

## Queries!

What is a query? It is the ability to search for a specific item or locate one or more records that meet search criteria. We can customize and save queries. There are multiple places to start a query (see red arrows below).

The screenshot displays the Oracle CRM interface. At the top, a menu bar includes 'File', 'Edit', 'View', 'Navigate', 'Query', 'Tools', and 'Help'. A 'Saved Queries' dropdown menu is visible on the right. Below the menu, there are navigation tabs for 'Home', 'Cases', 'Contacts', 'Service', and 'Branch Coverage'. The main content area is divided into several sections: 'Frequently Viewed Contacts' with a list of names (Ronald Benjamin, Mary Cook, Allen Donald, Terry Johnson, Karim Alimohamed), 'All Contacts', 'Recent Records', 'Add' (with fields for Last Name, First Name, Date of Birth, and SSN), and 'Search' (with fields for Last Name, First Name, Date of Birth, and SSN). Two red arrows point to the 'Query' menu item and the 'Search' section. A third red arrow points to the 'Add' section.

Examples of items you could query for would be:

- A customer by address
- Pended cases by date
- Overdue expedited cases
- Newly received cases
- Case status
- And many more . . .

If you have an item you query for on a regular basis, you have the ability to save this query! By saving this query you avoid having to reenter information!