

## QUICK START: Community Development - Case Activities

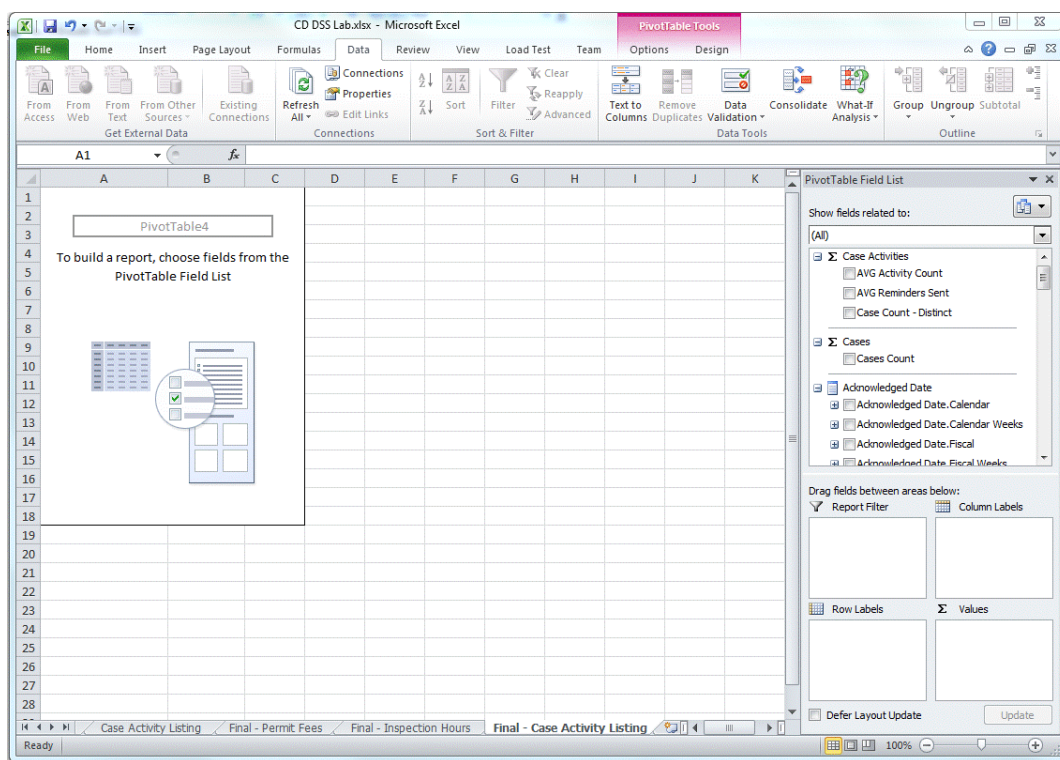
### Description

This example provides an overview of the cases cube and the kinds of things that can be analyzed within it.

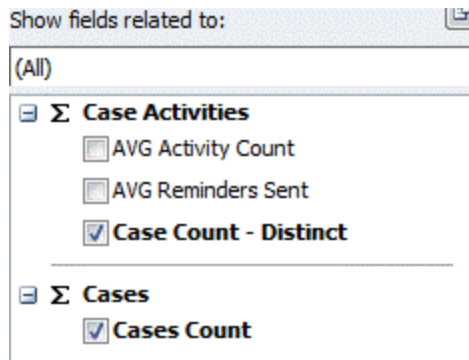
### Walkthrough

Open the **CD\_CaseActivities.xlsx** template. Change the data source to the General Ledger cube as outlined in the Changing a Template's Data Source Quick Start.

You should see the pivot table below.:



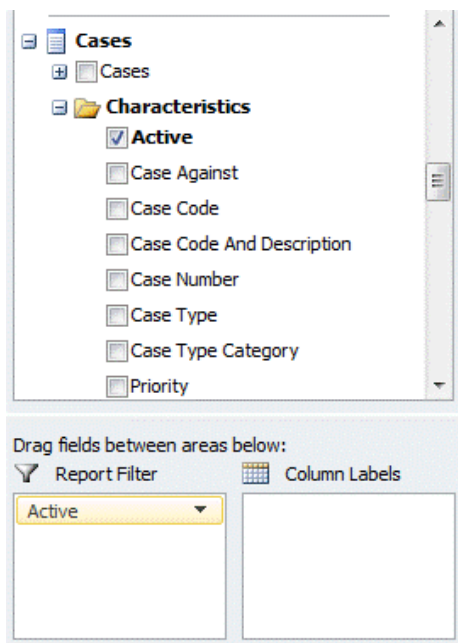
To get started, first select **Cases Count** from the **Cases** Measure Group and **Case Count - Distinct** from the **Case Activities** measures to place the total number of cases in the pivot table.



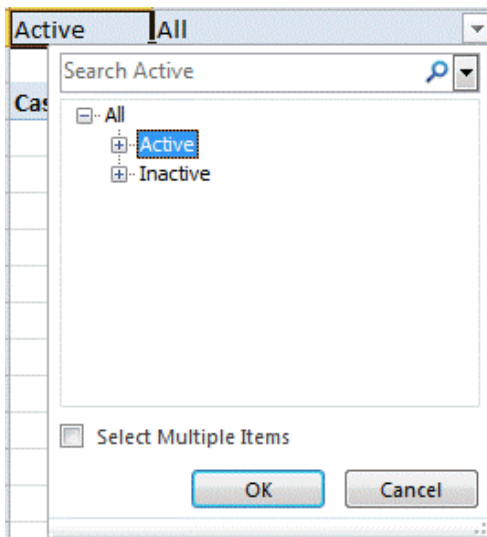
You can see the difference between total cases and those with activities.

	A	B
1	Cases Count	Case Count - Distinct
2	14007	8668
3		

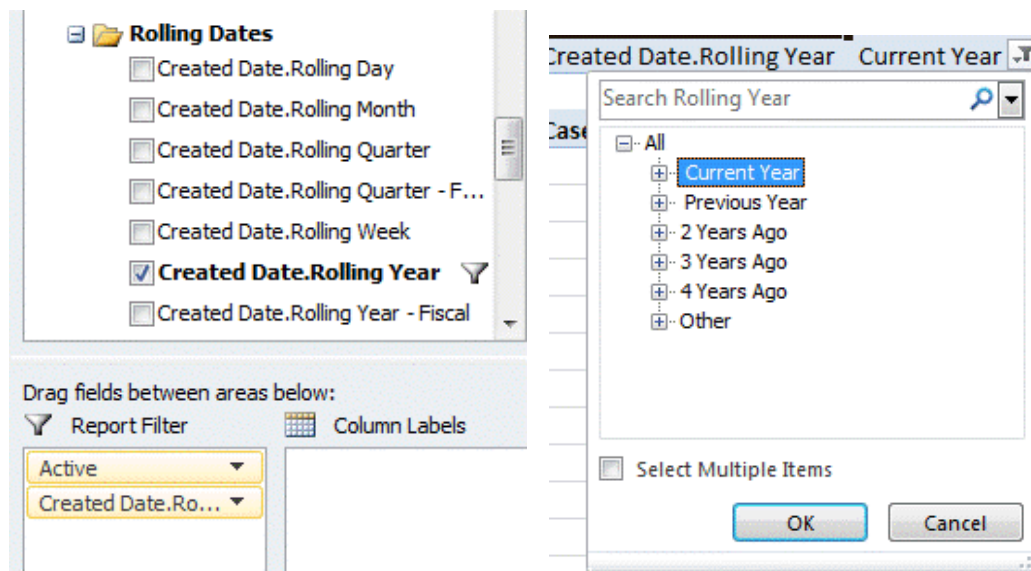
Next, to filter only active cases drag **Active** from **Cases Characteristics** to the report filter area.



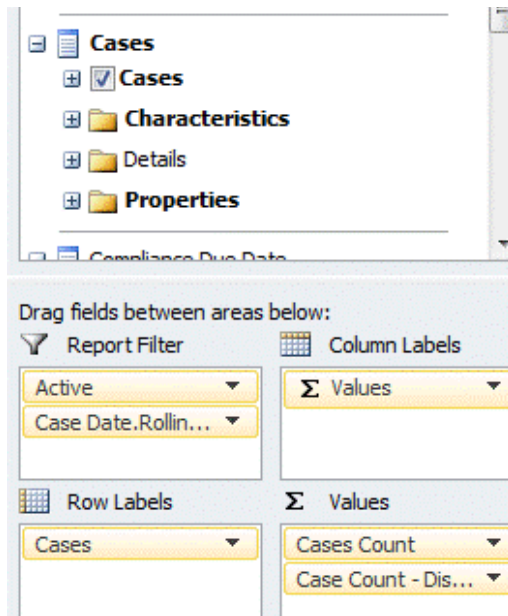
On the pivot table select only active from the **Active** drop-down.



Filter events that have only happened this year by dragging the **Created Date.Rolling Year** attribute under **Created Date** into the **Report Filter** area. Then, select **Current Year** from the filter on the pivot table.



Drag **Cases** under the **Case** dimension to the Row Labels area to break the pivot area down by case number.



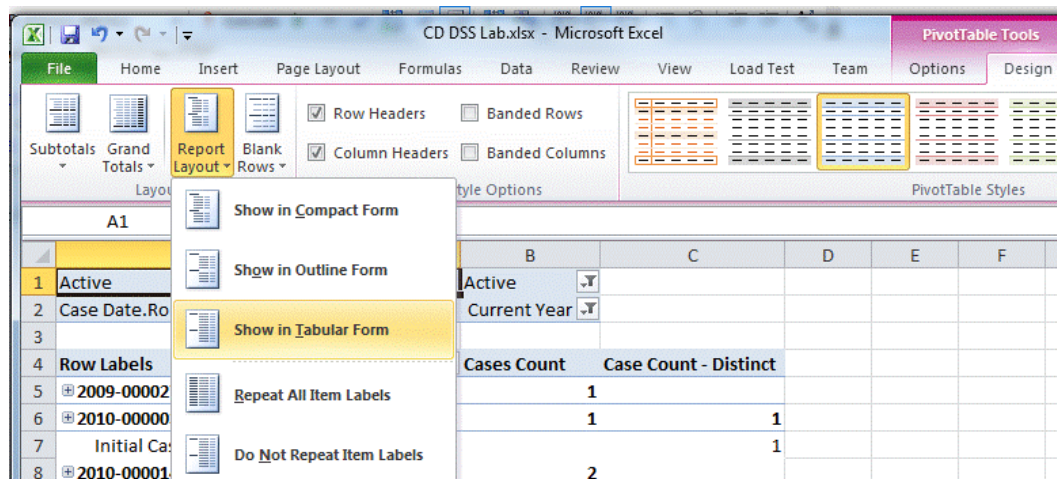
Next, add the **Activity Summary** to the listing by checking it under **Case Activities Properties** folder. Using this attribute will allow us to easily add other properties to the listing.



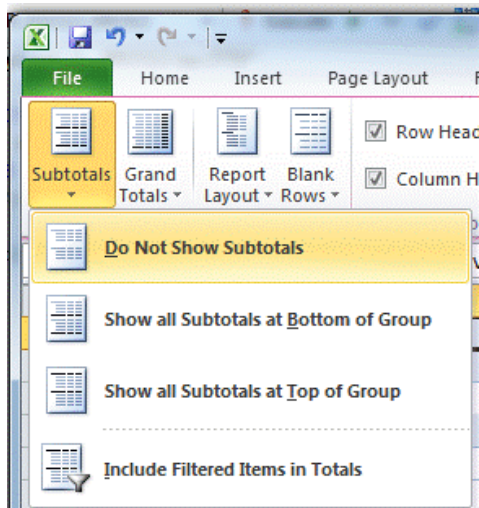
You should have a listing similar to this.

Active	Active	
Case Date.Rolling Year	Current Year	
<b>Row Labels</b>	<b>Cases Count</b>	<b>Case Count - Distinct</b>
+ 2009-00002792	1	
+ 2010-00000313	1	1
Initial Case Info		1
+ 2010-00001407	2	
+ 2010-00002282	1	
+ 2011-00000841	1	
+ 2011-00001255	1	1
Initial Case Info		1
+ 2011-00001747	1	
+ 2011-00002339	1	
2012-00000009	1	
2012-00000012	1	1
Initial Case Info		1
Followup & Troubleshooting		1
Followup & Troubleshooting		1
Followup & Troubleshooting		1
2012-00000029	1	1

To flatten this out, go to **PivotTable Tools** and under **Report Layout** choose **Show In Tabular Form**.



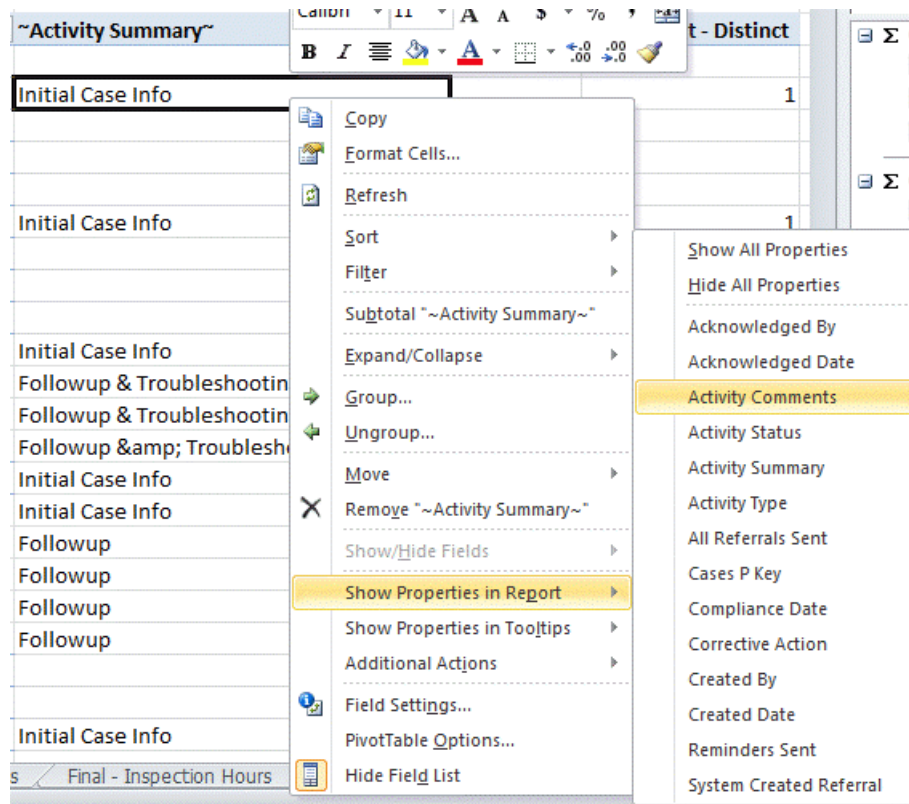
Under **Subtotals** select **Do Not Show Subtotals** to remove extra rows from the listing.



Your listing should look similar to this:

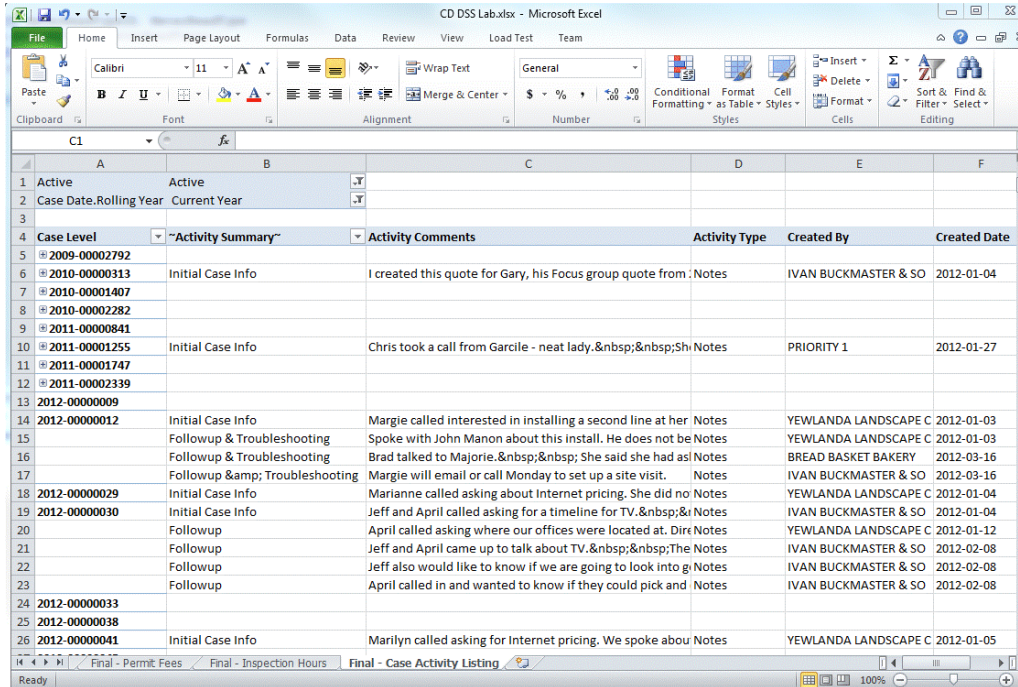
	A	B	C	D
1	Active	Active		
2	Case Date.Rolling Year	Current Year		
3				
4	Case Level	~Activity Summary~	Cases Count	Case Count - Distinct
5	2009-00002792		1	
6	2010-0000313	Initial Case Info		1
7	2010-00001407		2	
8	2010-00002282		1	
9	2011-00000841		1	
10	2011-00001255	Initial Case Info		1
11	2011-00001747		1	
12	2011-00002339		1	
13	2012-00000009		1	
14	2012-00000012	Initial Case Info		1
15		Followup & Troubleshooting		1
16		Followup & Troubleshooting		1
17		Followup & Troubleshooting		1
18	2012-00000029	Initial Case Info		1
19	2012-00000030	Initial Case Info		1
20		Followup		1
21		Followup		1
22		Followup		1
23		Followup		1
24	2012-00000033		1	

To add some additional activity information, right click on an Activity and under **Show Properties in Report** select **Activity Comments**.





Repeat this for a few additional properties such as **Activity Type**, **Created By**, and **Created Date**. Your listing should look similar to this:



Case Level	Activity Summary	Activity Comments	Activity Type	Created By	Created Date
2009-00002792	Initial Case Info	I created this quote for Gary, his Focus group quote from	Notes	IVAN BUCKMASTER & SO	2012-01-04
2010-00001407					
2010-00002282					
2011-00000841					
2011-00001255	Initial Case Info	Chris took a call from Garcile - neat lady.	Notes	PRIORITY 1	2012-01-27
2011-00001747					
2011-00002339					
2012-00000009					
2012-00000012	Initial Case Info	Margie called interested in installing a second line at her	Notes	YEWLANDA LANDSCAPE C	2012-01-03
	Followup & Troubleshooting	Spoke with John Manon about this install. He does not be	Notes	YEWLANDA LANDSCAPE C	2012-01-03
	Followup & Troubleshooting	Brad talked to Majorie. She said she had asl	Notes	BREAD BASKET BAKERY	2012-03-16
	Followup & Troubleshooting	Margie will email or call Monday to set up a site visit.	Notes	IVAN BUCKMASTER & SO	2012-03-16
2012-00000029	Initial Case Info	Marianne called asking about Internet pricing. She did no	Notes	YEWLANDA LANDSCAPE C	2012-01-04
2012-00000030	Initial Case Info	Jeff and April called asking for a timeline for TV.	Notes	IVAN BUCKMASTER & SO	2012-01-04
	Followup	April called asking where our offices were located at. Dir	Notes	YEWLANDA LANDSCAPE C	2012-01-12
	Followup	Jeff and April came up to talk about TV.	Notes	IVAN BUCKMASTER & SO	2012-02-08
	Followup	Jeff also would like to know if we are going to look into g	Notes	IVAN BUCKMASTER & SO	2012-02-08
	Followup	April called in and wanted to know if they could pick and	Notes	IVAN BUCKMASTER & SO	2012-02-08
2012-00000033					
2012-00000038					
2012-00000041	Initial Case Info	Marilyn called asking for Internet pricing. We spoke about	Notes	YEWLANDA LANDSCAPE C	2012-01-05

Some other items that may be interesting to answer using the Cases cube:

- Exception Reporting: How many closed cases have open inspections?
- How many cases of each type are we handling per year?