



**Input:** CR will get spreadsheet from:

- Help Desk about the Issue Summary detailing what issue the customer had with the product.
- Sales/Marketing will provide the sales databases which details customer name, salesperson name & id, and total amount sold.
- Finance will give the return info since they are the ones who are ultimately responsible for handling the money and hence know what how much comes in and how much goes out.
- Manager will provide the employee name and id.

**Process:** CR relations will go through all of the spreadsheets and combine relevant columns and rows so that they can get the full picture. To do this we will create a spreadsheet that includes a row of:

- Salesperson Name
- Salesperson ID
- Total Sales made by the salesperson
- Total Return
- Net amount the salesperson brought in (Total Sales-Total Return)

**Output:** CR will send a spreadsheet through gmail that details a monthly report of the salespersons. The spreadsheet will also include a circle graph the shows the Net Amount the salesperson brought in.