

**December 2003**

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**Happy Holidays!!**

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### Our Christmas Gift To You!

**Year-End Sale!** We are currently offering up to 45% off on all Crystal Reports training. Discounts have been applied to both public classes and onsite training so contact Storey Marshall at 888-274-3432 or [storey\\_marshall@BridgeBuilder.com](mailto:storey_marshall@BridgeBuilder.com) to find out pricing and availability for your company. Don't delay...book your class for this year or 2004 by 12/31/03 to take advantage of the reduced rates!

### BridgeBuilder-Year in Review

As the Holidays near and the year comes to a close, it is a good time to reflect back on the past year's events. We at BridgeBuilder had a very exciting and busy 2003 working hard to continue to serve you, our clients.

In January, BridgeBuilder was happy to announce the release of our 3<sup>rd</sup> book, "Crystal Reports 9 Essentials" authored by Jill Howe, Will McRae, and Scott Spanbauer.

Beginning in April, BridgeBuilder began offered a free seminar series on Business Intelligence designed to educate attendees on the latest strategies and tools available to assist you in your organizations. Seminars were held in both Charlotte and Cincinnati and we have loved the opportunity to see everyone! The seminar series was a big success and we will continue to offer more of these seminars throughout 2004.

On a personal note, the BridgeBuilder family is growing! Samantha Ferrie and her husband Travis welcomed their first child, Maxwell into the world on May 29, 2003. In addition, Laura Brown and Storey

Marshall are currently expecting a baby girl and boy respectively both in early February. (We are having the water at the office tested...maybe a few too many pregnancies around here this year!!)

In July, the Crystal Partner Community was surprised and excited to learn that Business Objects had acquired Crystal Decisions and that the companies would be merged at the end of 2003. We should soon know of upcoming product road-map plans and operating policies. BridgeBuilder will continue to keep you up to date on any new developments!

In an effort to continue to offer you better products and services, BridgeBuilder has added some new partnerships. In addition to our partnership with Salesforce.com, we have now become certified on Microsoft CRM, SalesLogix, and ACT! in order to offer our clients a broader selection in sales force automation and customer relationship management tools. On BridgeBuilder's business intelligence side, we have added partnerships with GoToMy PC (remote web access), Sprint, and Response Tek (a tool that facilitates customer experience tracking). Look for future seminars on these products to find out how they can help your organization!

We have had an exiting 2003 and are looking forward to continuing to serve you in 2004. We would like to take this opportunity to thank all of you for your patronage this year and wish you and yours a happy holiday season!

### Inaugural Southeast Crystal Users Group Meeting Re-cap!

Thank you to everyone who attended our inaugural meeting of the Southeast Crystal Users Group on Wednesday, November 12th. We hope everyone had fun and learned a little in the process! Our meeting focused on the development of the Users Group as well as a presentation from Craig Bartel from Crystal Decisions on new features of Crystal Reports 10 and Crystal Enterprise 10. Members contributed ideas for additional meeting topics as well as suggestions for a listserve or web driven area for technical questions.

The next Southeast Crystal Users Group meeting will be February 18<sup>th</sup> from 4:00-7:00 pm at the Jefferson Pilot facility in Greensboro. The 2<sup>nd</sup> quarter meeting will be held in Raleigh by popular demand! Meeting topics will include; Crystal Tips & Tricks, Crystal Report examples, Crystal Reports Using SQL, and a Users Forum.

If you missed this Users Group and are interested in becoming an active member, don't worry! We will be inviting all of you to the February 18th meeting. If you have any questions about the group or know of anyone else who may be interested in being a member of the Southeast Users Group, please email [Samantha.Ferrie@BridgeBuilder.com](mailto:Samantha.Ferrie@BridgeBuilder.com). Until next time... Happy Reporting!

## Tips & Tricks

### Tip #1

#### DID YOU KNOW...

That "selectdistinct" is not available for stored procedures? When using CR 8.5 "selectdistinct" is available using ODBC, OLE DB, and SQL Native Drivers only. With CR 9.0 only ODBC, OLE DB, and the Access and Excel native drivers can use "selectdistinct".

### Trick #1

#### UNLOCKING SQL IN CR 9

One feature that was taken away from Crystal Reports 8.5 was the ability to edit the SQL Query. Many people used this feature and were disappointed to see it disappear. But do not fear, there is a feature in CR 9 that improves on the functionality that existed in CR 8.5 and gives report writers much more power; it's just in a different place! When you initially create a report, the first step is to set the report's data source in the Database Expert. This is where the new functionality resides. After you select a data connection in the Database Expert, you should see an option that says "Add Command" directly above the dropdown area for your listing of tables. If you click on this option, a dialogue box opens; this is where you write your command. A command follows SQL

syntax. An example of a command would be:

```
SELECT
  Orders.`Order ID`, Orders.`Order
Amount`, Orders.`Customer ID`,
Orders.`Order Date`
FROM
  `Orders` Orders
WHERE
  Orders.`Order Amount` > 500
```

This command will pull back four fields from the Orders table, but only records in which the order amount is greater than 500. Now that you have a command written, add the command to the "Selected Tables" area of the database expert. The report is now using the command as its data source. This feature truly unlocks the power of SQL from a report-writing standpoint.

## MENTAL BREAK!!!!

Answers to November's Brain Teasers:

#### Brian 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?

**Answer:** Abstemiously, Sally prefers words that contain all 5 vowels.

#### 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?

**Answer:** i, i is the mathematical symbol for the square root of -1

Last chance to win in 2003!!!

#### December's Brain Teasers:

##### Brain Teaser #1

No legs have I to dance,  
No lungs have I to breathe,  
No life have I to live or die  
And yet I do all three.  
What am I?

##### Brain Teaser #2

I am a three-digit number.  
My tens digit is five more than my ones

digit.

My hundreds digit is eight less than my tens digit.

What number am I?

BridgeBuilder's Big Fat Blue Pens are going away forever! Now is your last chance to get one so send **BOTH** of your correct answers to

[Samantha.Ferrie@BridgeBuilder.com](mailto:Samantha.Ferrie@BridgeBuilder.com). Only 13 pens left so the first 13 correct answers win. 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

- January 5-6 System Administrator
- February 9 End User
- February 10-11 System Administrator

### Cincinnati, OH

#### 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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