

### Executive Summary:

Once a week my department at work (IT department at the MTC) sends out an email to customers asking them how their experience was while working with IT in getting their problems resolved. This spreadsheet will automatically pull all ticket information for the past 7 days from JIRA (an online ticket tracking tool) and judiciously pick 10 tickets / people to send an email to asking them to rate their experience. You can then send the email to the recipients right from excel!

\*\*\***Note:** Not all of the code is shown in this document (This would make a very long document!) If you wish to see all of the code which was used feel free to look into all of the modules within excel.

This is the Main Page that populates all of the information needed:

	A	B	C	D	E	F	G	H	I	J	K	L	M													
2	Customer Satisfaction Survey Generator																									
3																										
4																										
5																										
6																										
7																										
8																										
9																										
10																										
11																										
12																										
13	Generic message to be sent to people:																									
14	Please Rate your experience with the Service Desk. We work hard to improve our																									
15	service to our customers and would very much appreciate your feedback!																									
16	Thank you!																									
17																										
18																										

Clicking on the **“Generate New Report” Button** : Deletes the old report and pulls a new report from the web (JIRA) and puts it into a new sheet in the workbook called “general\_report”

\*URL could change in the future (If it were to change just “unhide” row 1 and paste in new URL)

\*Also, this url is behind a password protected site if not on the MTC intranet – since you should be on the clock and at the MTC while running this report you should not run into any problems.

```
Sub new_report()  
,  
    On Error Resume Next  
  
    Application.DisplayAlerts = False  
    Sheets("general_report").delete  
  
    Sheets("Populator").Select  
    Range("A1").Select  
    Selection.Hyperlinks(1).Follow NewWindow:=False, AddHistory:=True  
  
    Workbooks("SearchRequest-12950").Sheets("general_report").Copy Before:=Workbooks("Customer Satisfaction Macro").Sheets(2)  
    Workbooks("SearchRequest-12950").Close  
  
    Sheets("Populator").Select  
    MsgBox ("          Success! You have download new data.  ")  
  
End Sub
```

This is the newly created sheet “general\_report” – Contains about 300 entries / tickets from past 7 days

C22 Sharon Murano											
A	B	C	D	E	F	G	H	I	J	K	
XIRA											
7 Days (MTC Technology)											
Displaying 305 issues at 19/Nov/10 11:08 AM											
Key	Assignee	Reporter	Group/Department	Component/s	Status	Priority	Created	Resolved	Updated	Root Cause	Location
ITSD-41795	Caroline Williams	Jacob LaMarr	*Teacher	Other	Closed	Minor	11/19/2010 10:31	11/19/2010 10:39	11/19/2010 10:39	Other	18M
ITSD-41793	Caroline Williams	Jacob LaMarr	*Missionary	Other	Closed	Minor	11/19/2010 10:25	11/19/2010 10:40	11/19/2010 10:40	Other	18M
ITSD-41791	Caroline Williams	Vogler, Kirsti	*Teacher	Other	Closed	Minor	11/19/2010 10:23	11/19/2010 10:41	11/19/2010 10:41	Other	18M
ITSD-41790	Jonathan Willingham	Amor Larson	Ecclesiastical	SW - Microsoft Outlook (Email)	Closed	Major	11/19/2010 10:16	11/19/2010 10:18	11/19/2010 10:18	--Not Selected--	A110
ITSD-41789	Jonathan Willingham	Jonathan Willingham	Ecclesiastical	SW-Other	Closed	Major	11/19/2010 10:12	11/19/2010 10:12	11/19/2010 10:14	Other	A138
ITSD-41788	Sam Jarman	Sam Jarman	International MTCs	Printer, Fax, Copier, Scanner	Closed	Major	11/19/2010 10:04	11/19/2010 10:12	11/19/2010 10:12	Printer Not installed	1mA-108
ITSD-41787	Sam Jarman	Sam Jarman	*Teacher	SW - Teacher Curriculum (TA logs, videos, etc.)	Closed	Major	11/19/2010 9:56	11/19/2010 9:57	11/19/2010 9:57	Software Bug	1mc114
ITSD-41786	Sam Jarman	Grant Gillum	IT Dept.	SW-Other	Closed	Major	11/19/2010 9:48	11/19/2010 9:52	11/19/2010 11:05	Wanted Information	18M-201
ITSD-41785	Sam Jarman	Jan Carter	Ecclesiastical	Printer, Fax, Copier, Scanner	Closed	Major	11/19/2010 9:42	11/19/2010 9:43	11/19/2010 9:44	Need Toner / Paper	1mA-104
ITSD-41784	Mellia Fonioimana	Andrew Smith	*Teacher	Other	Closed	Trivial	11/19/2010 9:29	11/19/2010 9:45	11/19/2010 9:45	Other	1MB154
ITSD-41783	Mellia Fonioimana	Kerissa Michelle Green	*Teacher	Other	Closed	Trivial	11/19/2010 9:27	11/19/2010 9:46	11/19/2010 9:46	Other	1MB154
ITSD-41781	Mellia Fonioimana	Sheree Olsen	*Teacher	Other	Closed	Trivial	11/18/2010 22:39	11/19/2010 7:41	11/19/2010 7:41	Other	1MB154
ITSD-41780	Mellia Fonioimana	Vince Inglima	*Teacher	Other	Closed	Trivial	11/18/2010 22:29	11/19/2010 7:43	11/19/2010 7:43	Other	1MB154
ITSD-41779	Devon Renshaw	Devon Renshaw	*Teacher	Other	Closed	Minor	11/18/2010 19:35	11/18/2010 19:36	11/18/2010 19:36	Wanted Information	class
ITSD-41778	Devon Renshaw	Thomas Meyer	*Teacher	Other	Closed	Trivial	11/18/2010 19:30	11/18/2010 19:33	11/18/2010 19:33	Other	1mb154
ITSD-41777	Devon Renshaw	Devon Renshaw	*Teacher	Other	Closed	Trivial	11/18/2010 19:27	11/18/2010 19:29	11/18/2010 19:30	Other	1mb154
ITSD-41776	Devon Renshaw	Devon Renshaw	*Missionary	SW - Internet / Intranet	Closed	Minor	11/18/2010 18:51	11/18/2010 18:53	11/18/2010 18:53	Access Rights	1M-8154
ITSD-41775	Devon Renshaw	Sharon Murano	Administration	Printer, Fax, Copier, Scanner	Closed	Major	11/18/2010 18:09	11/18/2010 18:12	11/18/2010 18:15	Configured Incorrectly	1MA114
ITSD-41773	Amy Mann	Jorge Chaucas	*Teacher	Other	Closed	Major	11/18/2010 18:05	11/18/2010 18:12	11/18/2010 18:12	Not Applicable	x
ITSD-41772	Amy Mann	Chuck Krebs	*Teacher	Other	Closed	Major	11/18/2010 17:53	11/18/2010 18:11	11/18/2010 18:11	Not Applicable	x
ITSD-41771	Service Desk Repeating Tickets	Devon Renshaw	*Missionary	SW - Internet / Intranet	Closed	Minor	11/18/2010 17:53	11/18/2010 17:55	11/18/2010 18:15	Other	1M-8154
ITSD-41770	Amy Mann	Aaron Terry	*Teacher	Obsolete - Novell/Zenworks	Closed	Major	11/18/2010 17:45	11/18/2010 18:10	11/18/2010 18:10	Not Applicable	x
ITSD-41769	Clay Hardman	Patrick Matheson	*Teacher	Other	Closed	Major	11/18/2010 17:21	11/18/2010 17:25	11/18/2010 17:26	Not Applicable	1MB154
ITSD-41767	Clay Hardman	Crystal Parker	*Teacher	Other	Closed	Major	11/18/2010 17:19	11/18/2010 17:27	11/18/2010 17:27	Not Applicable	1MB154
ITSD-41762	Clay Hardman	Jeffrey Whitlock	*Teacher	Other	Closed	Major	11/18/2010 15:59	11/18/2010 16:03	11/18/2010 16:04	Not Applicable	1MB154
ITSD-41761	Clay Hardman	Denise Mumford	*Teacher	Other	Closed	Major	11/18/2010 15:59	11/18/2010 16:04	11/18/2010 16:05	Not Applicable	1MB154
ITSD-41760	Clay Hardman	Jonathan Ammons	*Teacher	Other	Closed	Major	11/18/2010 15:20	11/18/2010 15:25	11/18/2010 15:25	Not Applicable	1MB154

Bumps you back to the “Main Page”

A	B	C	D	E	F	G	H	I	J	K	L	M
2	Customer Satisfaction Survey Generator											
3												
4												
5												
6												
7												
8												
9												
10												
11												
12												
13	Generic message to be sent to people:											
14	Please Rate your experience with the Service Desk											
15	service to our customers and would very much appreciate											
16	Thank you!											
17												
18												

Generate New Report

Generate Receipts

Generate Email

Microsoft Excel  
 Success! You have download new data.  
 OK

Click on “Generate Receipts” Button : Filters out the tickets in the “general\_report” sheet based upon certain Criteria – Marks them red then deletes them: (Screen-updating is off)

We don’t want any that have any IT people as the “Reporter” – Looks at a separate sheet that contains a list of IT people to ignore and marks them.

'Marks IT Reporters

```

Selection.FormatConditions.Add Type:=xlExpression, Formula1:= _
    "=MATCH($C1,'IT Employee Lookup'!$A:$A,0)>1"
Selection.FormatConditions(Selection.FormatConditions.Count).SetFirstPriority
With Selection.FormatConditions(1).Interior
    .PatternColorIndex = xlAutomatic
    .Color = 192
    .TintAndShade = 0
End With
Selection.FormatConditions(1).StopIfTrue = False
  
```

	A	B	C	D
1	We do not send surveys to these	We do not send surveys assigned to these people		
2	Andy Mann	Brad T. Anderson		
3	Brad T. Anderson	Chris Marble		
4	Brandon Home	Christopher Marble		
5	Bryan Braun	Daniel J. Brown		
6	Erice Newbold	Daryl Glazer		
7	Chris Marble	Deported Employee		
8	Christopher Marble	Hardware Engineering Specialist		
9	Colton Malone	James T Shoddard		
10	Daniel J. Brown	Johnny Bloo		
11	Deported Employee	Lance G Heiber		
12	Deported Missionary	Matt Mayne		
13	Eric Farmer	Mike Brookbank		
14	Giffin Weaver	Rag Thompson		
15	Hardware Engineering Specialist	RJ Vlnthead		
16	James T Shoddard	Sandra Merisch		
17	Joaquin Cuata	Sara Lemmon		
18	Johnny Bloo	Tyson Stokes		
19	Koti Firar	Unassigned		
20	Kyle Reese	Zach Kondick		
21	Lance G Heiber	Mail Delivery Subsystem		
22	Matt Mayne	Randall Robertson		
23	Mike Brookbank			
24	missiondesk			
25	Natalia Jones			
26	Peter Nelson			
27	Rag Thompson			
28	Randy Evans			
29	Riley Jenkins			
30	RJ Vlnthead			
31	Sandra Merisch			
32	Sara Lemmon			
33	Seth Guvanny			
34	Trevor Holt			
35	Tyler Reed			
36	Tyson Stokes			

Sheet with names of IT employees

We also don't want to send surveys to any missionaries:

```
' Marks missionary ID #'s

Selection.FormatConditions.Add Type:=xlCellValue, Operator:=xlBetween, _
    Formula1:="=1", Formula2:="=1000000000"
Selection.FormatConditions(Selection.FormatConditions.Count).SetFirstPriority
With Selection.FormatConditions(1).Interior
    .PatternColorIndex = xlAutomatic
    .Color = 192
    .TintAndShade = 0
End With
Selection.FormatConditions(1).StopIfTrue = False

'Marks missionaries (Sisters)

Selection.FormatConditions.Add Type:=xlTextString, String:="S.", _
    TextOperator:=xlBeginsWith
Selection.FormatConditions(Selection.FormatConditions.Count).SetFirstPriority
With Selection.FormatConditions(1).Interior
    .PatternColorIndex = xlAutomatic
    .Color = 192
    .TintAndShade = 0
End With
Selection.FormatConditions(1).StopIfTrue = False

'Marks missionaries (Elders)

Selection.FormatConditions.Add Type:=xlTextString, String:="E.", _
    TextOperator:=xlBeginsWith
Selection.FormatConditions(Selection.FormatConditions.Count).SetFirstPriority
With Selection.FormatConditions(1).Interior
    .PatternColorIndex = xlAutomatic
    .Color = 192
    .TintAndShade = 0
End With
Selection.FormatConditions(1).StopIfTrue = False
```

We also only want certain employees at the service desk as the “Assignee” – Looks at a sheet that contains a list of IT people.

```
'Marks non-service desk assignees

Columns("B:B").Select
Selection.FormatConditions.Add Type:=xlExpression, Formula1:= _
    "=MATCH($B1,'IT Employee Lookup'!$B:$B,0)>1"
Selection.FormatConditions(Selection.FormatConditions.Count).SetFirstPriority
With Selection.FormatConditions(1).Interior
    .PatternColorIndex = xlAutomatic
    .Color = 192
    .TintAndShade = 0
End With
Selection.FormatConditions(1).StopIfTrue = False

Columns("C:C").Select
```

	A	B	C	D	E	F
1	Name					
3	Nelson Atagi					
4	D. Ross Storey					
5	Chris Randall					
6	Chris Billings					
7	Tom Peterson					
8	todd martin					
9	Peter Black					
10	Bart C. Palmer					
11	Peggy Woffinden					
12	Richard Sampson	1 Week				
13						
14						
15						
16						
17						
18						
19						
20						
21						
22		2 Weeks				
23						

Click Me To  
Start Fresh!

Do Not contact Sheet  
(Survey sent recently)

We also don't want to contact someone if they have been contacted in the past few months (separate "do not contact" sheet or if they are "clones" / duplicates:

'Marks reporters on the "Do not contact list"

```
Selection.FormatConditions.Add Type:=xlExpression, Formula1:= _
    "=MATCH($C1,'Do Not Contact'!$A:$A,0)>1"
Selection.FormatConditions(Selection.FormatConditions.Count).SetFirstPriority
With Selection.FormatConditions(1).Interior
    .PatternColorIndex = xlAutomatic
    .Color = 192
    .TintAndShade = 0
End With
Selection.FormatConditions(1).StopIfTrue = False
```

' Marks CLONES / Duplicates

```
Columns("F:F").Select
Selection.FormatConditions.Add Type:=xlTextString, String:="CLONE", _
    TextOperator:=xlBeginsWith
Selection.FormatConditions(Selection.FormatConditions.Count).SetFirstPriority
With Selection.FormatConditions(1).Interior
    .PatternColorIndex = xlAutomatic
    .Color = 192
    .TintAndShade = 0
End With
Selection.FormatConditions(1).StopIfTrue = False
```

We then delete all of the unnecessary tickets by deleting all of the tickets that are marked in red:

283	ITSD-41425	Bryce Newbold	Julia Halls	Scheduling	11/17/2010 11:25	Setup 3 photo laptops in total with normal setup by 1:
284	ITSD-41420	Caroline Williams	888217948	*Teacher	11/15/2010 11:20	Missionary cannot schedule TE in Dynamic Scheduler
285	ITSD-41398	Amy Mann	Jonathan Willingham	Ecclesiastical	11/12/2010 11:14	President Hacking Needs access to Missionary change
286	ITSD-41396	Rob Lindeman	Rob Lindeman	IT Dept.	11/12/2010 15:26	TRC Volunteer Manager Not Opening
287	ITSD-41394	Rob Lindeman	Nate Tanner	Training	11/12/2010 14:38	Email sent out undeliverable
288	ITSD-41319	David Oakes	Reese Gneiting	*Teacher	11/18/2010 8:35	Can't open branch reports in TS
289	ITSD-41259	David Oakes	Michelle Page	*Teacher	11/17/2010 17:31	Teacher Reportal won't connect
290	ITSD-41214	Caroline Williams	Jo Lynn Carter	Training	11/12/2010 11:31	CLONE -Cannot access work scheduler
291	ITSD-41191	Hardware Engineering Specialist	Wahner Portfolio	IT Dept.	11/17/2010 13:37	Monitor is completely dark you cant see anything **O
292	ITSD-41109	Devon Renshaw	Sandra Pratt	BYU Aux. (Clinical, Mail, Health, etc.)	11/18/2010 10:41	Printer Problem
293	ITSD-41044	Sam Jarman	Service Desk Repeating Tickets	Training	11/18/2010 12:12	Toner needs to be replaced
294	ITSD-40991	Caroline Williams	George Taylor	Training Services (eg. TRC, gym, tutors)	11/17/2010 13:22	Can we convert old Corel Presentations?
295	ITSD-40624	Jimmy Stoddard	Daryl Glazier	IT Dept.	11/16/2010 8:36	Error when trying to use volume control
296	ITSD-40558	Caroline Williams	Brandon Kern	Training Services (eg. TRC, gym, tutors)	11/12/2010 11:43	Cannot see one of his teachers' reports
297	ITSD-40552	Sandra Mierisch	Ben Murphy	Training	11/16/2010 14:12	Needs a Jack activated
298	ITSD-40489	Rob Lindeman	Arredondo, Victor E.	Training	11/12/2010 14:52	CLONE -Teacher Share calendar won't sync
299	ITSD-39977	Peter Nielson	Peter Nielson	IT Dept.	11/15/2010 13:01	Headset app for testing not functional
300	ITSD-39629	Peter Nielson	Peter Nielson	IT Dept.	11/15/2010 13:04	Test Mac laptop
301	ITSD-39395	Daryl Glazier	Daryl Glazier	IT Dept.	11/12/2010 12:16	Change "IT Dept." to "Technology"
302	ITSD-39349	Peter Nielson	Peter Nielson	Research/Evaluation	11/15/2010 13:00	Computer freezes when using sleep mode
303	ITSD-39207	Rob Lindeman	Kathleen E. Lund	Scheduling	11/12/2010 14:56	Can't remove names from the Wizard
304	ITSD-38863	Bryce Newbold	Dustin Higginson	Training Services (eg. TRC, gym, tutors)	11/16/2010 8:27	CLONE -One of Brother Chan's appointments doesn't a
305	ITSD-38535	Bryce Newbold	Dustin Higginson	Training Services (eg. TRC, gym, tutors)	11/16/2010 8:28	Sister Alicia Smith double booked.

```
' This deletes all the rows containing cells marked red
'

Rows("1:1").Select
Selection.AutoFilter
ActiveSheet.Range("$A:$M").AutoFilter Field:=2, Criteria1:=RGB(192, 0 _
, 0), Operator:=xlFilterCellColor
ActiveCell.Offset(6, 0).Rows("1:1").EntireRow.Select
Range(Selection, Selection.End(xlDown)).Select
Range(Selection, Selection.End(xlDown)).Select
Selection.Delete Shift:=xlUp
ActiveCell.Offset(-6, 0).Range("A1").Select
ActiveSheet.Range("$A:$M").AutoFilter Field:=2
ActiveSheet.Range("$A:$M").AutoFilter Field:=3, Criteria1:=RGB(192, 0 _
, 0), Operator:=xlFilterCellColor
Range("A1").Select
ActiveCell.Offset(1, 0).Rows("1:1").EntireRow.Select
Range(Selection, Selection.End(xlDown)).Select
Range(Selection, Selection.End(xlDown)).Select
Selection.Delete Shift:=xlUp
ActiveSheet.Range("$A:$M").AutoFilter Field:=3
Range("A1").Select
ActiveSheet.Range("$A:$M").AutoFilter Field:=5, Criteria1:=RGB(192, 0 _
, 0), Operator:=xlFilterCellColor
ActiveCell.Offset(6, 0).Rows("1:1").EntireRow.Select
Range(Selection, Selection.End(xlDown)).Select
Range(Selection, Selection.End(xlDown)).Select
Selection.Delete Shift:=xlUp
ActiveCell.Offset(-6, 0).Range("A1").Select
ActiveSheet.Range("$A:$M").AutoFilter Field:=5
```

Now that we have possible tickets / recipients to send a survey to we want to randomly choose 10 tickets... We do this by assigning each on a random number then taking the 10 lowest.

Generates a column of random #'s

```
Range("G2").Select
ActiveCell.FormulaR1C1 = "=IF(NOT(ISBLANK(RC[-1])),RAND(),""")"
Range("G2").Select
Selection.AutoFill Destination:=Range("G2:G200")
Range("G2:G200").Select
ActiveWindow.SmallScroll Down:=-6
Selection.Copy
Selection.PasteSpecial Paste:=xlPasteValues, Operation:=xlNone, SkipBlanks _
:=False, Transpose:=False
Range("H2").Select
Application.CutCopyMode = False
ActiveCell.FormulaR1C1 = ""
Range("G2").Select
```

	A	B	C	D	E	F	G
1	Key	Assignee	Reporter	Group/Department	Resolved	Summary	
2	ITSD-41552	Amy Mann	Hansen, Sara K.	*Missionary	11/15/2010 15:59	Christmas Reception	0.00233
3	ITSD-41725	Jonathan Willingham	Ben St Clair	Training	11/18/2010 8:42	Connect a computer to a projector	0.006573
4	ITSD-41529	Caroline Williams	Hawks, Jeffrey C.	Training	11/15/2010 12:57	Part time Christmas activity	0.017135
5	ITSD-41672	Clay Hardman	Brian Zundel	*Teacher	11/17/2010 14:57	RSVP to Christmas Openhouse	0.019532
6	ITSD-41614	Clay Hardman	Hyein Clifton	*Teacher	11/16/2010 13:34	RSVP	0.023421
7	ITSD-41648	Bryce Newbold	Joseph Hollenbaugh	Training	11/17/2010 11:06	Needs printer paper	0.025417
8	ITSD-41543	Rob Lindeman	Corey Calder	*Teacher	11/15/2010 16:27	RSVP for Christmas devotional	0.027486
9	ITSD-41690	Clay Hardman	Freddy Wickes	*Teacher	11/17/2010 16:31	christmas activity	0.031773
10	ITSD-41637	Brandon Horne	Jared Huber	*Teacher	11/17/2010 8:17	Re: RSVP	0.041294
11	ITSD-41736	David Oakes	Christopher Reed	*Missionary	11/18/2010 11:39	cell phone not connecting to the server	0.047889
192							

' This part sorts the random numbers from smallest to largest and displays only the lowest 10 values

```
ActiveWorkbook.Worksheets("general_report").AutoFilter.Sort.SortFields.Add Key _
:=Range("G:G"), SortOn:=xlSortOnValues, Order:=xlAscending, DataOption _
:=xlSortNormal
With ActiveWorkbook.Worksheets("general_report").AutoFilter.Sort
.Header = xlYes
.MatchCase = False
.Orientation = xlTopToBottom
.SortMethod = xlPinYin
.Apply
End With
ActiveSheet.Range("$A:$G").AutoFilter Field:=7, Criteria1:="10", _
Operator:=xlBottom10Items
```

We now have 10 random customers to send a survey to! We now copy these names over to the “Do not contact” sheet so that they won’t be contacted in the future (Until that sheet is cleared)

' Copy Contacts to the "Do not contact list"

```
Range("C2:C11").Select
Selection.Copy
Sheets("Do Not Contact").Select
Range("A1").Select
Selection.End(xlDown).Select
ActiveCell.Offset(1, 0).Range("A1").Select
ActiveSheet.Paste
```

	A	B	C	D	E	F
1	Name					
3	Hansen, Sara K.					
4	Ben St Clair					
5	Hawks, Jeffrey C.					
6	Brian Zundel					
7	Hyein Clifton					
8	Joseph Hollenbaugh					
9	Corey Calder					
10	Freddy Wickes					
11	Jared Huber					
12	Christopher Reed	1 Week				
13						
14						
15						
16						
17						
18						
19						
20						
21						
22		2 Weeks				
23						
24						

Click Me To  
Start Fresh!

This will delete all of the names  
within the sheet – Effect: Survey  
can now be sent to them again!

Do Not Contact Sheet

We also need the email addresses for these individuals in order to send them an email! So part of the same sub procedure is the following code:

'Generates Emails for the Reporters

Call EmailCreator

```
Sheets("general_report").Select
Columns("C:C").EntireColumn.AutoFit
```

'Message box

```
Sheets("Populator").Select
MsgBox ("          Success! You have people to send surveys too!  ")
```

```

Sub EmailCreator()

'Clicks on the Ticket Link and browses to where the email is located and pulls it down
Dim s As Worksheet
Dim r As Integer
Dim Agent1 As New agent
Dim link As String

Agent1.visible = False

Set s = Sheets("general_report")

r = 2
Do Until s.Cells(r, 1).Value = ""
    Agent1.openpage "https://apps.mtc.byu.edu/jira/browse/" & s.Cells(r, 1).Value
    Agent1.position = 1
    If Agent1.moveTo("<A id=issue_summary_reporter") Then
        Agent1.moveTo "href="""
        Agent1.openpage "https://apps.mtc.byu.edu" & Agent1.getText("""")
        Agent1.position = 1
        Agent1.moveTo "<A href=""mailto:"
        s.Cells(r, 2).Value = Agent1.getText("""")
    Else
        MsgBox "Page format other than expected. Stopping."
        Exit Sub
    End If

    r = r + 1
Loop

Columns("B:B").EntireColumn.AutoFit

Sheets("Populator").Select
    MsgBox ("          Success! Created Emails  ")

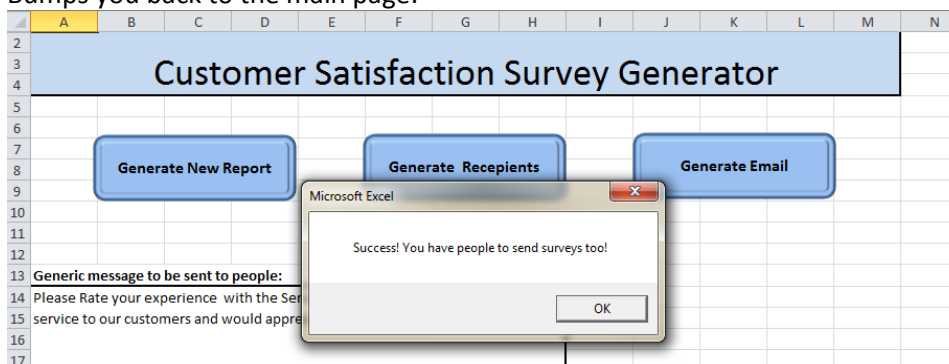
End Sub

```

This is the new “general\_report” sheet after the emails have been grabbed and the columns cleaned up:

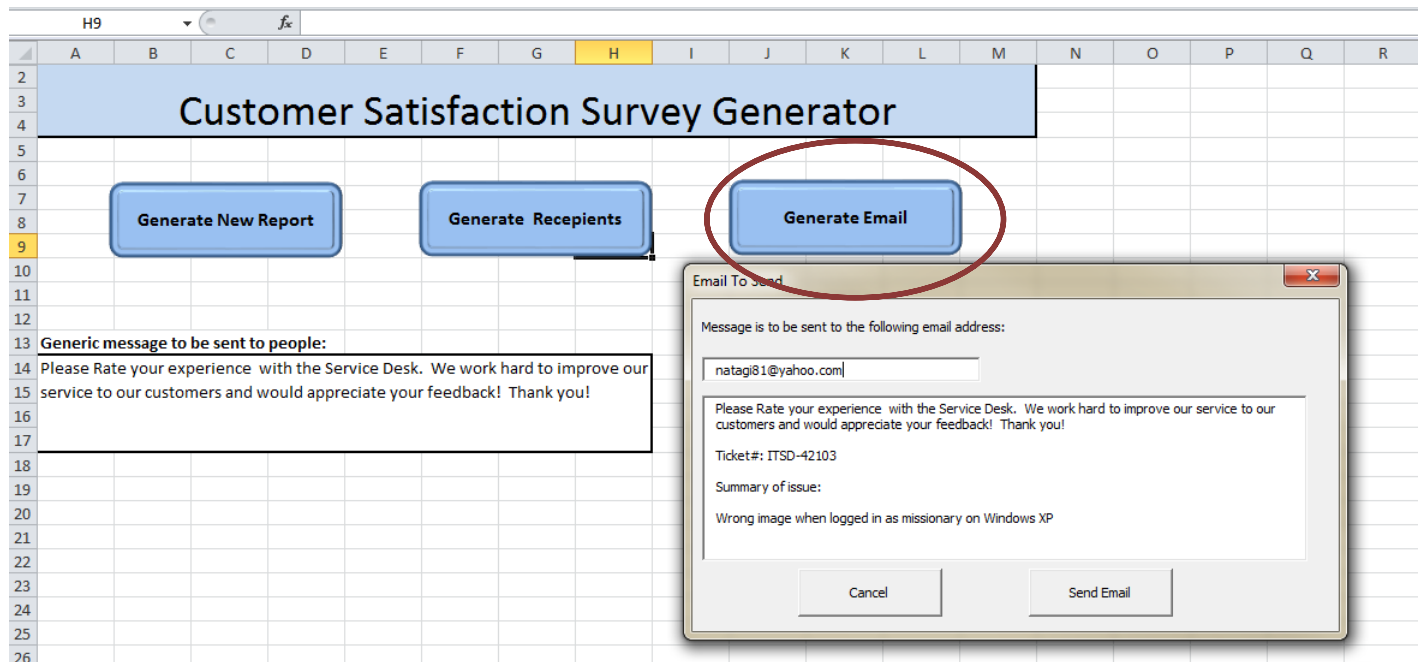
	A	B	C	D	E	F	G	H
1	Ticket #	Email	Reporter	Assignee	Group/Department	Resolution	Summary	Today
2	ITSD-42163	<a href="mailto:WoffindenPL@mtc.byu.edu">WoffindenPL@mtc.byu.edu</a>	Peggy Woffinden	Bryan Braun	Ecclesiastical	Fixed	Seiko World Clock wasn't working	12/6/2010
3	ITSD-42110	<a href="mailto:brandonbshoff8@gmail.com">brandonbshoff8@gmail.com</a>	Brandon Bishoff	Rob Lindeman	*Teacher	Fixed	Missionaries need access to assessment tools	12/6/2010
4	ITSD-42020	<a href="mailto:catessr@mtc.byu.edu">catessr@mtc.byu.edu</a>	Shawn Cates	Rob Lindeman	Training	Canceled	Shawn cannot access his network drives with VPN	12/6/2010
5	ITSD-41929	<a href="mailto:jake4life2005@msn.com">jake4life2005@msn.com</a>	Jacob Burdis	Rob Lindeman	Training	Fixed	Need zone pages combined	12/6/2010
6	ITSD-42208	<a href="mailto:alanpazsoldan@hotmail.com">alanpazsoldan@hotmail.com</a>	Alan Soldan	Rob Lindeman	*Teacher	Fixed	Cannot get to hotmail	12/6/2010
7	ITSD-42157	<a href="mailto:storeydr@mtc.byu.edu">storeydr@mtc.byu.edu</a>	D. Ross Storey	David Oakes	Development	Fixed	Needs assistance logging in to mac	12/6/2010
8	ITSD-42126	<a href="mailto:richard_sampson@byu.edu">richard_sampson@byu.edu</a>	Richard Sampson	Melia Fonoimoana	BYU Aux. (Clinical, Mail, Health, etc.)	Fixed	Can't access voicemail	12/6/2010
9	ITSD-42142	<a href="mailto:stephensonrj@mtc.byu.edu">stephensonrj@mtc.byu.edu</a>	Robert Jeffrey Stephenson	Clay Hardman	Training Services (eg. TRC, gym, tutors)	Fixed	can't print from my MTC computer	12/6/2010
10	ITSD-42159	<a href="mailto:alex.jepsen@gmail.com">alex.jepsen@gmail.com</a>	Alex Jepsen	David Oakes	*Teacher	Fixed	Wants to know when travel closes	12/6/2010
11	ITSD-42235	<a href="mailto:PetersenCK@mtc.byu.edu">PetersenCK@mtc.byu.edu</a>	Corey Kent Petersen	Caroline Williams	Training	Fixed	Samsung Vibrant Questions	12/6/2010
12								
13								

Bumps you back to the main page:





Click on **“Generate Email” Button** : This pulls information from the main page – “Generic Email to be sent to people” as well as pulls the email and specific Ticket number and Summary of the ticket from the “general\_report” sheet into a form.



Anything can be edited in theses boxes as well if needed.

```
Sub GenerateEmail()

frmEmail.txt1 = Sheets("general_report").Range("B2").Text
frmEmail.txt2 = Sheets("general_report").Range("B3").Text
frmEmail.txt3 = Sheets("general_report").Range("B4").Text
frmEmail.txt4 = Sheets("general_report").Range("B5").Text
frmEmail.txt5 = Sheets("general_report").Range("B6").Text
frmEmail.txt6 = Sheets("general_report").Range("B7").Text
frmEmail.txt7 = Sheets("general_report").Range("B8").Text
frmEmail.txt8 = Sheets("general_report").Range("B9").Text
frmEmail.txt9 = Sheets("general_report").Range("B10").Text
frmEmail.txt10 = Sheets("general_report").Range("B11").Text

frmEmail.MessageBox = Sheets("Populator").Range("A14").Text & vbNewLine _
& vbNewLine & "Ticket#: " & Sheets("general_report").Range("A2").Text & _
vbNewLine & vbNewLine & "Summary of issue: " & vbNewLine & vbNewLine & _
Sheets("general_report").Range("G2").Text

frmEmail.Show

End Sub
```



```

Sub SendEmail()

Dim subject As String
Dim Message As String
Dim x As Integer

frmPassword.Show

x = x + 1

Do Until x = 10

subject = "Please Take This Survey!"

If sendGMail(frmPassword.txtUsername, frmPassword.txtpassword, _
    Message, frmEmail.txt & x, subject) Then
    MsgBox "        Email Sent Succesfully!"
Else
    MsgBox "Failure"
End If

Loop

End Sub

```

The screenshot shows the 'Customer Satisfaction Survey Generator' Excel interface. The 'Generate Email' button is highlighted. A dialog box titled 'Email To Send' is open, showing the email address 'hornebm@mtc.byu.edu' and a message. A smaller 'Enter Login Credentials' dialog box is also open, showing the username 'bhome.ut' and a password field.

Input your Credential for the outgoing server: (In this case it is Gmail)

The screenshot shows the 'Customer Satisfaction Survey Generator' Excel interface. The 'Generate Email' button is highlighted. A dialog box titled 'Email To Send' is open, showing the email address 'hornebm@mtc.byu.edu' and a message. A smaller 'Microsoft Excel' dialog box is also open, showing the message 'Email Sent Succesfully!'.

## **Difficulties / Learning**

Difficulties started from the very beginning... When pulling in the new report it opened it up in a separate workbook instead of a new sheet within the workbook I was working in. It took me a while to get the information into the workbook I was working in without messing up any of the formatting of the data but I was able to do by simply moving the sheet from one workbook (luckily the name never changed) to another using vba.

Another problem I ran into was when I would copy the names of the recipients of the survey to the "Do not contact list". At first I wanted the program to be smart enough and after a certain number of names were in the list it would start from the beginning and replace the text with new names but I could not get it to work properly. Solution: I created a button that would clear all the names (except the last 10) by the push of a button and move the last 10 names to the top.

I ran into quite some difficulty trying to obtain the email address for the recipients that my program populated. The only link that was attached to the person ("reporter") was a link to the main ticket on the web. I needed to navigate and tell internet explorer to click on a certain link to get to the correct page that had the user's email address. I tried several things trying to "click" on the link but learned from great wisdom that another method was to "move to" a certain phrases in the url - grab the text and then use that text to either navigate to the new page or import the email into the sheet.

While working with the email I wanted to have it set up so that it would use Outlook as the outgoing mail server since we run an exchange server here and have a generic IT Service Desk email that we use. I was unable, however, to get this to work at the moment so I opted to using the gmail server for now until I can figure out if it is possible to use exchange as the outgoing server.

There were also VERY MANY errors that I ran into and it would take me forever to figure out what I was doing wrong. One I will explain briefly below:

After creating the form to which the email would be generated from I noticed that the first time I would load the form none of the information would be filled into it, however, if I closed the form and opened it a second time the information would magically be there. Solution: Through trial and error I noticed if I showed the form after I told what information was to be inside of it, it would populate correctly on the first load instead of having to close out of the form and open it again! Go Figure!

There were many other Difficult / Learning experiences as I went through this final project for this class but I'm sure that no one would want to read another page or two and I believe what I have stated above was sufficient learning for me in this class.