

July 2004
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Inside This Issue

- Summer Kickoff Training Special
- Business Intelligence Seminars
- BEST Insights Re-cap
- Southeast Crystal Users Group
- Tips & Tricks
- Mental Break!!!
- Public Training Class Schedule-including Raleigh, NC classes!



Happy 4th of July!

Need Training? Take Advantage Of Our Summer Kickoff Special!

Ah summer, the time for fun, relaxation, spending time with family, and Crystal training? You bet! Now is the time to book your onsite class and save thousands off the regular price!

Receive 1 free training day for every 2 purchased through September 6th. Take advantage now because once summer disappears, so does the special. Contact Storey Marshall at storey_marshall@bridgebuilder.com or 888-274-3432 to learn more.

They're Back.....

The BridgeBuilder seminar series is back! Join us Tuesday August 24th from 9:00 am-12:00 pm at our Charlotte facility for our next Business Intelligence Solutions Breakfast Seminar. The topic of this seminar will be integration of the Business Objects and Crystal Decisions tool sets. Presenters from Business Objects will be on hand to demo existing Business Objects and Crystal products and discuss how users will soon be able to take advantage of the best of both product families in upcoming releases. Don't miss this opportunity to learn what's coming from the #1 business intelligence company.

To sign up for the seminar or for more information, please contact

Cory.Ermlich@BridgeBuilder.com or call Cory at (888) 274-3432. See you soon!

BEST Insights Conference Re-cap.

BridgeBuilder attended the BEST Insights Conference June 10th-13th in Orlando, Florida at the gorgeous Gaylord Palms hotel. As well as owning both SalesLogix and ACT!, BEST owns numerous other software products for accounting, human resources, and general business purposes that are bundled with Crystal Reports.

Attendees were treated to a hilarious performance by stand-up comic Craig Shoemaker and gained valuable information in the many informative conference sessions regarding new products and added functionality.

Contact us if you need any help with developing Crystal Reports from any BEST product or have an interest in exploring ACT! or SalesLogix!

Southeast Users Group

Our Southeast Crystal Users Group covers a large area and it is often difficult for members to travel to the different venues for each meeting. In order to increase attendance at these quarterly meetings, we are going to begin running simultaneous meetings in Charlotte and in Raleigh. The meetings will run at the same time covering the same topics. The next meeting date is Thursday, August 19 in Raleigh at The Millpond Conference Center and in Charlotte at the BridgeBuilder conference facility. By popular demand, this meeting will occur from 9:00 am -12:00 pm. The 3rd Quarter meeting presentation will involve using Crystal Reports with Visual Basic, presented by fellow users from Sunset Systems Consulting.

To register for either the Charlotte or the Raleigh Users Group meeting or for more information, contact Samantha Ferrie at Samantha.Ferrie@BridgeBuilder.com or at (888) 274-3432. And until next time.....

Happy Reporting!!!

Tips & Tricks

July Tip:

HOW TO GET A NEGATIVE NUMBER IN CRYSTAL REPORTS

Let's begin our example by pretending you are a report creator working in the healthcare industry for a doctor's office. You must calculate the difference between a scheduled appointment time for a patient and when the patient is actually seen by the doctor. Of course we all know about the timeliness of doctor appointments, so this will most likely be a positive number. But what about those rare instance when an appointment actually occurs *before* the appointment time? Your difference will be a negative number-but how do you get Crystal to calculate this? Follow this helpful formula below:

```
if({queue.transaction0}>={queue.App_Time})thenTimeInMins({queue.transaction0}-{queue.app_time}) else if({queue.transaction0}<{queue.App_Time}) then -TimeInMins(({{queue.app_time}-{queue.transaction0}})).
```

Special thanks to Danny Wendt of Siemens Medical for this helpful tip!

Mental Break!!!

Answers to June's Brain Teasers:

Brain Teaser #1

"Do you always believe what you see?" asked Brad, taking four cards from a regular pack of playing cards and discarding the rest. "What do you mean?" replied Joel. Brad showed Joel his four cards: an ace, a three, a ten and a jack. After secretly arranging them in a certain order, he dealt them face down in a line on the table. "I've seen this trick before!" cried Joel. "You want me to tell you where the jack is." "The jack!" exclaimed Brad. "There are two jacks in these four cards." How is it possible and where are they in the four face-down cards?

Answer

The ace, three, ten and jack correspond to the numbers 1, 3, 10 and 11. As alphabetic positions, these give A, C, J and K which can be rearranged to form the word JACK.

This is one of the jacks, and the other must be in the last position of the four cards.

Brain Teaser #2

Cory the Treasurer was a bit of a scatterbrain, and he had forgotten how many gold, silver and bronze coins were kept in the town vaults. So he decided to ask the three guards, each of whom guarded one type of coin, how many coins were in his charge. However, the guards were uncooperative, and the best that Cory could get from each was a statement about the numbers of coins in the other two vaults. Jay, who was guarding the gold, said there were 3000 silver and 5000 bronze coins; Scott, who was in charge of the silver, said there were 3000 gold and 5000 bronze; while Karen, who was protecting the bronze, said there were 4000 gold and 3000 silver. Unfortunately, only one guard was being truthful, each of the other two stating at least one false amount. If there were 12000 coins altogether, how many of each type were there?

Answer:

There were 3000 gold coins, 4000 silver and 5000 bronze.

July's Brain Teasers:

Brain Teaser

Where did the the following companies' products etc get their names? Get 3 out of 5 correct and win a BridgeBuilder paper cube!

Pentax (camera company)
SAAB (Auto manufacturer)
Grateful Dead (the rock band)
Avon Cosmetics
Pepsi-Cola

Thanks once again to P Manney from Orius Corporation for this Brainteaser!

Send your answers to Samantha.Ferrie@BridgeBuilder.com and win a BridgeBuilder post-it pad! **First 10** correct answers win.

Good luck!

Welcome to Lena Zevan who joins BridgeBuilder as a new Project Manager!

Upcoming Public Training Dates-including Raleigh classes!!!

Charlotte, NC

Crystal Reports 9 Classes

Level 1 June 21-22

Level 2 June 23-24

Level 3 June 25

Crystal Reports 10 Classes

Level 1 July 26-27

Level 2 July 28-29

Level 3 July 30

Applying Report Design Methodology & Expertise August 2-4

Level 1 September 13-14

Level 2 September 15-16

Level 3 September 17

Crystal Enterprise 10 Classes

Designing & Deploying a Solution June 28-29

Administering Users/Content July 19-20

Administering Servers July 21-22

Building & Implementing Business Views August 16-17

Raleigh, NC

Crystal Reports 9 Classes

Level 1 August 16-17

Level 2 August 18-19

Level 3 August 20

Crystal Reports 10 Classes

Level 1 July 12-13

Level 2 July 14-15

Level 3 July 16

Level 1 September 27-28

Level 2 September 29-30

Level 3 October 1

Applying Report Design Methodology & Expertise October 4-6

For Business Objects Product Classes, call or email Sales@BridgeBuilder.com for schedule

Call to Register

1-888-274-3432

www.BridgeBuilder.com