

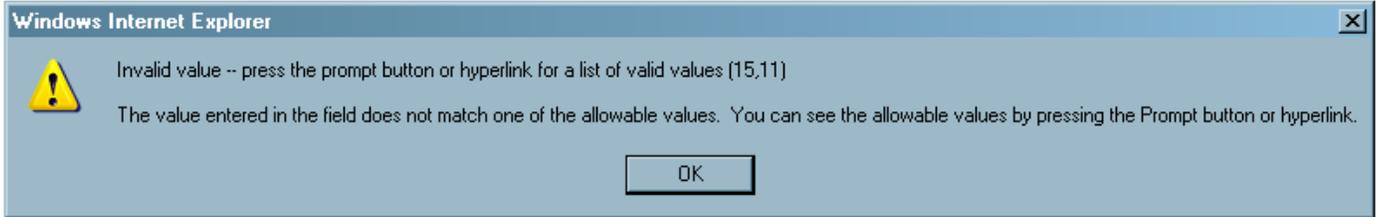
CRM Quality Management

Create a Fix

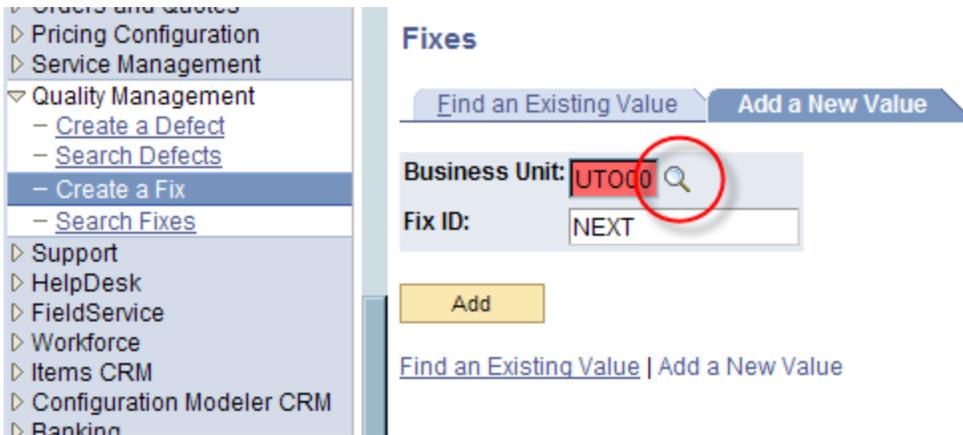
Login to CRM Prod

Select Quality Management → Create a Fix

Click OK.



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



Select ASU00

Look Up Business Unit

Business Unit:

Description:

[Basic Lookup](#)

Search Results

View All First 1 of 1 Last

Business Unit	Description
ASU00	ASU Share

Click Add

Fixes

[Find an Existing Value](#)

[Add a New Value](#)

Business Unit: ASU00

Fix ID: NEXT

Add

[Find an Existing Value](#) | [Add a New Value](#)

Quality Management

Save Refresh Add Email Clone Search Personalize

Fix ID NEXT Subject

Fix Defects Notes

Fix Information

*Subject *Business Unit ASU00

Description

Completed By Test Status

Completed On Fix Time (Hrs.Mins)

Complexity Confidence

*Product Verified By

Version

Production ID

Component ID First Found In

Verified On Fixed In

Verified In

▾ Audit History

* Required Field

Type in ***Subject**. (Include Project number if appropriate)

*Subject Fix for CMCC0039_03

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

Description This fix is for demonstration only.

Set the appropriate **Test Status**: No Default.

Test Status	<input type="text"/>
Fix Time (Hrs.Mins)	Failed
Confidence	In Progress
Verified By	Partially Passed
	Passed
	Pending
Production ID	

Set the appropriate **Complexity**: No Default.

Complexity	<input type="text"/>
*Product	Easy
Version	Medium
	Trivial
	Very Complex

Set the appropriate **Confidence**: No Default.

Confidence	<input type="text"/>
Verified By	High
Production ID	Low
	Medium

Set ***Product**

Click on Magnifying glass next to ***Product**

Complexity	<input type="text"/>
*Product	<input type="text"/> 
Version	<input type="text"/> 

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

SetID: ASU00
Product ID:
Product:

[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
Version

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

Look Up Application

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
Version
8.9

Click on the **Defects** Tab.

The screenshot shows the 'Quality Management' interface. At the top, there is a header bar with 'Quality Management' on the left and 'Personalize' on the right. Below the header is a toolbar with buttons for 'Save', 'Refresh', 'Add', 'Email', 'Clone', and 'Search'. The main content area has a 'Fix ID NEXT' field and a 'Subject' field. Below these fields are three tabs: 'Fix', 'Defects', and 'Notes'. The 'Defects' tab is selected. Underneath the tabs, there is a message: 'There are no defects linked to this fix.' Below the message are two buttons: 'Add a Link to Defect' and 'Search Defects'.

Click on **Add a Link to Defect**

This screenshot is identical to the previous one, but a red arrow points from the right side of the screen towards the 'Add a Link to Defect' button.

Click on Magnify Glass

This screenshot shows the 'Quality Management' interface with the 'Defects' tab selected. Below the message 'There are no defects linked to this fix', there is a table titled 'Defects Linked To This Fix'. The table has two columns: 'Defect ID' and 'Subject'. The 'Defect ID' column contains a search icon (magnifying glass) and a small document icon, which is circled in red. Below the table are the 'Add a Link to Defect' and 'Search Defects' buttons.

Select the Defect

Look Up Defect ID

Business Unit: ASU00

Defect ID:

First Reported By:

Date Reported:

Status Code:

State Code:

Subject:

Product:

[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

| | | |

Fix ID NEXT

[Fix](#) | **Defects** | [Notes](#)

Defects Linked To This Fix

Defect ID	Subject
<input type="text" value="DEF000000300001"/> <input type="button" value="Search"/>	CMCC0039_03 Add asurite id as s

Save it

Quality Management

| |

Fix ID NEXT

Fix | [Defects](#) | [Notes](#)

Fix Information

Select Quality Management → Search Fixes

Fixes

Search

Use Saved Search

Search Clear Save Search Criteria Delete S

*Business Unit	=	(Invalid Value)
Fix ID	begins with	
Subject	begins with	
Product	begins with	
Fix Complexity	=	
Test Status	=	
Production ID	begins with	
Version	begins with	
First Found In	begins with	
Fixed In	begins with	
Verified In	begins with	
Verified By	=	

Search Clear Save Search Criteria Delete S

Set Business Unit to ASU Share and click Search.

Business Unit	=	(Invalid Value)
Defect ID	begins with	
Type	=	ASU Share
	begins with	(Invalid Value)