

July 2005
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Crystal User Group Re-Cap

Thanks to everyone who attended the 2nd Quarter meeting of the Southeast Crystal User Group (SECUG) Wednesday, June 15th! It is only through your active participation that this group will continue.

The first presentation gave a summary of the difference between WebIntelligence Reporting and Crystal Reporting presented by Will McRae of BridgeBuilder. Will was able to answer many questions from the users about the advantages of each reporting package.

A virtual presentation by Sheri Spence Leppert of Business Objects showed ease of use and samples of the Dashboard Manager and Performance Manager. This allowed users to see how actual and target values could be used to determine a variance on different types of data. Several charts/reports were shown to analytically represent key performance indicators (KPI).

Users learned first hand about the Live Office, Encyclopedia, Threaded Discussions and Process Tracker features of BusinessObjects XI from Reggie Gentle of Jefferson Pilot, who was a participant in the beta program for XI.

A handout of Crystal Tips & Tricks was courtesy of Brian Norris and Will McRae. A software package called .rpt INSPECTOR was mentioned as very helpful for changing formulas, parameters, fonts, databases, etc. across one or multiple reports at once. More about this software can be found on the following website:
www.softwareforces.com

The new SECUG website designed by Larry Van Alstyne of UNC Chapel Hill was unveiled-check it out at
<http://appz.pmabs.org/sites/crystal/default.aspx>.

Be on the lookout for the 3rd Quarter meeting of the SECUG to occur sometime in September. For more information about the User Group or to join, log onto our website or contact Samantha Ferrie at
Samantha.Ferrie@BridgeBuilder.com.

And until next time.....

Happy Reporting!

Free Public Training Offer!

Book at least 4 days of onsite Crystal or Business Objects training for regular price and receive a voucher for a free public training class (up to a \$1,000 value)!!!

Use the voucher to get an additional person trained, to take the next level of training yourself, or to take a "refresher course" at a later date, the choice is yours! Public training vouchers can be used at any Business Objects Certified training center in the country but are only redeemable through this special offer from BridgeBuilder.

Hurry as you must book your training class before July 31st. Training must be delivered by December 31, 2005. For more information or to take advantage of this offer, contact us at (888) Bridge-B or at Sales@BridgeBuilder.com.

Recorded BOEXI Webinars Now Available!

Missed the BridgeBuilder Business Objects XI webinars? Now you can view the webinar at your convenience! This recorded webinar is a good overview of Business Objects Enterprise XI and can be viewed by visiting our website at www.bridgebuilder.com. Look for additional BI webinars covering more BOXI topics in the next few months. Check our website and the August newsletter for topics and dates.

BridgeBuilder News!

BridgeBuilder has quite a bit going on! We welcome Patrick Hager who recently joined BridgeBuilder as our newest trainer. Lena Zevan, CRM Project Manager, is recently engaged and planning a June 2006 wedding. Joel Buran, CRM Consultant, will be a new daddy, as he is expecting his first, a girl, in September!

In early July, BridgeBuilder will be moving our office to Huntersville, NC, just north of Charlotte where our owner, Scott Spanbauer,

has purchased office space. Our new office information is as follows:
403 Gilead Road, Huntersville, NC, 28078
(704) 766-2676 (P)
(704) 766-2770 (F)
And look for your invitation to our "office-warming" just as soon as we settle in!

CRM Corner

Sales Automation- Using ACT! to Sell More!!- Seminar 8/10

Do you...

- have silos of data and no analysis of all the information?
- loose your leads?
- have inaccurate or inconsistent ways of forecasting?
- have little or no reporting?
- have unsecured data?

If you answered yes to any of the questions above join us August 10th from 9:00-11:00 and let us teach you how sell more by automating your sales process. To register for this event, please visit us online or contact Storey Marshall at 888-274-3432 or email Storey at Storey.Marshall@BridgeBuilder.com.

Save up to 20% on your ACT! Consulting

- Need support for your ACT system?
- Having problems with syncing?
- Would your users benefit from ACT training?

Let BridgeBuilder Help.

- Take **\$250 off** a 10 hour block
- Take **\$750 off** a 25 hour block
- Take **\$1,400 off** a 40 hour block

Hurry as you must purchase your block of hours before July 31st. Consulting hours must be used by December 31, 2005. For more information or to take advantage of this offer, contact Cory Ermlich at (888) Bridge-B or at Cory.Ermlich@BridgeBuilder.com.

Tips & Tricks

Formula Editor

Problem: You're in the formula editor and you can't remember the exact spelling for a particular function. You know it exists but you have no idea where this cryptic function is located in the function tree, not to mention its exact spelling.

Solution: So, you know the first couple letters. While in the Formula Editor, type the letters you know and then press Ctrl + Shift. A small window opens up with possible matches based on what you've typed so far. The more you type, the more refined the list of possible matches becomes. Scroll through the list; find your function and your back in business.

Mental Break!!!

Answers June's Brain Teasers:

Brain Teaser #1

Two men were being tried for murder. The jury found one man guilty and the other innocent. The judge turned to the guilty man and said, "Even though your guilt has been established, the law compels me to set you free." How could such a bizarre judgment occur?

Answer #1:

They were conjoined twins

Brain Teaser #2

What do bullet proof vests, fire escapes, windshield wipers, and laser printers all have in common?

Answer #2

They were all invented by women!

July's Brain Teasers:

Brain Teaser #1

If 70 percent of the population has defective eyesight, 75 percent are hard of hearing, 80 percent have sinus trouble, and 85 percent suffer from allergies, what percentage (at a minimum) suffer from all four ailments?

Brain Teaser #2

Pronounced as one letter,
And written with three,
Two letters there are,
And two only in me.

I'm double, I'm single,
I'm black blue and gray,
I'm read from both ends,
And the same either way.

What am I?

Be one of the first 10 responses with both correct answers win a BridgeBuilder post-it note cube! Send your answer to Storey.Marshall@bridgebuilder.com.

Good luck!

Upcoming Public Training

Charlotte, NC

Crystal Reports XI Classes

Level 1 August 15-16

Level 2 August 17-18

Level 3 August 19

BusinessObjects Enterprise XI Classes

Please call for dates

Other Business Objects Classes

Please call for dates

Raleigh, NC

Crystal Reports XI Classes

Level 1 August 1-2

Level 2 August 3-4

Level 3 August 5

BusinessObjects Enterprise XI Classes

Administering Users & Content July 18-19

Administering Servers July 20-21

Business Objects Enterprise 6.5 Classes

Please call for dates

Business Objects Reporting 6.5 Classes

Please call for dates

Other Business Objects Classes

Please call for dates

For onsite training classes, please call or email Sales@BridgeBuilder.com

888-274-3432

www.BridgeBuilder.com

