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3.11.04 The Customer System (... continued)

For each contact person any number of actions can be defined. Actions can, for example be requests, appointments, reminders, etc. These actions will log important events with (history) and can furthermore be used for the acquisition and public relations.

Customer John Green Ltd.

Document

Edit

View

Back references

Actions

Master data

Information

Sales

Address

Communication

Financial data

Misc

Customer

Contact number

5

ShortName

JG

Company name

John Green Ltd.

Old Name

Organization

Category

Customer

Type

Firm

Parent customer

Sub customers

page 1 of 1

1 - 2 / 2

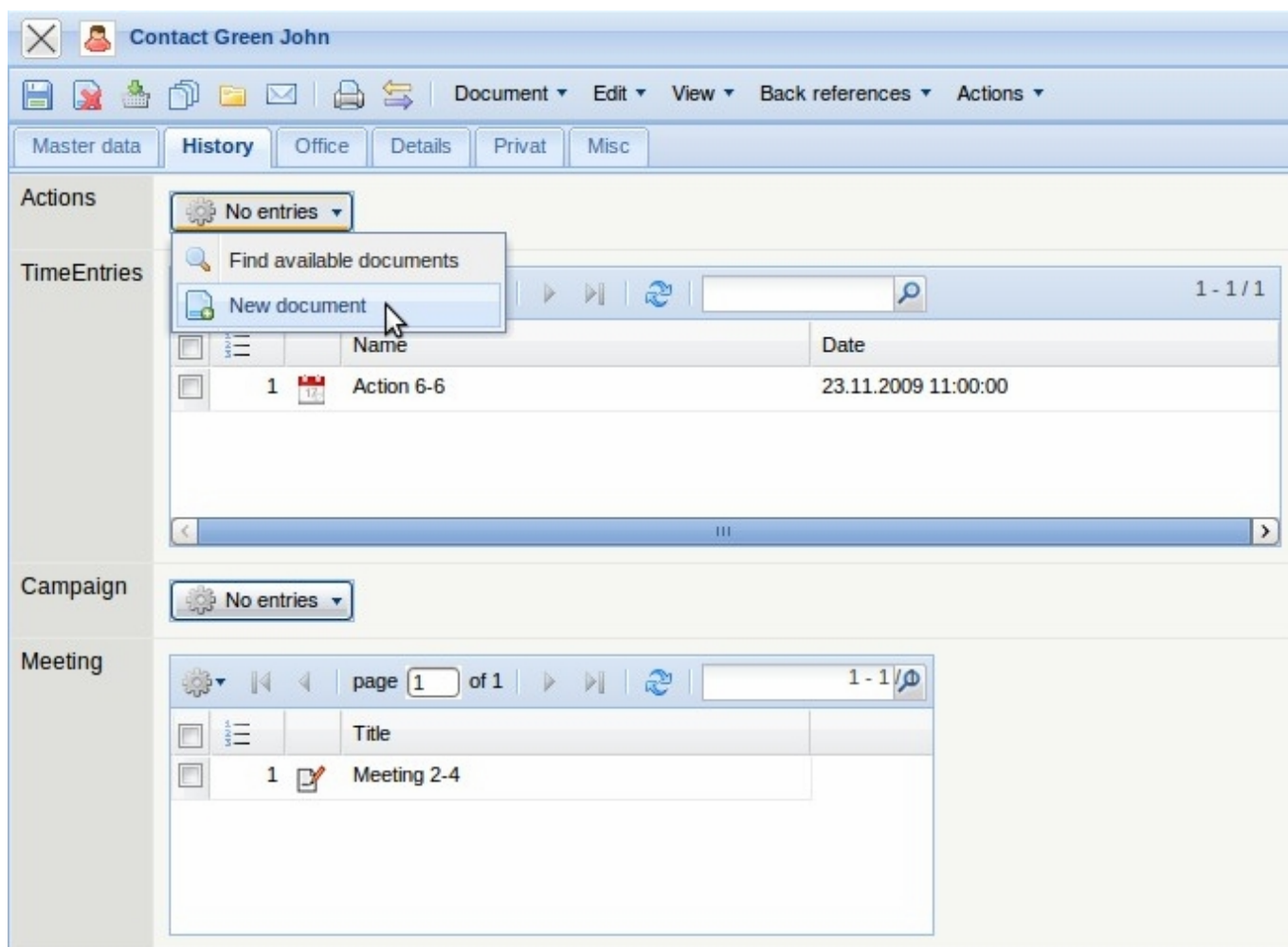
		Company name	Address	Postal code	City
☐	1	John Green & Co. Ltd	200 Lower Parliament Street	NG1 1EE	Nottingham
☐	2	John Green Information Ltd	Marlborough Street, 101	LS1 4LA	Leeds

Contacts

page 1 of 1

		Salutation	Contact first name	Contact name
☒	1	Mister	John	Green
☐	2	Firm	James	Milesen

These actions are defined using the function “New document” in the document type “contact person”:



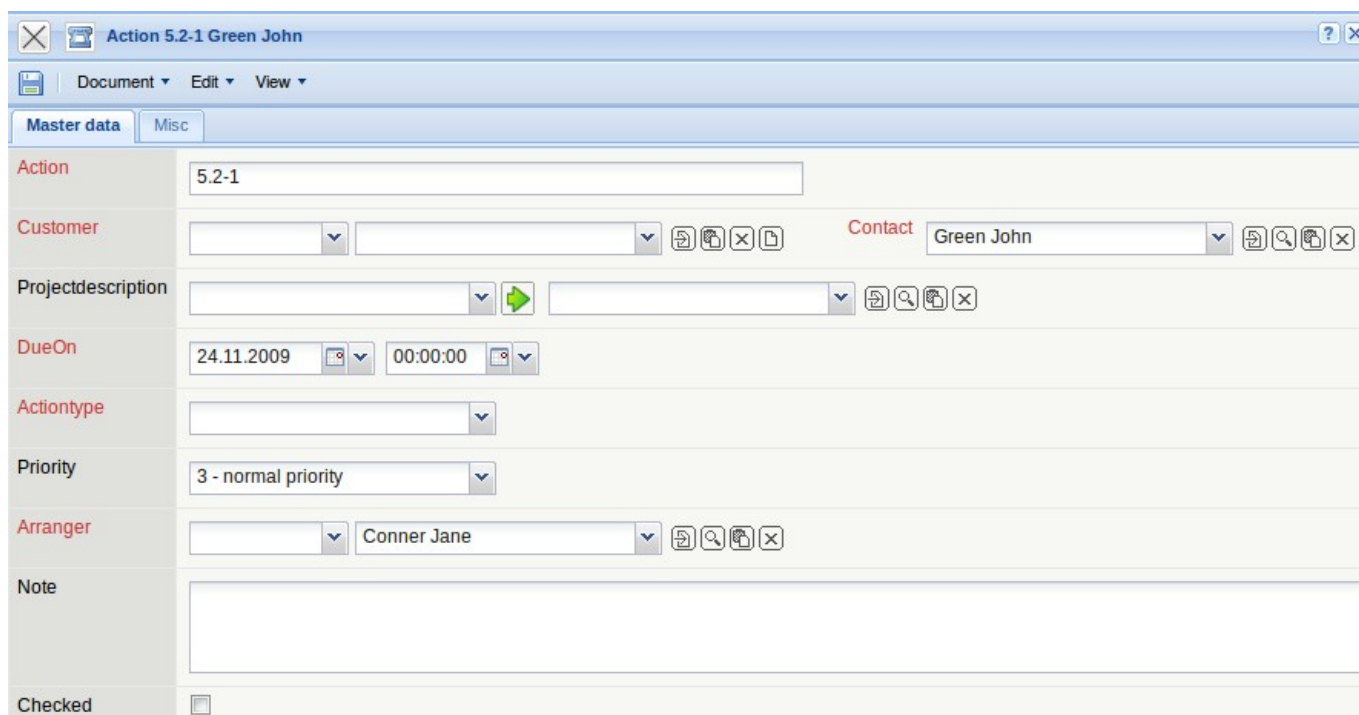
The screenshot shows the 'Contact Green John' window with the 'Actions' tab selected. A dropdown menu is open, showing options like 'Find available documents' and 'New document'. Below the menu, a table lists actions:

	Name	Date
1	Action 6-6	23.11.2009 11:00:00

Below the table, there is a 'Campaign' section with a 'No entries' dropdown and a 'Meeting' section with a table of meetings:

	Title
1	Meeting 2-4

The system generates a new document with the type "action" and populates the contact person and other various values automatically.



The screenshot shows the 'Action 5.2-1 Green John' form. The fields are populated as follows:

- Action:** 5.2-1
- Customer:** (empty dropdown)
- Projectdescription:** (empty dropdown)
- DueOn:** 24.11.2009 00:00:00
- Actiontype:** (empty dropdown)
- Priority:** 3 - normal priority
- Arranger:** Conner Jane
- Note:** (empty text area)
- Checked:** ☐

After filling out the relevant fields, the document can then be saved.

Action 5.2-1 Green John

Document Edit View

Master data Misc

Action: 1

Customer: John Green Ltd. Contact: Green John

Projectdescription:

DueOn: 30.11.2009 10:00:00

Actiontype: General call

Priority: 3 - normal priority

Arranger: Conner Jane

Note:

Checked: ☒

Further actions can be generated using the functionality “Create new document from this template”.

Action 5.2-1 Green John General call

Document Edit View Back references

Master data Misc

Document menu:

- Create a new document from this template
- Save the document
- Copy the document
- Delete the document
- Copy this document to the clipboard
- Reload document

Action: General call

Customer: John Green Ltd. Contact: Green John

Projectdescription:

DueOn: 30.11.2009 10:00:00

Actiontype: General call

Priority: 3 - normal priority

Arranger: Conner Jane

This next action is sending information material through a request. This action is marked as completed. The check box “checked” indicates a completed action. If this flag is not set, the defined action is a resubmission, which can be displayed in the contact chart.

Document Edit View

Master data Misc

Action 5.2-2

Customer John Green Ltd. Contact Green John

Projectdescription

DueOn 24.11.2009 15:00

Actiontype Information

Priority 3 - normal priority

Arranger Conner Jane

Note Product description for product B sent per e-mail

Checked ☒

In the next action ...

Document Edit View Back references

Master data Misc

Action 5.2-2

Customer John Green Ltd. Contact Green John

Projectdescription

DueOn 24.11.2009 15:00:00

Context menu options:

- Create a new document from this template
- Save the document
- Copy the document
- Delete the document
- Copy this document to the clipboard
- Reload document

... a presentation is offered on 30.11.2009.

Action 5.2-2 Green John Information

Document Edit View Back references

Save the document

Action 5.2-2

Customer John Green & Co. Ltd Contact Green John

Projectdescription

DueOn 30.11.2009 10:00:00

Actiontype Presentation

Priority 3 - normal priority

Arranger Conner Jane

Note Offer presentation

Checked ☒

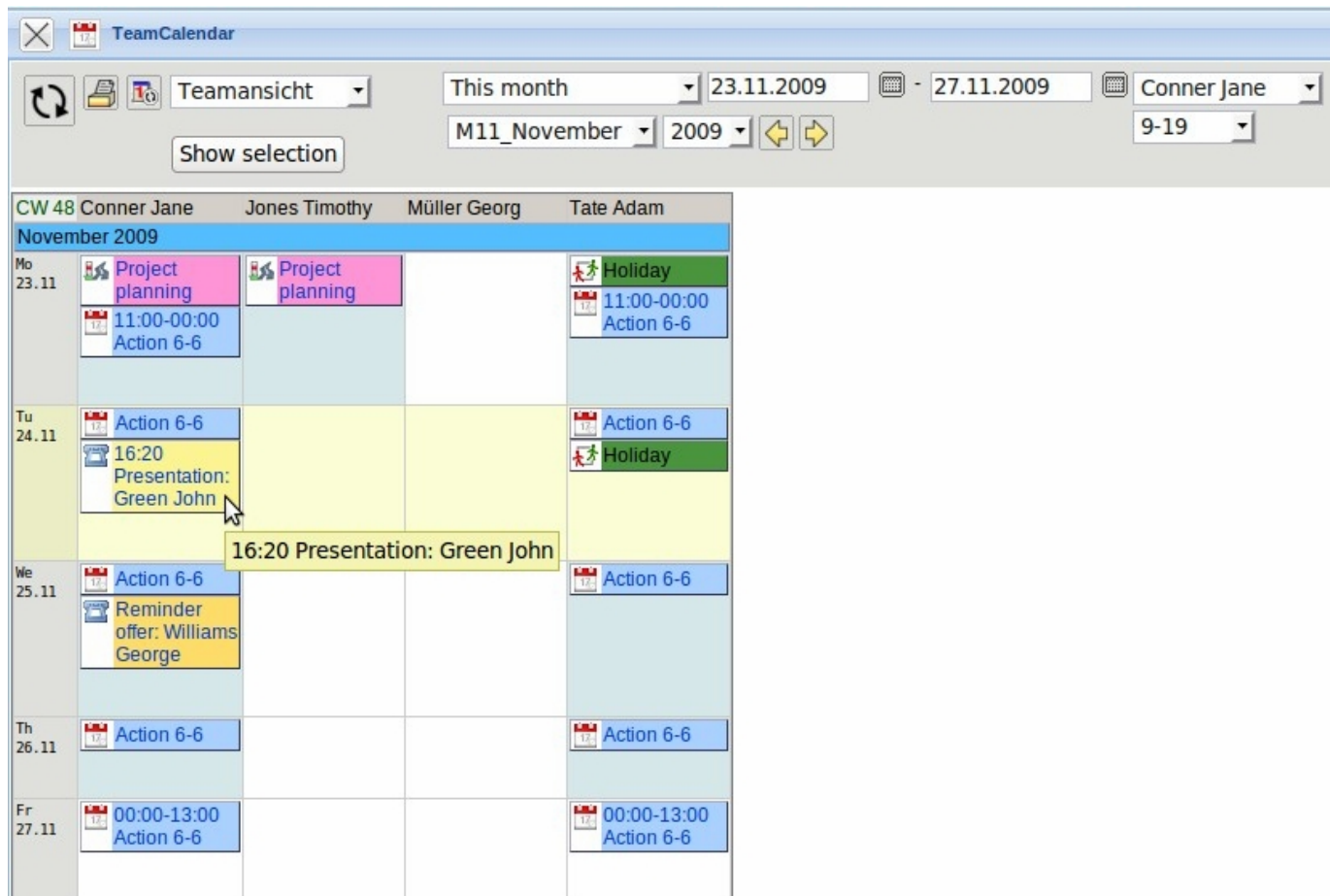
If the optional component [mailer](#) is used, the system generates automatically an e-mail message for this action on the given day ...



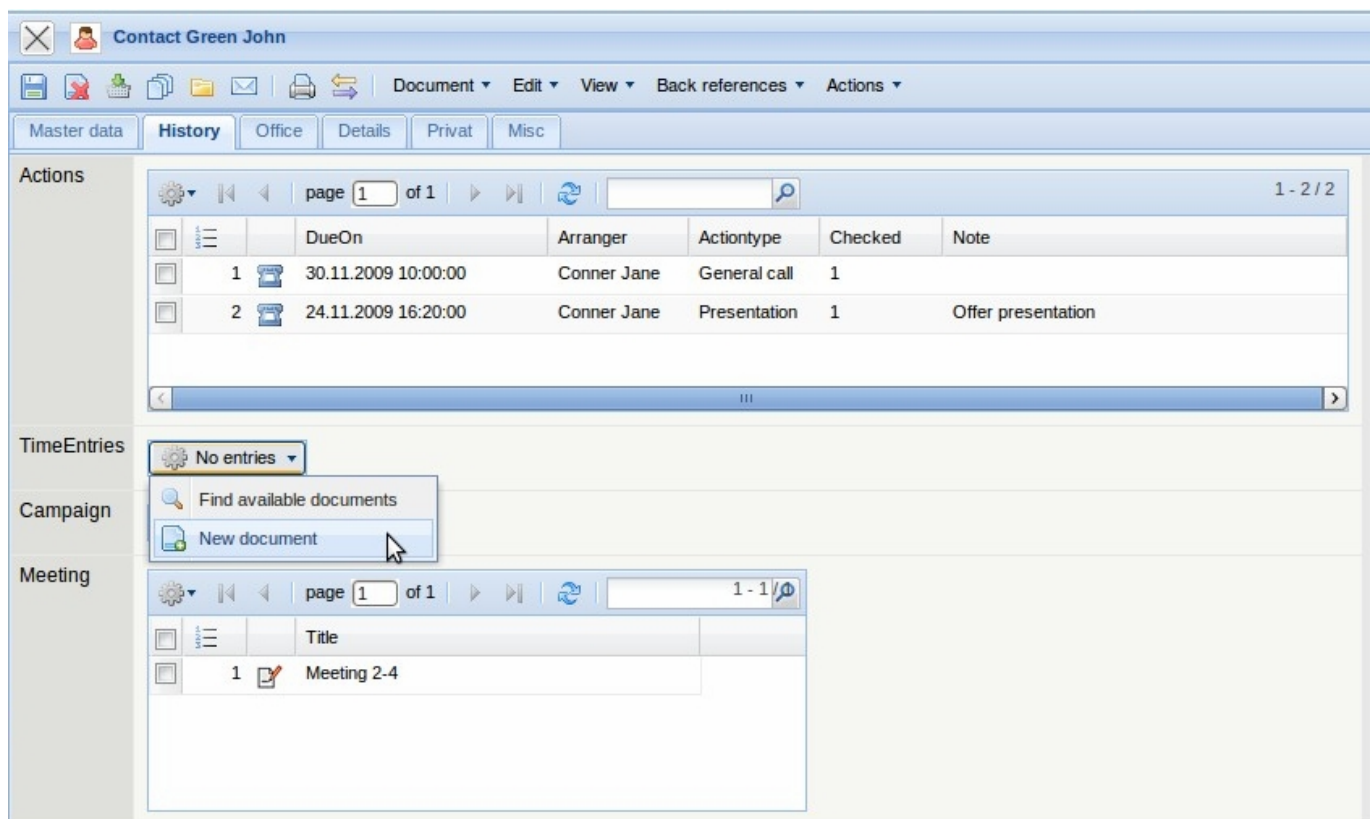
.. using the appropriate link.

The screenshot shows a web-based email client interface titled "Mailer". On the left is a sidebar with a folder list: "DRAFTS (0/0)", "INBOX (5/33)", "SCHEDULED (1/1)", and "SENT (0/377)". The "SCHEDULED" folder is selected. The main area displays details for an email action. At the top, there's a toolbar with icons for actions like delete, move, and reply. Below this, a row of icons shows the email's status (envelope, delete, move, etc.). The email details include: "Timestamp" (24.11.2009 16:20:45), "Attachments" (Read), "Sender" (Conner Jane), "InternalRecipients" and "ExternalRecipients" (empty fields), "Scheduled" (24.11.2009 16:05:00), and "Subject" (Action 5.2-2 Green John Presentation). The "Body" section contains the text "Offer presentation". At the bottom, a "References" section shows a link to "Action 5.2-2 Green John Presentation" with a mouse cursor pointing at it.

If the optional component [TeamCalendar](#) is used, this action is also displayed in the group calendar (here presentation with John Green on 24.11.2009) and can be opened here.



Appointments can also be defined for the contact persons here.



In the example, an appointment (time entry) for John Green ...

Time entry Workshop 24.11.2009 17:00:00

Document ▾ Edit ▾ View ▾ Back references ▾ Actions ▾

Main | Invitations | Project

Entry ID	16		
Name			
Category	▾	Private	☐
Timespan	From ▾		To ▾
Inviter	▾	▾	
Attendees	Employees ▾ ↓ SendInvitations ▾ →	Unit	▾
Agenda			

Time entry Workshop 24.11.2009 17:00:00

Document Edit View Back references Actions

Main Invitations **Project**

Contact     

Project       

Job     

is created for 24.11.2009 from 17:00 - 19:00:

Time entry Workshop 24.11.2009 17:00:00

Document Edit View Back references Actions

Main Invitations Project

Entry ID 16

Name Workshop

Category Intern Private ☐

Timespan From 24.11.2009 17:00:00 To 24.11.2009 19:00:00

Inviter Conner Jane

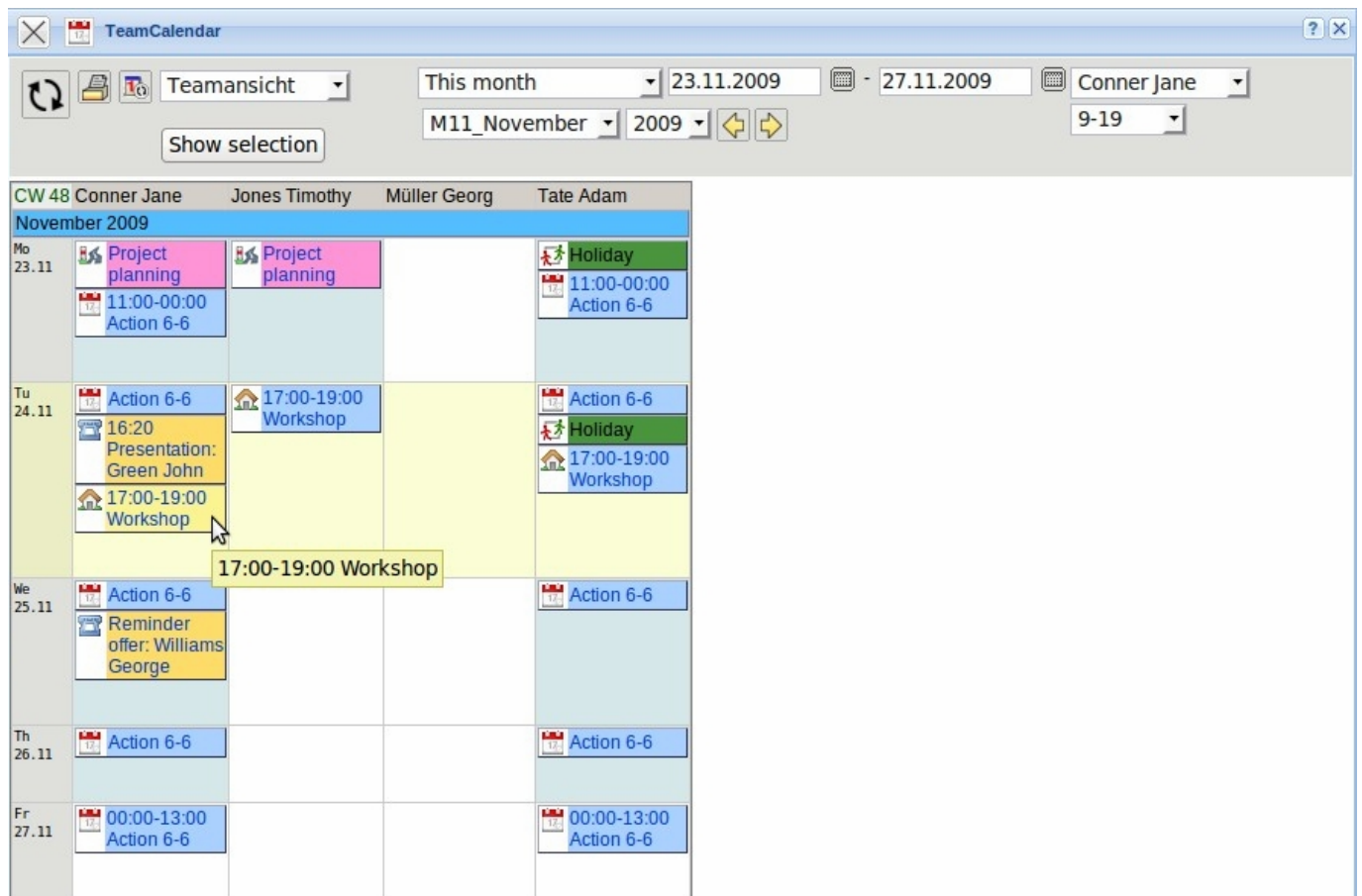
Attendees Employees Unit

SendInvitations

☐ Jones Timothy
☐ Tate Adam
☐ Conner Jane

Agenda

This appointment (time entry) is then transferred to the group calendar. Note: if the group calendar is not used, the appointments can be used alternatively as actions with to-do appointments or similar.



The defined actions can be evaluated in the standard charts and in the optional [ReportMaker](#)

In the following example a contact chart is opened ...

Intro

Standard Modules Tasks Infomarket Project List Risk Portfolio Projects Customers Staff

Extras

Absence application

Planning

New Project

Charting

Tracking

TimeTracker

Selected days

25.11.2009

25.11.2009

Assessment chart

CapacityChart

Contact chart

Cost center chart

EarnedValue

Employee chart

Gantt chart

MultiMatrixChart

OrderChart

PortfolioChart

ProductChart

Project chart

... and a chart ...

Contact chart

Generate chart

Document Edit View

InputData

Parameters

Format

Results

1. Name: *If you would like to save a chart please enter a description*

Name

2

Description

Contact chart

Chart

✓

Report Selection

2. Input data: *To gather all the documents relevant for the chart please use the search engine (if need be repeatedly)*

Search

Search word

Category

Input data

No entries

3. Main parameters: *Please select parameters:*

Chart period

Start

End

with all actions in the year 2009 ...

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Contact chart

Generate chart

Document Edit View

InputData Parameters Format Results

1. Name: *If you would like to save a chart please enter a description*

Name: 2

Description: Contact chart

Chart: Contact chart ✓

Report Selection:

2. Input data: *To gather all the documents relevant for the chart please use the search engine (if need be repeatedly)*

Search:

Search word: Category: Contact

Input data:

page 1 of 1

1	Contact Green John
---	--------------------

3. Main parameters: *Please select parameters:*

Chart period: Current year

Start: 01.01.2009

End: 31.12.2009

... is generated.

Fileset

ContactChart

Date	Employee	Customer	Contact	Phone	Action	Project	Note	Checked	Definition date
30.11.2009 10:00:00	Conner Jane	John Green Ltd.	Green John	020-74008080	General call			Yes	24.11.2009
24.11.2009 04:20:00	Conner Jane	John Green Ltd.	Green John	020-74008080	Presentation		Offer presentation	No	24.11.2009

If the optional component [ReportMaker](#) is used, your own report in combination with the [advanced search](#) can be used.

In the example, the query "All open actions" is used. This query lists all actions, which are not yet

completed ...

... and sorts them by the descending date.

Die Ergebnisse der Abfrage werden in einen Report "Action" dargestellt. Dieser Report listet für die Aktionen ausgewählte Kontaktdaten auf.

Action									
Aktionen									
#	Aktion	Datum	Kontakt	Ansprechpartner	Telefon	Email-Adresse	To-Do	Mitarbeiter	Bemerkung
1	1.2-1	28.05.2004 00:00:00	CONSULT GmbH	Peter Sander	061 31 / 73 13		Terminvereinbarung	Schaub Peter	Termin für PM-Schulung
2	2.1-3	23.05.2004 00:00:00	Jökler Software AG	Helga Jökler	061 31 / 73 12		Wiedervorlage	Schaub Peter	Nachfragen wg. Bestellung
3	2.1-2	14.05.2004 00:00:00	Jökler Software AG	Helga Jökler	061 31 / 73 12		Informationsmaterial	Schaub Peter	Zwischenergebnisse schicken

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