

## NoetixViews® for Oracle® Service

NoetixViews® for Oracle Service will help you build meaningful customer relationships by enabling faster, easier, and more cost effective access to essential customer service and repair information locked away in your Oracle® E-Business Suite database. NoetixViews for Oracle Service provides coverage for much of the core subject areas of each of the following Service applications: TeleService, Install Base, Field Service, Depot Repair and Service Contracts. NoetixViews for Oracle Service also provides links to important financial, order management, and purchasing data to help you get a 360 degree view of your customer relationships.

### ***NoetixViews for Oracle TeleService***

With NoetixViews, users of Oracle TeleService gain greater insight into their customer interactions. These business views provide in-depth information about Service Requests, including attachments, notes, audits, tasks, and all interaction activities.

### ***NoetixViews for Oracle Install Base***

Unlock the wealth of information in your Oracle Install Base repository to help you manage and service the products that your customers own and operate. These business views cover the core functionality of item instances, including general attributes, parties, relationships, transactions, and contacts.

### ***NoetixViews for Oracle Field Service***

Gain insight to all the debrief information associated with the service tasks managed by Oracle Field Service. Access all the core information about your field service tasks and resources, along with the associated expenses, labor, and materials.

### **NoetixViews for Oracle Depot Repair**

With NoetixViews, users of Oracle Depot Repair can better manage product repairs with deep insight into repair orders, product shipping, and billing. Additionally, these views cover the core data

needs about repair order estimates, services, and tasks.

### **NoetixViews for Oracle Service Contracts**

Manage your customer service obligations with comprehensive reporting for service contracts using these Limited Availability views for coverage templates, plus service contracts and their details, including contacts, terms, billing schedules, and history.

### **Cross-Functional Views**

Critical reporting needs are seldom limited to data contained only within the tables of a single application. NoetixViews for Oracle Service includes a number of high-value “cross-functional” views that link data together across the Service applications, and still more views that cross the application boundaries to access data in the Financials, Order Management, Procurement, and Manufacturing applications. Noetix cross-functional views enable rapid access to critical information that otherwise would require extremely challenging report development.

Install Base cross-functional views help you keep track of your installed products and any associated service requests, repair orders, and sales orders.

- ▶ ***CSI\_Instance\_Repair\_Orders*** — Repair orders associated with an item instance
- ▶ ***CSI\_Instance\_Service\_Requests*** — Service requests associated with an item instance
- ▶ ***CSI\_Instance\_Sales\_Orders*** — Item instances affected by sales orders, RMAs, or internal orders

The following Field Service cross-functional view helps you keep track of the sales orders associated with your field service activities.

- ▶ ***CSF\_Debrief\_Charge\_Lines*** — Information on service debrief charges

Depot Repair cross-functional and value-added views link repairs to customer orders and invoices, shipments, and returns.

- ▶ **CSD\_OE\_Repair\_Actuals** — Sales orders for repair actuals
- ▶ **CSD\_AR\_Repair\_Invoices** — Customer invoices for repairs
- ▶ **CSD\_OE\_Repair\_Shipments** — Sales order shipments associated with repair orders
- ▶ **CSD\_OE\_Repair\_RMA\_Orders** — RMAs associated with repair orders

Manage the link between repairs and purchase orders and supplier invoices with these cross-functional views:

- ▶ **CSD\_AP\_Repair\_Invoices** — Repairs and their associated purchase orders and supplier invoices
- ▶ **CSD\_PO\_Repair\_Req\_Orders** — Repairs and their associated purchase orders and requisitions

For users of Oracle Work in Process (WIP), this value-added view will give you insight into your repair order processes and their associated WIP repair jobs.Reduces Time and Cost

- ▶ **CSD\_WIP\_Repair\_Jobs** — WIP jobs for schedule repair processes

### **Generates Custom Business Views**

Upon installation, NoetixViews generates business views that reflect the unique configuration of your Oracle E-Business Suite installation. Configured data fields such as key flexfields, descriptive flexfields, and lists of values are made viewable and named based upon your setup. Additionally, indexed columns are identified to help you create faster running reports. Unique row ID columns required to join views are identified as well to help you create reports containing data from two or more views.

### **Reduces Time and Cost**

NoetixViews offers complex business views, incorporating data from multiple tables and schemas within the Oracle E-Business Suite database, to facilitate a self-service data environment for end users. This minimizes IT time and resources on report creation as well as maintenance and upgrade.

### **Protects Your Investment**

NoetixViews protects reports against changes to the Oracle data structure that are common during application upgrades and patching, thereby eliminating costly report maintenance.

### **Provides Comprehensive Help Resources**

To guide users through query development, NoetixViews provides a customized help file, including a comprehensive listing of the views and columns available for each module along with sample queries and hints. The help file is generated uniquely for each installation so that the information it presents is configuration specific.

### **For More Information**

Discover how to dramatically increase the return on your reporting investment and enhance your ability to quickly answer critical business questions: call us toll-free at 866-4NOETIX or visit our Web site at [www.noetix.com](http://www.noetix.com).

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