LONG DESCRIPTION:	CATEGORY:	OUTPUT TYPE:
CSR Approval Overrides	List of Workflow Status Transfers, Migrations, and Patch Applies that have been done without approvals, or with approval override, sorted by CSR ID and override time.	Approvals	Excel
User Approvals	List of Migration and Workflow Approvals assigned to a user.	Approvals	List
CSR Workflow Approvals	List of CSRs with historical and current workflow information.	Approvals	Standard
Migration Hist with Approval History	List of Archive Set migrations sorted by migration date. Contains a list of the approvers.	Approvals	List
Migration Approvals by Approval Status	List of Archive Sets pending migration that require approvals. Sorted by approval status, then by environment.	Approvals	List
Migration Approvals by Env	List of Archive Sets pending migration that require approvals. Sorted by environment.	Approvals	List
OA Patch Approvals by Env	List of OA Patches that require approvals. Sorted by environment.	Approvals	List
Maintenance Table Last Update	List of Maintenance Table Last Updates sorted by date	Compliance	List
CSR Object History	CSR Object History. User must specify some criteria to avoid large number of records.	Compliance	Excel
CSR Status History	CSR Status History	Compliance	List
STAT Audit Table	STAT Audit Table updated by triggers when certain STAT tables are modified.	Compliance	Excel
User Activity History	User Activity History. This report requires that an individual user be selected from the CSR Assigned User list on the Criteria page.	Compliance	List
Password Last Update	List of password last update time sorted by time.	Compliance	List
*CSR Quick List	Brief listing of CSRs sorted by Date - Similar to the report which prints when you print a CSR list from the Support Console.	CSR Reports	List
*CSR Quick List by Last Update	Brief listing of CSRs sorted by last update - Similar to the report which prints when you print a CSR list from the Support Console. This report allows you to view recent activity on CSRs with the most recent date displaying first.	CSR Reports	List
*CSR Quick List with Descriptions	Brief listing of CSRs with code descriptions, sorted by last update.	CSR Reports	List
CSR Update History	List of modifications made to a CSR.	CSR Reports	List
CSRs by Application	Detail list of CSRs grouped by Application. Displays general CSR information only.	CSR Reports	Standard
CSRs by Application Environment	Detail list of CSRs grouped by Application Environment. Displays general CSR information only.	CSR Reports	Standard
CSRs by Assigned User	Detail list of CSRs grouped by Assigned User. Displays general CSR information only.	CSR Reports	Standard
CSRs by CSR Type	Detail list of CSRs grouped by CSR Type. Displays general CSR information only.	CSR Reports	Standard
CSRs by Closed Date	Detail list of CSRs sorted by closed date. Displays general CSR information only. Closed date and closed by user id are available for report selection criteria on this report.	CSR Reports	Standard
CSRs by Customer	Detail list of CSRs grouped by Customer. Displays general CSR information only.	CSR Reports	Standard
CSRs by Customer Priority	Detail list of CSRs sorted by customer priority. Displays general CSR information only.	CSR Reports	Standard
CSRs by Customer Tracking Number	Detail list of CSRs sorted by Customer Tracking Number. Displays general CSR information only.	CSR Reports	Standard
CSRs by Department	Detail list of CSRs grouped by Department. Displays general CSR information only.	CSR Reports	Standard
CSRs by Due Date	Detail list of CSRs grouped by Due Date. Displays general CSR information only.	CSR Reports	Standard
CSRs by Last Update	Detail list of CSRs grouped by the Last Date modified. Displays general CSR information only.	CSR Reports	Standard
CSRs by Log Topic	Detail list of CSRs grouped by Log Topic. Displays general CSR information only.	CSR Reports	Standard
CSRs by Priority	Detail list of CSRs grouped by Priority. Displays general CSR information only.	CSR Reports	Standard
CSRs by Queue	Detail list of CSRs grouped by Queue. Displays general CSR information only.	CSR Reports	Standard
CSRs by Status	Detail list of CSRs grouped by Status. Displays general CSR information only.	CSR Reports	Standard
CSRs by Vendor	Detail list of CSRs grouped by Vendors. Displays general CSR information only.	CSR Reports	Standard

Multi-CSR Print	Report of all CSR data for multiple CSRs. Includes all CSR information except system logs and confidential logs.	CSR Reports	Standard
Projects	Composite Project list with CSRs, CSR associated tasks and Project Issues.	CSR Reports	List-L
Project CSR Activity List	List of Projects and associated CSR Task activity. This report is sorted by Project Owner, Project Code, CSR ID and Activity Sequence. Completion Status is noted by check marks.	CSR Reports	List
Project CSR Activity List 2	List of Projects and associated CSR Task activity. This report is sorted by Project Owner, Project Code, Task Status, CSR ID and Activity Sequence. Task Status is Completed, In Process or Not Started.	CSR Reports	List
Project CSRs	List of Projects and the CSRs contained in the project. Sorted by project owner.	CSR Reports	List
Project List	List of Projects.	CSR Reports	List
CSR Lock Overrides	List of system log messages indicating that the lock on a CSR was overridden. Sorted by CSR, then by date/time of override.	CSR Reports	List
Environment Refresh State History	Timeline of Environment state taking into account refresh events	Environment Refresh	List
Refresh History by Environment	List of Environment Refresh Events sorted by Environment	Environment Refresh	List
Graph of Completed CSRs by Month	Bar Chart presentation of CSR activity by month completed. Displays up to three years of comparative data.	Graph	Bar Graph
Graph of CSR Activity by Application	Pie Chart presentation of CSR activity by Application (eg: How many CSRs have been opened this month for each application) .	Graph	Pie Chart
Graph of CSR Activity by Assigned User	Pie Chart presentation of CSR activity by Assigned User (eg: How many CSRs have been opened this month for each user) .	Graph	Pie Chart
Graph of CSR Activity by Day of Week	Bar Graph presentation of CSR activity by day of week and priority (eg: How many Urgent CSRs have been opened this month on Saturdays and Sundays) .	Graph	Bar Graph
Graph of CSR Activity by Department	Bar Graph presentation of CSR activity by Department (eg: How many CSRs have been opened this month for each department) .	Graph	Bar Graph
Graph of CSR Activity by Priority	Bar Graph presentation of CSR activity by priority (eg: The number of CSRs opened for each priority code).	Graph	Bar Graph
Graph of CSR Activity by Time and Prio	Bar Graph presentation of CSR activity by time of day and priority (eg: How many Urgent CSRs have been opened this month between 7am and 3pm) .	Graph	Bar Graph
Graph of CSR Activity by Type	Pie Chart presentation of CSR activity by Type of CSR.	Graph	Pie Chart
Graph of Aging Active CSRs	Bar Graph presentation of active CSR aging. This report can be filtered by Application Code, CSR Type, Assigned User Id, Queue Id and Priority Code	Graph	Bar Graph
CSR Issue Tracking	List of CSR issues sorted by CSR and then issue id.	Issue Tracking	List
Project Issue Tracking	List of project issues sorted by project and then issue id.	Issue Tracking	List
Migration History by Object	List of migrated objects sorted by Target Environment, Object Class, Object Type, Object Name, and Migration Date.	Migrations	Excel
Release Mgmt - Archive Sets By Release	Release Management - Archive Sets By Release	Migrations	List-L
Release Mgmt - Migrations By Release	List of Archive Set migrations sorted by Release name.	Migrations	Excel
Release Mgmt-Release and Approval	Release Management - Archive Sets By Release with approval information	Migrations	List-L
Release Mgmt - Migr By Rel (Pre-5.7.0)	Release Management - Migrations By Release. This report presents migration data that occurred prior to 5.7.0.	Migrations	List
Post Migration Checklist	List of Post Migration Checklists by CSR, Migration Date, and Step Order.	Migrations	Excel
Pre Migration Checklist	List of Pre Migration Checklists by CSR, Migration Date, and Step Order.	Migrations	Excel
Post Migration Checklist (Pre-5.7.0)	List of Post Migration Checklists by CSR, Archive Id and Migration Date. This report presents migration data that occurred prior to 5.7.0.	Migrations	List
Pre Migration Checklist (Pre-5.7.0)	List of Pre Migration Checklists by CSR, Archive Id and Migration Date. This report presents migration data that occurred prior to 5.7.0.	Migrations	List
Deleted Objects by Env - State Based	List of deleted objects sorted by Environment, then by Object Type. State Based.	Migrations	Excel

Deleted Objects by Environment	List of deleted objects sorted by Environment, then by Object Type.	Migrations	Excel
Migration Hist with Objects-State Based	List of state based PeopleSoft Archive Set migrations sorted by Target Environment, then by Migration Date. Contains the objects migrated.	Migrations	Excel
Migration History by Date	List of Archive Set migrations sorted by Migration Date, then by Target Environment.	Migrations	Excel
Migration History by Date w Obj	List of Archive Set migrations sorted by Migration Date, then by Target Environment. Contains the objects migrated.	Migrations	Excel
Migration History by Env	List of Archive Set migrations sorted by Target Environment, then by Migration Date.	Migrations	Excel
Migration History by Env w Obj	List of Archive Set migrations sorted by Target Environment, then by Migration Date. Contains the objects migrated.	Migrations	Excel
Deleted Obj by Env (Pre-5.7.0)	List of deleted objects sorted by environment, then by object type. This report presents migration data that occurred prior to 5.7.0.	Migrations	List
Deleted Obj by Env-State Bsd (Pre-5.7.0)	List of deleted objects sorted by state environment, then by object type. This report presents migration data that occurred prior to 5.7.0.	Migrations	List
Deleted Obj by Object Type (Pre-5.7.0)	List of deleted objects sorted by object type, then by environment. This report presents migration data that occurred prior to 5.7.0.	Migrations	List
Migr Hist w Obj-State Based (Pre-5.7.0)	List of state based PeopleSoft Archive Set migrations sorted by target environment, then by migration date. Contains a list of the objects migrated. This report presents migration data that occurred prior to 5.7.0.	Migrations	List
Migration Hist with Appr Hist (Pre5.7.0)	List of Archive Set migrations sorted by migration date. Contains a list of the approvers. This report presents migration data that occurred prior to 5.7.0.	Migrations	List
Oracle Apps Env History (Pre-5.7.0)	List of Oracle Apps Archive Set migrations and Patch Applications and Backouts sorted by target environment, then by date. Contains a list of the objects migrated.	Migrations	List
Distributed Migr History by Date w Obj	List of Archive Set migrations to Distributed Environments, sorted by Migration Date, then by Target Environment. Contains the objects migrated.	Migrations	Excel
Distributed Migr History by Env w Obj	List of Archive Set migrations to Distributed Environments, sorted by Target Environment, then by Migration Date. Contains the objects migrated.	Migrations	Excel
Migration Complete History	Report of complete migration history. Includes approvals, pre/post migration steps, objects, and distributed environments, sorted by migration ID.	Migrations	List
Distr Migr Hist by Dt w Obj (Pre-5.7.0)	List of Archive Set migrations to distributed environments, sorted by migration date, then by target environment. Contains a list of the objects migrated. This report presents migration data that occurred prior to 5.7.0.	Migrations	List
Distr Migr Hist by Env w Obj (Pre-5.7.0)	List of Archive Set migrations to distributed environments, sorted by target environment, then by migration date. Contains a list of the objects migrated. This report presents migration data that occurred prior to 5.7.0.	Migrations	List
Migr History by Date (Pre-5.7.0)	List of Archive Set migrations sorted by migration date, then by target environment. This report presents migration data that occurred prior to 5.7.0.	Migrations	List
Migr History by Date w Obj (Pre-5.7.0)	List of Archive Set migrations sorted by migration date, then by target environment. Contains a list of the objects migrated. This report presents migration data that occurred prior to 5.7.0.	Migrations	List
Migr History by Env (Pre-5.7.0)	List of Archive Set migrations sorted by target environment, then by migration date. This report presents migration data that occurred prior to 5.7.0.	Migrations	List
Migr History by Env w Obj (Pre-5.7.0)	List of Archive Set migrations sorted by target environment, then by migration date. Contains a list of the objects migrated. This report presents migration data that occurred prior to 5.7.0.	Migrations	List
Objects Ready for Migration	Archive Sets marked as Ready to Migrate. Listed by target environment, CSR/Archive set and the contents of the Archive sets in alphabetical order.	Migrations	List
Post Migration Step History	List of Post Migration Steps run for each migration. Listed by CSR, Migration Number, Archive ID and Object Type.	Migrations	Excel
Pre Migration Step History	List of Pre Migration Steps run for each migration. Listed by CSR, Migration Number, Archive ID and Object Type.	Migrations	Excel
Post Migration Step History (Pre-5.7.0)	List of Post Migration Steps run for each migration. Listed by CSR, Migration number, Archive ID and Object Type. This report presents migration data that occurred prior to 5.7.0.	Migrations	List
Pre Migration Step History (Pre-5.7.0)	List of Pre Migration Steps run for each migration. Listed by CSR, Migration number, Archive ID and Object Type. This report presents migration data that occurred prior to 5.7.0.	Migrations	List
Stat Post Migration Steps Maintenance	List of Stat Post Migration Steps.	Migrations	List

Stat Pre Migration Steps Maintenance	List of Stat Pre Migration Steps.	Migrations	List
Deleted Objects by Object Type	List of deleted objects sorted by Object Type, then by Environment.	Migrations	Excel
Object Archive History	List of archived objects sorted by Object Type, Object Name, Archive date.	Objects	List-L
Objects Unlocked on Open CSRs	List of unlocked objects on open CSRs.	Objects	Excel
Objects Locked by Assigned Developer	List of Objects Locked on CSRs sorted by Assigned Developer.	Objects	List
Objects Reserved by Assigned Developer	List of Objects Reserved on CSRs sorted by Assigned Developer.	Objects	List
Objects on CSRs by Assigned Developer	List of Objects Locked or Reserved on CSRS sorted by Assigned Developer.	Objects	List
Inventory of Oracle Apps Patches	Inventory of Oracle Apps Patches that have been uploaded into Stat.	Patch Support	Standard
Oracle Applications Patch Timing Report	List of execution time for patch requests and statistical information.	Patch Support	List
CSR Patch Information for OraApps	List of CSRs containing associated Oracle Apps patches and information on each patch.	Patch Support	List
CSR Patch Information for PS	List of CSRs containing associated PeopleSoft or Generic Apps patches and information on each patch.	Patch Support	List
OraApps Patch Impact Analysis	List of patch impact analyses with resulting impacted objects.	Patch Support	List
PS Operator IDs by Environment	List of PS Operator IDs sorted by environment.	PS Options	List
PS Operator IDs by User	List of PS Operator IDs and sorted by user id.	PS Options	List
CSR Issues List	Spreadsheet of CSR issues formatted for export to Excel.	Stat Cfg Related	Excel
CSR Raw Data	Spreadsheet of CSR data formatted for export to Excel. This report does not include code descriptions.	Stat Cfg Related	Excel
CSR Raw Data with Descriptions	Spreadsheet of CSR data including code descriptions formatted for export to Excel.	Stat Cfg Related	Excel
Project Issues List	Spreadsheet of Project issues for formatted for export to Excel.	Stat Cfg Related	Excel
CSR Task Time Entry -Raw Data	Spreadsheet of CSR Task and CSR data formatted for export to Excel. This report does not include code descriptions.	Stat Cfg Related	Excel
Workflow Template Report	List of Workflow Templates.	Stat Cfg Related	List-L
Business Rules with Detail	List of Business and Personal Rules containing details of the rules. This report is sorted by Business versus Personal rules and then by number.	Stat Cfg Related	List
Agent Job Schedule	List of Agent jobs including the day of week and time of day that each job is scheduled for.	Stat Cfg Related	List-L
Agent Jobs	List of Agent Jobs.	Stat Cfg Related	Excel
Agent Printers	List of Agent Printers.	Stat Cfg Related	Excel
Country Custom Labels	List of countries and the custom defined labels for countries.	Stat Cfg Related	Excel
Customer Phone List	List of Customer Phone Numbers.	Stat Cfg Related	Excel
Customers	List of customers sorted by customer name.	Stat Cfg Related	Excel
Customers by Department	List of Customers alphabetically by Department. Includes address and telephone information.	Stat Cfg Related	Excel
Department Codes	List of defined Departments.	Stat Cfg Related	Excel
File Servers	List of File Servers.	Stat Cfg Related	Excel
File Template Maintenance	List of File Templates.	Stat Cfg Related	Excel
Generic Application Environments	List of defined Generic Application Environment including database Connections.	Stat Cfg Related	Excel
Generic Application File Type Location	List of Generic Application file type locations.	Stat Cfg Related	Excel
Generic File Types	List of Generic Application File Types.	Stat Cfg Related	Excel

Issue Tracking Custom Labels	List of issue tracking custom labels and the values assigned to them.	Stat Cfg Related	Excel
Issue Tracking Statuses	List of issue tracking statuses.	Stat Cfg Related	Excel
Oracle Applications Environments	List of defined Oracle Applications Environment including database Connections.	Stat Cfg Related	Excel
Oracle Applications File Type Location	List of the Oracle Applications file type locations.	Stat Cfg Related	Excel
Oracle Applications File Types	List of Oracle Applications File Types.	Stat Cfg Related	Excel
PeopleSoft Environments	List of defined PeopleSoft Environment including database Connections.	Stat Cfg Related	Excel
PeopleSoft File Type Location	List of the PeopleSoft file type locations.	Stat Cfg Related	Excel
PeopleSoft File Types	List of PeopleSoft File Types.	Stat Cfg Related	Excel
Service Domains	List of service domains.	Stat Cfg Related	Excel
Source File Locations for Generic Files	List of Source File Locations for Generic Application Files. This report has the same data as the Generic File Locations report but is sorted by Environment.	Stat Cfg Related	Excel
Source File Locations for PeopleSoft	List of Source File Locations for PeopleSoft Files. This report has the same data as the PeopleSoft File Locations report but is sorted by environment.	Stat Cfg Related	Excel
Application Codes	List of defined Application codes.	Stat Cfg Related	Excel
Application Templates	List of application templates.	Stat Cfg Related	Excel
Applications and Environments	List of Applications and their associated Environments. Lists only Applications which have Environments defined.	Stat Cfg Related	Excel
Auto Tasks for CSR Application	List of auto tasks created for CSR applications.	Stat Cfg Related	Excel
Auto Tasks for CSR Status	List of auto tasks created for CSR status.	Stat Cfg Related	Excel
Auto Tasks for CSR Type	List of auto tasks created CSR type.	Stat Cfg Related	Excel
Business Rule History	List of Previously Fired Business Rules.	Stat Cfg Related	Excel
Business Rules	List of Business Rules for each service domain.	Stat Cfg Related	Excel
CSR Log Topics	List of CSR Log Topics.	Stat Cfg Related	Excel
CSR Priority Codes	List of defined CSR Priority codes.	Stat Cfg Related	Excel
CSR Status Codes	List of CSR defined Status codes.	Stat Cfg Related	Excel
CSR Task Activity Codes	List of defined CSR Task Activity codes.	Stat Cfg Related	Excel
CSR Type Codes	List of defined CSR Type codes.	Stat Cfg Related	Excel
CSR Type Templates	List of CSR type templates.	Stat Cfg Related	Excel
CSR Types and Statuses	List of CSR types and associated CSR statuses.	Stat Cfg Related	Excel
Customer Priorities	List of customer priorities.	Stat Cfg Related	Excel
Domain Specific Report Maintenance	List of domain specific reports.	Stat Cfg Related	Excel
Equipment Codes	List of defined Equipment codes.	Stat Cfg Related	Excel
Generic Application Migration Path Maint	List of Generic Application migration paths.	Stat Cfg Related	List
OA Migration Paths	List of Oracle Application Migration Paths.	Stat Cfg Related	List
PeopleSoft Migration Paths	List of PeopleSoft Migration Paths.	Stat Cfg Related	List
Personal Rules by User	List of Personal Rules sorted by Stat user.	Stat Cfg Related	Excel

Printer Queues	List of defined Printer Queues.	Stat Cfg Related	Excel
Queues	List of defined Queues.	Stat Cfg Related	Excel
Queues with Member Detail	List of defined Queues and the Stat users that are members of each.	Stat Cfg Related	Excel
Vendors	List of defined Vendors.	Stat Cfg Related	Excel
Stat User Login History	Stat User login history sorted descending by login date. Keep track of users that logged into STAT	Stat Cfg Related	Excel
Stat Reports	List of available Stat reports including the presentation styles, categories, security and criteria used for report selection.	Stat Cfg Related	Excel
Active Stat Connections	List of Users currently connected to Stat.	Stat Cfg Related	Excel
User Application Access Maintenance	List of application access assigned to users.	Stat Security	List
User Class by Service Domain	List of user class by service domain and Stat user.	Stat Security	List
User Environment Access Maintenance	A list of allowed Environment Access by User.	Stat Security	List
User File Type Working Directories	List of User File Type Working Directories.	Stat Security	Excel
User Maintenance	List of Stat users.	Stat Security	List
User Object Access Maintenance	A list of allowed Object Access by User.	Stat Security	List
User Rights Assignment by Service Domain	Rights assignment by service domain for the selected user.	Stat Security	Crosstab
User Rights Inventory	List of assigned and unassigned user rights for each user. Distinguishes between service domain and non service domain specific rights Long Report: 4 pages per service domain per user. (A user with 4 assigned service domains will take 16 pages.)	Stat Security	List
User Service Domain-User Class Maint	List of the service domains and user classes assigned to a user.	Stat Security	List
Stat Users with Service Domain Access	Listing of Stat users and the Service Domains to which they have access.	Stat Security	Excel
User Classes	List of user classes.	Stat Security	Excel
User Classes with Rights Codes	List of User Classes and the rights associated with them.	Stat Security	List
User Classes with Rights Descriptions	Detail list of User Classes and the rights associated with them, including full description of the rights.	Stat Security	List
User Default Working Directories	List of User Default Working Directories.	Stat Security	Excel
Users with Queue Membership	List of Stat users and the queues of which they are members.	Stat Security	Excel
User Class Rights Assignment	Compares the assignment of user class rights across all user classes.	Stat Security	Crosstab
Count of Days per Status per CSR	Spreadsheet presentation of number of business days each CSR spent in each status. Only closed CSRs are included on this report.	Statistics	Crosstab
Count of CSR Activity by Hour and Prio	Spreadsheet presentation of CSR activity by time of day and Priority (eg: How many Urgent CSRs have been opened this week between 11pm and 7am) .	Statistics	Crosstab
Count of CSR Activity by Hour and Type	Spreadsheet presentation of CSR activity by time of day and CSR Type (eg: How many Network CSRs have been opened this week between 11pm and 7am) .	Statistics	Crosstab
Count of CSR Transfers between Queues	Spreadsheet presentation of the number of CSRs that have been transferred between queues.	Statistics	Crosstab
Count of CSR Transfers between Users	Spreadsheet presentation of the number of CSRs that have been transferred between users.	Statistics	Crosstab
Count of CSRs by Day Of Week and Prio	Spreadsheet presentation of CSR activity by day of week and Priority (eg: How many Urgent CSRs have been opened on Sundays over the past month).	Statistics	Crosstab
Count of CSRs by Day Of Week and Type	Spreadsheet presentation of CSR activity by day of week and CSR types (eg: How many Hardware CSRs have been opened on Sundays over the past month) .	Statistics	Crosstab
Count of CSRs by Department and Prio	Spreadsheet presentation of CSR activity by Department and Priority (eg: How many Urgent CSRs have been opened by each department over that past 6 months) .	Statistics	Crosstab

Count of CSRs by Dept/Cust and Prio	Spreadsheet presentation of CSR activity by Customer within Department and Priority (eg: How many Urgent CSRs have been opened by each employee in HR over that past 6 months) .	Statistics	Crosstab
Count of CSRs by Queue and CSR Type	Spreadsheet presentation of CSR activity by Queue and CSR Type (eg: How many Security CSRs have been opened this week in the Help Desk Queue) .	Statistics	Crosstab
Count of CSRs by Queue and Priority	Spreadsheet presentation of CSR activity by Queue and Priority (eg: How many Urgent CSRs have been opened this week in the Help Desk Queue) .	Statistics	Crosstab
Count of CSRs by Queue/User and CSR Type	Spreadsheet presentation of CSR activity by Queue/User/CSR Type.	Statistics	Crosstab
Count of CSRs by Queue/User and Priority	Spreadsheet presentation of CSR activity by Queue, User and Priority (eg: how may Urgent CSRs have been opened this week for each user in the Help Desk Queue) .	Statistics	Crosstab
Count of CSRs by User and Priority	Spreadsheet presentation of CSR activity by User and Statistics Priority (eg: How many Urgent CSRs have been opened this week for each user) .	Statistics	Crosstab
CSR Quick List with Tasks	List of CSRs and Tasks for each CSR.	Task	Standard
CSR Quick List with Tasks Closed CSRs	List of Closed CSRs and Tasks for each CSR. Closed date and closed by user id are available for report selection criteria on this report.	Task	List
Estimated Percent CSR Completion	List of CSR tasks displaying the percentage completed and the number of hours as compared to the CSR Status Estimated Percent Complete.	Task	List
Incomplete Tasks by Assigned User	List of tasks that have not been completed. Sorted by Assigned User.	Task	List
Past Due Tasks by Assigned User	List of Past Due Tasks sorted by Assigned User.	Task	List
CSR Task Time Entry Summary	A list of time entered by user, CSR and task for a specified period of time. Summarized at the task level.	Task	List
CSR Task Time Entry Summary(CSR)	A list of total time entered by a user for a specified period of time. Summarized at the CSR level.	Task	List
CSR Task Time Entry by Period	A detailed listing of time entered by user, CSR and task for a specified period of time.	Task	List

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