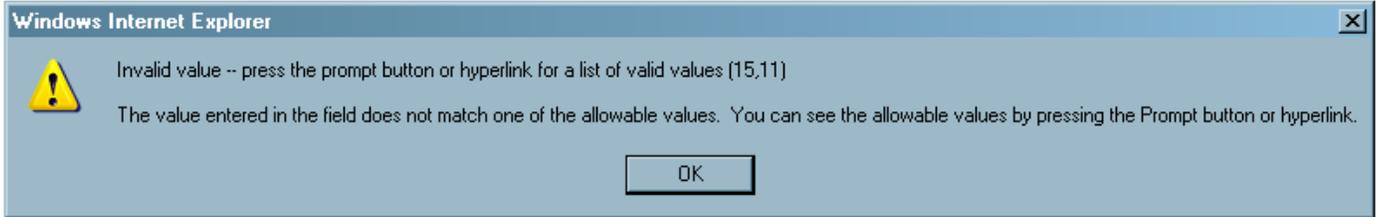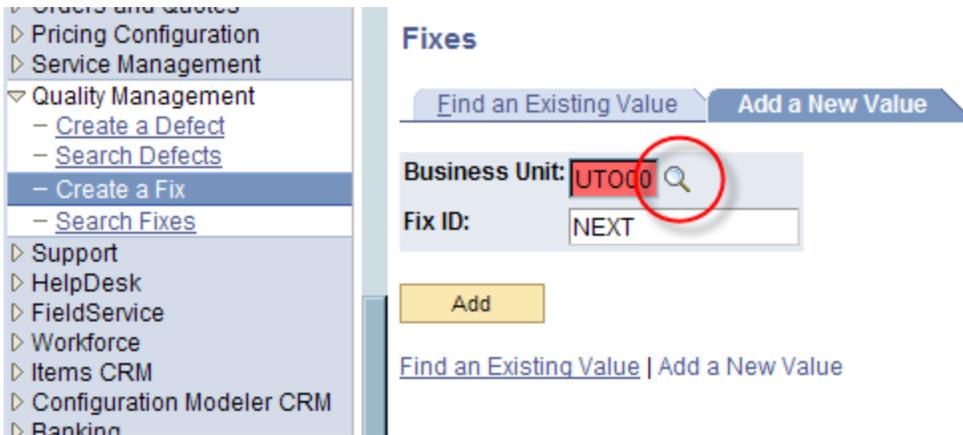# CRM Quality Management

Create a Fix

Login to CRM Prod

Select Quality Management → Create a Fix

Click OK.

You need to set **Business Unit** to **ASU00**. Click Magnifying glass.

Select ASU00

Click Add

Fixes

Type in *_Subject_: (Include Project number if appropriate)

Type in **Description**: More detailed information about the Fix.

Set the appropriate *Test Status*: No Default.

Test Status	
Fix Time (Hrs.Mins)	Failed
Confidence	In Progress
	Partially Passed
Verified By	Passed
Production ID	Pending

Set the appropriate *Complexity*: No Default.

Complexity	
*Product	Easy
	Medium
Version	Trivial
	Very Complex

Set the appropriate *Confidence*: No Default.

Confidence	
Verified By	High
Production ID	Low
	Medium

Set *Product

Click on Magnifying glass next to *Product

Complexity	
*Product	🔍
Version	🔍

Choose Product: In this example, we are selecting PeopleSoft CRM (***INST PRDSVC 8.9***)

SetID:	ASU00
Product ID:	begins with ▾	
Product:	begins with ▾	

Look Up   Clear   Cancel   Basic Lookup

Search Results

View All   First ◄ 1-6 of 6 ► Last

Product ID	Product	Production ID
800128	PeopleSoft CRM	QUALITY MGT 8.9
800128	PeopleSoft CRM	SUPPORT 8.9
800128	PeopleSoft CRM	INST PRDSVC 8.9
800128	PeopleSoft CRM	MARKETING 8.9
800128	PeopleSoft CRM	FIELDSVC 8.9
800128	PeopleSoft CRM	SALES 8.9

Click on Magnifying glass next to *****Version***.

Complexity	
*Product	PeopleSoft CRM
Version	

Choose Application: In this example, we are selecting ***INST PRDSVC 8.9***.

Look Up Application

Cancel

Search Results

View All   First ◄ 1-6 of 6 ► Last

Product Release ID	Production ID	Version	Production date
800128	FIELDSVC 8.9	8.9	(blank)
800128	INST PRDSVC 8.9	8.9	(blank)
800128	MARKETING 8.9	8.9	(blank)
800128	QUALITY MGT 8.9	8.9	(blank)
800128	SALES 8.9	8.9	(blank)
800128	SUPPORT 8.9	8.9	(blank)

Complexity	
*Product	PeopleSoft CRM
Version	INST PRDSVC 8.9

8.9

Click on the *Defects* Tab.

Click on *Add a Link to Defect*

Click on Magnify Glass

Select the Defect

Look Up Defect ID

Business Unit:		ASU00	
Defect ID:	begins with ▾		
First Reported By:	begins with ▾		🔍
Date Reported:	= ▾		📅
Status Code:	begins with ▾		🔍
State Code:	begins with ▾		🔍
Subject:	begins with ▾		
Product:	begins with ▾		

[Look Up]   [Clear]   [Cancel]   Basic Lookup

Search Results

View All

Defect ID	First Reported By	Date Reported	Status Code	State Code	Subject
DEF000000300001	29075	03/31/2008	OPEN	RQST	CMCC0039_03

Now you have linked a Defect with a fix.

Quality Management

[Save] [Refresh] | 📗 Add | 📧 Email | 📋 Clone | 🔍 Search |

Fix ID NEXT

| Fix | **Defects** | Notes |

Defects Linked To This Fix

Defect ID	Subject
DEF000000300001 🔍📄	CMCC0039_03 Add asurite id as a

[Add a Link to Defect]   🔍 Search Defects

Save it

Quality Management

[Save] [Refresh] | 📗 Add | 📧 Email

Fix ID NEXT

| **Fix** | Defects | Notes |

Fix Information

Select Quality Management → Search Fixes

Set Business Unit to ASU Share and click Search.