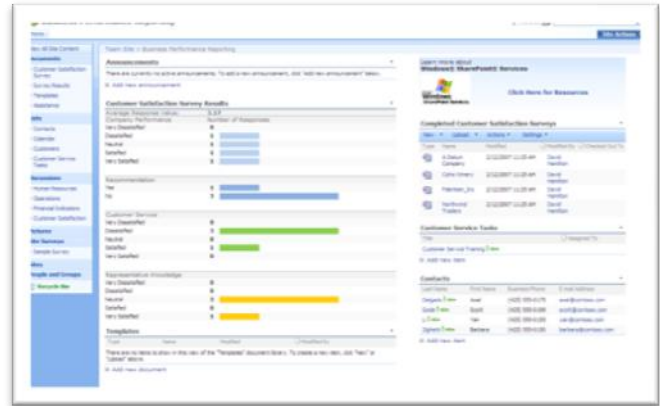


Application Template: Business Performance Reporting

Description of Template

The Business Performance Reporting application template for Microsoft® Windows® SharePoint® Services 3.0 helps teams track customer satisfaction through the use of surveys and analysis tools. The site enables customers to complete Microsoft Office InfoPath® 2007 based surveys which can then be uploaded in order to analyze the results in different formats. The site



also includes functionality to upload customer names, customer service tasks, calendar items and contacts in order to facilitate a customer service activities related to the surveys. Contacts can also be entered and synchronized with Microsoft Office Outlook® 2007 to ensure site users always have the most updated customer and team information.

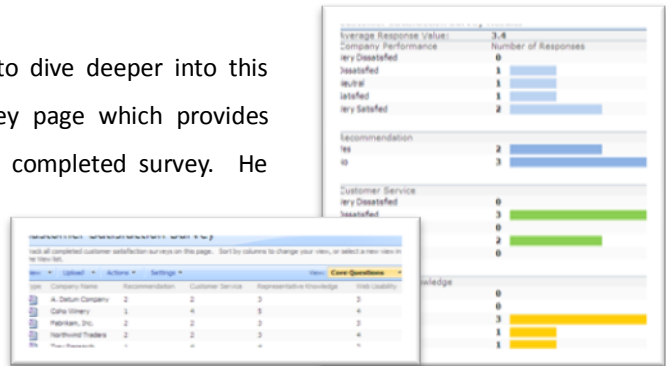
A powerful element of the Business Performance Reporting site is the business function specific discussions that the site enables. Team members are able to collaborate through the use of newsgroup-style discussion boards on four major business functions: Human Resources, Operations, Financials Indicators and Customer Satisfaction. Each of these discussions categories can be linked to an RSS reader such as the one provided in Office Outlook 2007, which can simplify the process of tracking and replying to discussion threads. The site also includes a Microsoft Office Excel® 2007 template which can be used to facilitate a team's detailed analysis of survey results.

Sample Activities Performed in this Application Template

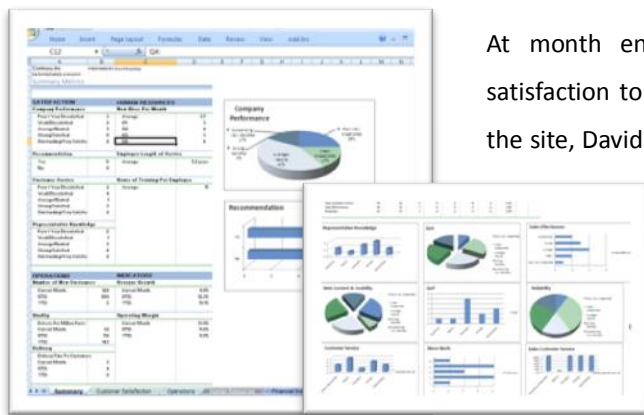
The following examples show the various ways Microsoft anticipates this template will be utilized in a typical organization. If you wish to add additional features, please ask your IT provider to research Microsoft Office SharePoint Designer 2007.

David Hamilton is a sales manager at Woodgrove Bank responsible for tracking their customer's satisfaction with the bank's services. David's team has just completed uploading several from the bank's small business customers and David wants to start analyzing the results. He opens the site and immediately sees a snapshot analysis of the five key metrics he's defined showing that his customers are satisfied, but would typically not

recommend the bank to their friends. He wishes to dive deeper into this trend, so he visits the Customer Satisfaction Survey page which provides customer level result information and a link to the completed survey. He notices that Trey Research and Coho Winery would not recommend the bank, so he opens those two Office InfoPath 2007 surveys to read any qualitative responses the customers may have entered.



At month end, David must deliver a detailed report of customer satisfaction to his bank's executives. Using the spreadsheet provided by the site, David quickly creates a workbook that provides a detailed analysis of the results received to date. He will email this along with a short write up to the executives, right after he comes up with an answer to how he's going to get customers to recommend the bank to their colleagues.



About Microsoft Windows SharePoint Services 3.0

Microsoft Windows SharePoint Services 3.0 is technology in Windows Server® that offers an integrated portfolio of collaboration and communication services designed to connect people, information, processes and systems both within and beyond the organizational firewall. Now available at no additional charge, the technology provides a platform for developing Web-based business applications. Application Templates provide out-of-the-box scenarios to address the needs of specific business processes.

More Information

For more information on the technologies described in this article, please visit:

Microsoft Windows SharePoint Services 3.0:
<http://www.microsoft.com/sharepoint>

Application Templates for Windows SharePoint Services:
<http://www.microsoft.com/sharepointapps>

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