

November 2003

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### Southeast Crystal Users Group

Don't forget to attend the Users Group on November 12<sup>th</sup> from 4:00-7:00 PM

Join us Wednesday, November 12 at our Charlotte facility for the inaugural meeting of the Southeast Crystal Users Group!!! Take advantage of this opportunity to interact with other Crystal users and to learn information on upcoming product releases. By attending this inaugural meeting you will be able to help form the group and serve on the Board of Directors if interested. Agenda items will include Board Member Nominations & Charter Discussion as well as Crystal's Version 10 Product Suite *"Extending the information infrastructure to provide business insight in every application and to every user"*

To register for the Users Group meeting or for more information, contact Samantha Ferrie at [Samantha.Ferrie@BridgeBuilder.com](mailto:Samantha.Ferrie@BridgeBuilder.com) or at (704) 503-3800.

We look forward to seeing everyone November 12<sup>th</sup> at 4:00 PM!

### Seminar Series A Big Success!

We would like to thank everyone who attended our "Fall Seminar Series." We had a phenomenal turnout at both our Charlotte and Cincinnati events. Feedback has been extremely positive and attendees have reported the seminars to be a great learning experience. We are in the process of putting together the schedule for our "Winter Seminar Series" so check the website to see the dates and topics soon.

If you have a suggestion for a seminar topic please let us know, as the seminar series is designed to educate you and we are always looking for interesting topics that you think are valuable. You can email seminar ideas to [Cory.Ermlich@BridgeBuilder.com](mailto:Cory.Ermlich@BridgeBuilder.com).

For those of you who cannot attend BridgeBuilder's regional seminars, you can participate in a Crystal Decisions webinar to learn about the latest and greatest in business intelligence reporting. For a list of

upcoming Crystal webinars, visit [http://www.crystaldecisions.com/x-jump/training\\_session/](http://www.crystaldecisions.com/x-jump/training_session/) or contact [Samantha.Ferrie@BridgeBuilder.com](mailto:Samantha.Ferrie@BridgeBuilder.com) for more information.

### ACT! Classes Now Offered

BridgeBuilder is now offering ACT! training classes, designed to help end users and system administrators better utilize ACT!'s functionality and features. ACT! and Crystal Reports go hand-in-hand as ACT! is a leading contact relationship management software system that can generate meaningful reports using the rich content delivery of Crystal.

The "System Admin Class" is a 2-day course that addresses project planning, field customizations, synchronization, ways to speed up the database, and troubleshooting tactics. This course is designed to train a designated person at your organization on how to manage your ACT! system and its users more efficiently.

The 1-day "End Users Class" is designed to help new ACT! users navigate through the interface and gain knowledge and expertise about the features of the tool and how they can better use ACT! in their everyday work.

Courseware is included for each student as well as a continental breakfast each day.

#### Schedule of upcoming classes:

November 17	End User Class
November 18-19	System Admin Class
February 9	End User Class
February 10-11	System Admin Class

To learn more about these courses or to register, please contact Storey Marshall at [Storey.Marshall@BridgeBuilder.com](mailto:Storey.Marshall@BridgeBuilder.com).

### Tips & Tricks

#### Tip #1

## RESPONDING TO MULTIPLE ALERTS

When working in version 8.5 or 9 of Crystal Reports, you can create Alerts. Alerts are nothing more than text messages that appear when certain conditions or circumstances are met.

For example, you might have a report that counts the number of calls your sales staff has made. In your report detail information, the number of calls and revenue produced may be indicated. With this information, you can group the records on the sales person ID, count the number of calls made, and sum the revenue produced. In theory, Salesperson A may have 3 calls and a total revenue of \$5,000 and Salesperson B may have 12 calls and a total revenue of \$9,000. On the report you can do an alert that will appear if sales people are making too few calls and an alert that appears when the total revenue of a salesperson is high (or low). At that point, you can refresh the data, indicate the alert you want (either calls made or revenue produced), and then have 2 separate drill down tabs that view records meeting either condition.

What if you want to view records that meet both conditions? For example, you may have a salesperson that is making few calls but producing a high amount of revenue. Refresh the data and when both alerts appear, select the first alert, hold the control key and select the second alert. When both are highlighted, click on the "View Records" button and a drill down tab will appear. Records displayed on the drill down tab meet both alert conditions.

With this option, you can view records meeting one condition, multiple conditions, or records meeting all conditions.

### Trick #1

## PUBLISHING REPORTS IN CE AS UNMANAGED FILES

If you are using Crystal Enterprise and security is not an issue then consider publishing your Crystal Report or other documents as unmanaged files. Any file placed in the C://inetpub/wwwroot folder on IIS can be accessed by referencing the URL <http://webserver/filename>. Once a Crystal Report file (save with data) or other file has been placed in this directory, you can build

the link into your eportfolio or other Crystal Enterprise interface to make the file easy to access without having to utilize the CE components. Examples of this type of file management may be public quarterly reports that should be accessible to all employees or other files, such as a company directory or a products list that you would like to be able to access through the browser and could be added as a link to your current CE architecture.

## MENTAL BREAK!!!!

Answers to October's Brain Teasers:

### Brain Teaser #1

Decode the following cryptogram to reveal a quote from Einstein. The cryptogram is in a straight forward substitution code where each letter of the alphabet has been substituted for another.

VLFJVDFUVZD VY LZWM  
VLAZWUFDU UBFD TDZPHMQJM.  
TDZPHMQJM VY HVLVUMQ.

**Answer:** Imagination is more important than knowledge. Knowledge is limited. Imagination encircles the world.

### Brain Teaser #2

It is in the rock, but not in the stone;  
It is in the marrow, but not in the bone;  
It is in the bolster, but not in the bed;  
It is not in the living, nor yet in the dead.

### What is it?

**Answer:** The letter "R"

Congratulations to Jenny Shaner of World Vision who was the first respondent to answer both brain teasers correctly and has won the free copy of Crystal Reports 9 Professional edition NFR!

### November's Brain Teasers:

#### Brain Teaser #1

Sally likes sequoia trees but not evergreens. She doesn't want either disease, but she'd rather have pneumonia than influenza. She jokes facetiously but not humorously.

Does Sally shop stingily or abstemiously?

#### Brain Teaser #2

I am just a small letter, you see,  
As irrational as I can be.  
Though it sounds quite insane,

When I'm cubed, you'll obtain  
The negative of little me.

What am I?

Send **BOTH** of your correct answers to [Samantha.Ferrie@BridgeBuilder.com](mailto:Samantha.Ferrie@BridgeBuilder.com). The first 10 correct answers to both brain teasers will receive BridgeBuilder Holiday Gift Packs! Good luck!

## Upcoming Public Training Dates

### Charlotte, NC

#### Crystal Reports 9.0 Classes

**Level 1 December 8-9**  
**Level 2 December 10-11**  
**Level 3 December 12**  
**Level 1 January 12-13**  
**Level 2 January 14-15**  
**Level 3 January 16**  
**Level 1 February 23-24**  
**Level 2 February 25-26**  
**Level 3 February 27**

#### Crystal Reports for SalesLogix Classes

**December 15-17**

#### ACT! Classes

**November 17 End User**  
**November 18-19 System Administrator**  
**February 9 End User**  
**February 10-11 System Administrator**

### Cincinnati, OH

#### Crystal Reports 8.5 Classes

**Level 1 November 17-18**  
**Level 2 November 19-20**  
**Level 3 November 21**

#### Crystal Reports 9.0 Classes

**Level 1 December 15-16**  
**Level 2 December 17-18**  
**Level 3 December 19**  
**Level 1 January 26-27**  
**Level 2 January 28-29**  
**Level 3 January 30**  
**Level 1 March 8-9**  
**Level 2 March 10-11**  
**Level 3 March 12**

#### Crystal Reports for SalesLogix Classes

**December 10-12**

Call to register  
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