

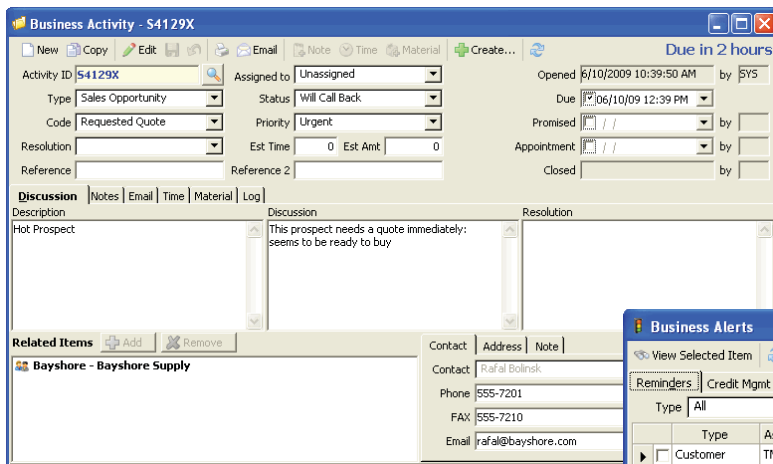
## Business Activity Management Issue and Project Tracking

Most businesses spend significant resources documenting, tracking, responding to and resolving a variety of business issues. Some of these issues are related to accounting but many are not. Successful resolution of these issues contribute to the success of the business.

The *ACCTivate!* Business Activity Management module addresses this business requirement by creating a central database of all business issues. Multiple issue types may be defined in order to categorize and prioritize issue handling. Issues may be associated with customers, vendors, products or may stand alone.

Issues may be assigned a priority which can determine the policy as to how many minutes, hours or days until the issues should be escalated. The Business Activity Management module has been used to track business issues such as:

- Customer complaints
- Return merchandise
- Product quality
- Customer support
- Vendor negotiations
- Consumer relations
- Warranty claims
- Insurance claims
- Personnel issues
- Employee suggestions



**Business Activity - S4129X**

Activity ID: S4129X  
Assigned to: Unassigned  
Type: Sales Opportunity  
Status: Will Call Back  
Code: Requested Quote  
Priority: Urgent  
Resolution:   
Reference:   
Reference 2:   
Est Time: 0 Est Amt: 0

Opened: 6/10/2009 10:39:50 AM by SYS  
Due: 06/10/09 12:39 PM  
Promised: / / by   
Appointment: / / by   
Closed: by

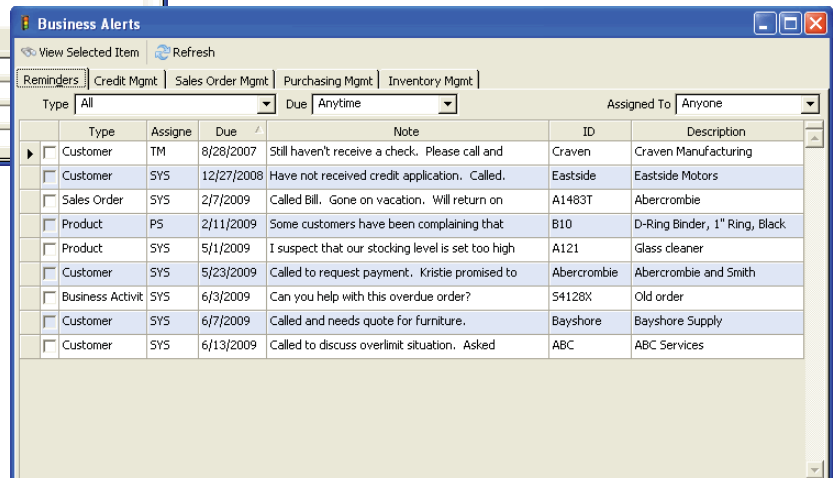
**Discussion** | Notes | Email | Time | Material | Log

Description: Hot Prospect  
Discussion: This prospect needs a quote immediately; seems to be ready to buy  
Resolution:

**Related Items** Add Remove

Bayshore - Bayshore Supply

Contact: Rafal Bolinsk  
Address:   
Phone: 555-7201  
FAX: 555-7210  
Email: rafal@bayshore.com



**Business Alerts**

View Selected Item Refresh

Reminders | Credit Mgmt | Sales Order Mgmt | Purchasing Mgmt | Inventory Mgmt

Type: All Due: Anytime Assigned To: Anyone

Type	Assigne	Due	Note	ID	Description
Customer	TM	8/28/2007	Still haven't receive a check. Please call and	Craven	Craven Manufacturing
Customer	SYS	12/27/2008	Have not received credit application. Called.	Eastside	Eastside Motors
Sales Order	SYS	2/7/2009	Called Bill. Gone on vacation. Will return on	A1483T	Abercrombie
Product	PS	2/11/2009	Some customers have been complaining that	B10	D-Ring Binder, 1" Ring, Black
Product	SYS	5/1/2009	I suspect that our stocking level is set too high	A121	Glass cleaner
Customer	SYS	5/23/2009	Called to request payment. Kristie promised to	Abercrombie	Abercrombie and Smith
Business Activit	SYS	6/3/2009	Can you help with this overdue order?	S4128X	Old order
Customer	SYS	6/7/2009	Called and needs quote for furniture.	Bayshore	Bayshore Supply
Customer	SYS	6/13/2009	Called to discuss overlimit situation. Asked	ABC	ABC Services