

Standard reports for Sage CRM MME Page 1

Sage CRM MME ships with a number of pre-built reports. These are available in the reports menu under a number of different categories, as listed below. It should be noted that these standard reports are written around the default install “vanilla” system and may not work, or may require changing to produce the correct results, once the system has been modified or configured. The reports are completely open and available for users or systems administrators to modify at will.

Activity Reports	Activities Logged Report by User
	Activity Breakdown by User
	Planned Activities
	Team Activities
	Number of Activities By Status and User
Campaigns	Campaign Opportunity Report
	Campaign Results CrossTab
	Revenues Generated by Campaign
	Wave Cost Summary Group By Campaign
	Campaign Lead Report
	Campaign Results Report
Communications	My Communications by Priority
	My Communications by Company
	My Communications by Type
	My Communications
Customer Care	My Open Cases By Severity
	My Case SLA Status
	Cases Open By Company
	My Open Cases by Stage
	Cases in Breach of SLA
	Open Cases by Agent
	Cases Tracking
	Open Cases by Product
	New Cases Open By week
	My Cases in breach of SLA
	Case Priority By CS Agent
	Cases Open By Severity
	Case Stage by Company
General	Company Type By Territory (Cross-Tab)
	Company Revenue Grouped by Territory
	My Company Summary Group By Segment
	Company List by Type
	Company List by Status
	Company List by Segment
	Person List by Company
	My Contacts by Title Code
	Company List by Revenue
	Company List by Source

Standard reports for Sage CRM MME Page 2

Lead Reports	Lead Decision Timeframe
	Leads Generated by Territory
	Lost Leads - Reason Not Interested
	Leads Generated by Source
	Main Product Interest
	Leads by Campaign
	Lead Rating Report by Lead Source
	Leads Generated By Industry Segment
	Campaign Wave Activity Results
Marketing	Campaign Wave Results
	Opportunities Generated By Campaign
	Campaign Wave Lead Analysis Report
	Lead Grading Report
	Campaign Analysis Report
	Lead to Opportunity Conversion Analysis
Sales	Pending Activities by Open Opportunity
	Forecast Summary
	Opportunities Closing this Quarter
	Account Manager Breakdown
	Opportunities By Forecast
	Opportunities by Sales Rep (Group)
	Opportunities by Territory
	Opportunity Status By Rep
	Opportunity Closing History
	My Open Opportunities