

Issue --- In some cases, the counts “displayed” on both the email alert and the home page, for the Customer & Prospect Watches, may be greater than the actual results returned when the watch is run. This issue is isolated to the Customer & Prospect Watches.

Cause --- With the Customer & Prospect Watches, we have discovered a flaw in the code that calculates the counts that will be “displayed” in the email alert and on the home page. On the other hand, the code that calculates the results that are returned when you run the query or watch is accurate.

- Code that displays counts on email and home page --- Is incorrectly looking at EDA’s entire warehouse of UCC data for the buyer.

▲ ProspectWatches

New Records	Name	Units	Buyers	Created By	Modified By
0	5+ Prospect Watch	121	33	Sarah Coffey	Sarah Coffey

Incorrect

- Code that runs the actual results --- Is correctly looking only at your datamart. In other words, this only looks at the parameters that you have purchased from EDA.

RESULTS SUMMARY

Your query has the following results:

Unit Count:	119	Correct
Buyer Count:	32	

Example --- In your Catapult account, let’s say you only subscribe to excavator data, so you expect to only be alerted to UCC activity for excavators. However, due to the current “display” count code flaw, Catapult will look at the entire UCC warehouse for any of the buyers that are in your datamart.

For example, let’s say Bob’s Excavating has purchased five excavators, so he is in your datamart. Now, Bob finances a skid steer loader. Since the “display” counts are incorrectly looking at everything for Bob, he could appear on your Customer or Prospect Watch with UCC activity. However, since you do not subscribe to skid steer loaders, when you run the watch, you will not see the results.

Interim Resolution:

This issue is only prevalent when specific equipment codes are not selected in the Customer or Prospect Watch. To resolve the issue in the interim, modify the Customer or Prospect Watch to select specific equipment codes. By making this selection, Catapult will only look at the warehouse for the specific chosen equipment codes, which would match what the user has access to in their datamart.

Long-Term Resolution:

EDA will correct the code in the next release of Catapult, scheduled for Q3 2009, to calculate the counts based on the user’s datamart and not the EDA warehouse.