

# Exports in ServiceDesk

ServiceDesk has a plethora of exports, available from a variety of contexts. From day one, it's been our practice to add exports as users request them. In result, it soon reached the point where even the main programmer (yours truly, Glade Ross) had difficulty keeping track of exactly what exports were available, and where. In fact, more than once I went to all the trouble of spending hours building a new export, only to discover later that I'd already created an older version that achieved essentially the same purpose (man, I hate that).

This document was started in September '09 for the purpose of providing a single-source location for keeping track of what all the exports are, and what they entail. As of its initial inception, I am only adding information about the ExportCustomerData form (Alt-F3). I'll plan to add info regarding other exports later — with the aim (eventually) to make this document comprehensive.

## ***Chapter 1***

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### ***The Export Customer Data Form***

This form (accessible via Alt-F3) started a long, long time ago with only the purpose of creating a customer mailing list. As we received requests for added exports that do not have a clearly logical venue in another context, we added those exports here. In result, this form has a total of six different exports, listed as follows (and showing the field names as produced by each):

#### simple Mailing list

CstmrName, StreetAddress, CityStateZip, TelNumber, DateLastServiced, QtyOfTimesServiced (w/n exported range), Completed?, DeptAssgnd, PayingPartyIfOther, LocationPartyIfOther, ZipCodeAlone, Email

#### list for Surveying customers

TelNumber, DateLastServiced, TypeOfMachine, TechWhoFinishedJob, GridRef, Description, Address, Email

#### Scheduled-Jobs report Type 1

DtTaken, NmLst, NmFrst, TelNmbr1, TelNmbr2, TelNmbr3, Make, Model, Serial, PurchaseDt, Symptoms, WhenSchld, InvNmbr, PayingParty (if other), Address, CityStateZip, EmailAddress, Department

#### Scheduled-Jobs report Type 2

DtTaken, DtCmpltd, InvNmbr, Technician, CnsmrName, Make, Type, Model, Serial, PayingParty, PO # if applicable, CallTaker

Scheduled-Jobs report Type 3

InvNmbr, NmLst, NmFrst, Address, CityStateZip, Email, TelNmbr1, TelNmbr2, TelNmbr3, PayingParty (if other), PayingPartyPO, Make, Model, Serial, PurchaseDt, Symptoms, Department, TechCode, OriginDesk, OriginDate, FirstAppmnt, CmpltnDate, DysOrgnToFrstAppmnt, DysOrgnToCmpltn, DysFrstAppmntToCmpltn, TtlPartQty, TtlPartCose, Part1Qty, Part1Nmbr, Part2Qty, Part2Nmbr, Part3Qty, Part3Nmbr, Part4Qty, Part4Nmbr, Part5Qty, Part5Nmbr, LaborRate, TimeOnJob, WorkDescription, MyCriteriaFld-1, MyCriteriaFld-2, etc.

list of Customers who Purchased a particular Part

CstmrNm, Address, CityStateZip, CumulativeQtyPrchsd, MostRecentPrchsDt, ApplclblPrtNmbr

list of Customers who Own a particular Machine Type

CstmrNm, Address, CityStateZip, DateOfMostRecentJob, SelectiveCriteria, Model, Serial, PurchaseDate