

Not Ready for Calls

Line 1 Open

ShoreTel™

Search

Search All

Go!

☐ Limit to items I own

[Advanced Search...](#)

Create New...

Recent Items

- test
- S20070510-1420
- test
- test
- Eric Yost
- Dan Schmidt
- Hutchinson Technology Inc.

[Recycle Bin](#)

Account Edit [New Account](#) [Help for this Page](#)

Account Edit [Save](#) [Save & New](#) [Cancel](#)

Account Information ! = Required Information

Account Owner	Beth Perry	Phone	
Account Name		Fax	
Parent Account		Website	
Registration Number			

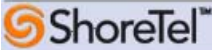
Additional Information

Type	--None--	Employees	
Industry	--None--	Annual Revenue	
Description			
Billing Street		Shipping Street	
Billing City		Shipping City	
Billing State/Province		Shipping State/Province	
Billing Zip/Postal Code		Shipping Zip/Postal Code	
Billing Country		Shipping Country	

[Save](#) [Save & New](#) [Cancel](#)

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Contact test

[Printable View](#) | [Customize Page](#) | [Help for this Page](#)

[Open Activities](#) | [Activity History](#) | [Opportunities](#) | [Cases](#) | [Notes & Attachments](#) | [HTML Email Status](#)

Contact Detail [Edit](#) [Delete](#) [Clone](#) [Request Update](#)

Contact Owner	Beth Perry [Change]	Phone	
Name	test	Mobile	
Account	test	Email	
Title		Reports To	View Org Chart
contact counter	1		

Address Information

Mailing Address	Other Address
-----------------	---------------

Additional Information

Fax	Lead Source
Home Phone	Last Stay-in-Touch Request Date
Other Phone	Last Stay-in-Touch Save Date
Assistant	Birthdate
Asst. Phone	Department
Description	

System Information

Created By	Beth Perry, 5/10/2007 1:02 PM	Last Modified By	Beth Perry, 5/10/2007 1:02 PM
Custom Links	Google Search Yahoo! Weather		Send Gmail

[Edit](#) [Delete](#) [Clone](#) [Request Update](#)

Open Activities [New Task](#) [New Event](#) [Open Activities Help](#)

No records to display

Activity History [Log A Call](#) [Mail Merge](#) [Send An Email](#) [Request Update](#) [View All](#) [Activity History Help](#)

No records to display

Opportunities [New](#) [Opportunities Help](#)

No records to display

Cases [New](#) [Cases Help](#)

No records to display

Notes & Attachments [New Note](#) [Attach File](#) [View All](#) [Notes & Attachments Help](#)

No records to display

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Case Edit New Case

[Help for this Page](#)

Case Edit

Save Save & Close Save & New Check Spelling Cancel

Case Information

= Required Information

Case Owner Beth Perry

Contact Name test

Account Name test

User Category --None--

Additional Information

Status Open

Type Question

Case Origin Phone

Case Reason FAQ Assist

Priority Medium

Case Counter 1

Description Information

Subject test

Description test

Internal Comments test

System Information

Tier Level Closed Open

Optional

- ☐ Assign using active assignment rules
- ☐ Send notification email to contact

Save Save & Close Save & New Check Spelling Cancel



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Recent Items



S20070510-1420



test



test



Eric Yost



Dan Schmidt



Hutchinson Technology Inc.



Recycle Bin

[Help for this Page](#)

Save Cancel

I = Required Information

Closed

FAQ Assist

test

Preparer, Submitter, and Authorizer

Tier I

1

Submit to knowledge base

test

Save Cancel

ShoreTel™

Search

Search All

☐ Limit to items I own

[Advanced Search...](#)

Recent Items

- [S20070510-1420](#)
- [test](#)
- [test](#)
- [test](#)
- [Eric Yost](#)
- [Dan Schmidt](#)
- [Hutchinson Technology Inc.](#)

[Recycle Bin](#)

[Solutions](#) [1] | [Open Activities](#) [0] | [Activity History](#) [0] | [Case Comments](#) [2] | [Case History](#) [3] | [Attachments](#) [0]

Case Detail

Case Owner	Beth Perry Change	Contact Phone	
Case Number	S20070510-1420	Contact Email	
Contact Name	test		
Account Name	test		
User Category	Preparer, Submitter, and Authorizer		

Additional Information

Status	Closed	Type	Question
Case Origin	Phone	Case Reason	FAQ Assist
Priority	Medium	Case Counter	1
Subject	test		
Description	test		
Date/Time Opened	5/10/2007 1:05 PM	Date/Time Closed	5/10/2007 1:07 PM

System Information

Created By	Beth Perry , 5/10/2007 1:05 PM	Last Modified By	Beth Perry , 5/10/2007 1:07 PM
Tier Level Closed	Tier I		

Solutions or [Solutions Help](#)

Action	Solution Title	Solution Number	Status	Author Alias
Del	test	00000290	Draft	BPerr

Open Activities [Open Activities Help](#)

No records to display

Activity History [Activity History Help](#)

No records to display

Case Comments [Case Comments Help](#)

Action	Public	Comment
Edit Del Make Public	☐	Created By: Beth Perry (5/10/2007 1:07 PM) test
Edit Del Make Public	☐	Created By: Beth Perry (5/10/2007 1:05 PM) test

Case History [Case History Help](#)

Date	User	Action
5/10/2007 1:07 PM	Beth Perry	Changed Status from Open to Closed .
		Closed.
5/10/2007 1:05 PM	Beth Perry	Created.