



PeopleSoft Enterprise CRM 8.9 Multichannel Applications Reports

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About This PeopleBook

PeopleBooks provide you with the information that you need to implement and use PeopleSoft applications.

This preface discusses:

- Related documentation.
- Comments and suggestions.

Related Documentation

This section discusses how to:

- Obtain documentation updates.
- Order printed documentation.

Obtaining Documentation Updates

You can find updates and additional documentation for this release, as well as previous releases, on the PeopleSoft Customer Connection website. Through the Documentation section of PeopleSoft Customer Connection, you can download files to add to your PeopleBook Library. You'll find a variety of useful and timely materials, including updates to the full PeopleSoft documentation that is delivered on your PeopleBooks CD-ROM.

Important! Before you upgrade, you must check PeopleSoft Customer Connection for updates to the upgrade instructions. PeopleSoft continually posts updates as the upgrade process is refined.

See Also

PeopleSoft Customer Connection, <https://www.peoplesoft.com/corp/en/login.jsp>

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While we cannot guarantee to answer every email message, we will pay careful attention to your comments and suggestions.

CHAPTER 1

PeopleSoft MultiChannel Communications Reports

This appendix provides an overview of reports that PeopleSoft delivers for ERMS and chat operations.

For each delivered ERMS or chat report, specify criteria that determine what information shows up in the report on the run control pages. Enter values for some or all criteria to create meaningful reports, such as:

- Data within a time frame specified by Start Date and End Date.
- The person ID of an agent by which the selected report data is filtered.
- The name of a mailbox filtered by which the selected report data is filtered.

Note. For samples of these reports, see the Portable Document Format (PDF) files published on CD-ROM with your documentation.

PeopleSoft CRM MultiChannel Communications Reports: General Description

These tables list the PeopleSoft CRM MultiChannel Communications reports.

Report ID and Report Name	Description	Navigation	Run Control Page
RBCHATVL Agent Chat Volume Report	Provides, during the specified date range, the total number of chat sessions that were hosted by the selected agent of the selected queue. The report shows individual numbers for sessions of these statuses: handled, abandoned, and transferred.	Set Up CRM, Product Related, Multichannel Definitions, Reports, Agent Chat Volume, Agent Chat Volume Report	RB_CHAT_VOLUME_RPT
RBAGCASE Cases Created by Agents	Provides, during the specified date range, the total number of cases that are created for emails by the selected agent. For each case, the report shows the mailbox ID, agent's person ID and the creation date of the case.	Set Up CRM, Product Related, Multichannel Definitions, Reports, Agent Effectiveness Report, Agent Effectiveness Report Select the <i>Cases created by agent</i> process on the Process Scheduler Request page.	RB_ERMS_EFFEC_RPT

Report ID and Report Name	Description	Navigation	Run Control Page
RBAGRESP Agent Responses by Agent	Provides, during the specified date range, the total number of email responses that are made by the selected agent. For each response, the report shows the mailbox ID, agent's person ID and the date when the response was made.	Set Up CRM, Product Related, Multichannel Definitions, Reports, Agent Effectiveness Report, Agent Effectiveness Report Select the <i>Agent Responses to emails</i> process on the Process Scheduler Request page.	RB_ERMS_EFFEC_RPT
RBAGCLSD Emails Closed after Due Date by Agent	Provides, during the specified date range, the total number of emails that are closed by the selected agent after the deadline. For each email, the report shows the agent's user ID, email ID, mailbox ID, the email due date and the actual close date of the email.	Set Up CRM, Product Related, Multichannel Definitions, Reports, Agent Effectiveness Report, Agent Effectiveness Report Select the <i>Emails closed by agent</i> process on the Process Scheduler Request page.	RB_ERMS_EFFEC_RPT
RBAGSOL Solution Attached by Agent	Provides, during the specified date range, the total number of solutions that the selected agent has associated to emails. For each email, the report shows the mailbox ID, agent's user ID, and the actual date that the email was sent. This report includes all the sent emails (for which interactions are generated) that have solutions associated to them. For emails that are associated with solutions but are not sent, they are excluded from the report because they don't get logged as interactions.	Set Up CRM, Product Related, Multichannel Definitions, Reports, Agent Effectiveness Report, Agent Effectiveness Report Select the <i>Solutions attached by agent</i> process on the Process Scheduler Request page.	RB_ERMS_EFFEC_RPT
RBTMPUSG Templates Usage	Provides, during the specified date range, the top ten (if available) correspondence templates that are used by emails that belong to the selected mailbox. The report shows the name of the template package and the number of times that it has been used.	Set Up CRM, Product Related, Multichannel Definitions, Reports, Template Usage, Template Usage Report	RB_TOP_TEN_TMP_RPT

Report ID and Report Name	Description	Navigation	Run Control Page
RBAFTRDD Emails Closed after Due Date by Mailbox	Provides, during the specified date range, the total number of emails in the selected mailbox that are closed after the deadline. The report shows the email due date, the actual email close date, the current worklist to which the email was associated, and the agent's person ID.	Set Up CRM, Product Related, Multichannel Definitions, Reports, ERMS Volume and Effectiveness, ERMS Volume Reports Select the <i>Emails closed after due date</i> process on the Process Scheduler Request page.	RB_ERMS_VOL_RPT
RBAGNTRE Agent Responses by Mailbox	Provides, during the specific date range, the total number of email responses that occurred in the selected mailbox. The report shows the date when the email response was made, the agent's user ID and the person ID.	Set Up CRM, Product Related, Multichannel Definitions, Reports, ERMS Volume and Effectiveness, ERMS Volume Reports Select the <i>Agent Responses</i> process on the Process Scheduler Request page.	RB_ERMS_VOL_RPT
RBEMTHRD Email Threads	Provides, during the specified date range, the total number of email threads that were created in the selected mailbox. A thread is established when an incoming email is a reply to an agent's email. For example, if an agent sends an email and the customer responds to it, this correspondence is counted as a thread for that email. This report takes into account only the first thread of an email, which means regardless of how many emails are included subsequently in the thread, it's still counted as one thread.	Set Up CRM, Product Related, Multichannel Definitions, Reports, ERMS Volume and Effectiveness, ERMS Volume Reports Select the <i>Email Threads</i> process on the Process Scheduler Request page.	RB_ERMS_VOL_RPT
RBTTLEML Total Emails - Non Spam	Provides, during the date range, the total number of non-spam emails in the selected mailbox. The report shows the mailbox ID and the date when the email was added to it.	Set Up CRM, Product Related, Multichannel Definitions, Reports, ERMS Volume and Effectiveness, ERMS Volume Reports Select the <i>Total Emails - non spam</i> process on the Process Scheduler Request page.	RB_ERMS_VOL_RPT

Report ID and Report Name	Description	Navigation	Run Control Page
RBMBCASE Cases Created	Provides, during the date range, the total number of cases that were created for emails in the selected mailbox. The report shows the mailbox ID, agent's person ID and user ID, and the date when the case was created.	Set Up CRM, Product Related, Multichannel Definitions, Reports, ERMS Integration, ERMS Integration Select the <i>Cases created</i> process on the Process Scheduler Request page.	RB_ERMS_INT_RPT
RBMBROBJ Related Objects	Provides, during the date range, the total number of related transactions that were created for sent emails in the selected mailbox. The report shows the mailbox ID, agent's person ID and user ID, and the date when the transaction was created. Emails must have interactions created for them to be included in this report. Unsent emails, even if they have transactions associated to them, are not shown in this report because the system does not create interactions for them.	Set Up CRM, Product Related, Multichannel Definitions, Reports, ERMS Integration, ERMS Integration Select the <i>Related Objects</i> process on the Process Scheduler Request page.	RB_ERMS_INT_RPT
RBMBSQL Solutions Attached by Mailbox	Provides, during the specified date range, the total number of solutions that were associated with emails in the selected mailbox. For each email, the report shows the mailbox ID, agent's user ID, and the actual date that the email was sent. Same as the RBAGSQL report, emails must have interactions created for them to be included in this report. Unsent emails, even if they have solutions associated to them, are not shown in this report because the system does not create interactions for them.	Set Up CRM, Product Related, Multichannel Definitions, Reports, ERMS Integration, ERMS Integration Select the <i>Solutions attached to emails</i> process on the Process Scheduler Request page.	RB_ERMS_INT_RPT

CHAPTER 2

Report Samples

This chapter provides report samples.

For the online samples of these reports, see the PDF files that are published on CD-ROM with your online documentation.

Chat Volume

Person ID: 400403Date From: 4/21/2004Date Thru: 5/21/2004User ID: ERMSMGRQueue: chatQ1

<u>Handled</u>	<u>Abandoned</u>	<u>Transferred</u>	<u>Date Added</u>
0	0	1	5/20/2004
0	1	0	5/20/2004
0	1	0	5/21/2004
0	1	0	5/21/2004
0	1	0	5/21/2004
1	0	0	5/17/2004
1	0	0	5/17/2004
1	0	0	5/17/2004
1	0	0	5/20/2004
1	0	0	5/20/2004
1	0	0	5/20/2004
1	0	0	5/20/2004

Totals:	7	+	4	+	1	=	12
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Cases Created - Agent

Agent User ID: ERMSMGR**Date From:** 4/21/2004**Date Thru:** 5/21/2004

<u>Mailbox ID</u>	<u>Person ID</u>	<u>Date Created</u>
Cameras	400403	5/17/2004 1:05:07 PM
Cameras	400403	5/17/2004 2:37:42 PM
Cameras	400403	5/17/2004 2:53:46 PM
Cameras	400403	5/17/2004 7:49:41 PM
Cameras	400403	5/17/2004 8:13:45 PM
Cameras	400403	5/17/2004 8:35:23 PM
Cameras	400403	5/17/2004 8:46:15 PM
Cameras	400403	5/17/2004 11:00:48 PM
Cameras	400403	5/17/2004 11:42:11 PM
Cameras	400403	5/18/2004 2:35:26 PM
Cameras	400403	5/18/2004 3:08:45 PM
Cameras	400403	5/18/2004 3:08:57 PM
Cameras	400403	5/18/2004 3:10:19 PM
Cameras	400403	5/18/2004 3:20:24 PM
Cameras	400403	5/18/2004 4:22:38 PM
Cameras	400403	5/18/2004 4:28:37 PM
Cameras	400403	5/18/2004 5:07:19 PM
Cameras	400403	5/18/2004 8:35:10 PM
Cameras	400403	5/18/2004 8:44:26 PM
Cameras	400403	5/18/2004 8:45:55 PM
Cameras	400403	5/18/2004 8:46:34 PM
Cameras	400403	5/18/2004 9:03:50 PM
Cameras	400403	5/18/2004 9:06:29 PM
Cameras	400403	5/18/2004 9:17:27 PM
Cameras	400403	5/18/2004 9:22:44 PM
Cameras	400403	5/18/2004 10:06:28 PM
Cameras	400403	5/19/2004 7:57:25 AM
Cameras	400403	5/19/2004 7:57:27 AM
Cameras	400403	5/19/2004 8:40:20 AM
Cameras	400403	5/19/2004 8:56:32 AM
Cameras	400403	5/19/2004 2:25:20 PM
Cameras	400403	5/19/2004 5:51:39 PM
Cameras	400403	5/19/2004 10:06:23 PM
Cameras	400403	5/19/2004 10:16:18 PM
Cameras	400403	5/19/2004 10:28:39 PM
Cameras	400403	5/19/2004 10:45:59 PM
Cameras	400403	5/19/2004 11:32:30 PM
Cameras	400403	5/20/2004 9:56:13 AM
Cameras	400403	5/20/2004 10:04:45 AM
Cameras	400403	5/20/2004 10:25:40 AM
Cameras	400403	5/20/2004 1:26:38 PM
Cameras	400403	5/20/2004 1:29:14 PM
Cameras	400403	5/20/2004 2:59:35 PM
Cameras	400403	5/20/2004 3:53:25 PM
support	400403	5/17/2004 6:34:44 PM
support	400403	5/18/2004 7:14:41 AM
support	400403	5/18/2004 7:19:08 AM

Mailbox ID

Person ID

Date Created

Total cases created:		47
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Agent Responses

Agent User ID: ERMSMGR**Date From:** 4/21/2004**Date Thru:** 5/21/2004

<u>Mailbox ID</u>	<u>Person ID</u>	<u>Date Responded</u>
Cameras	400403	5/17/2004 10:05:05 AM
Cameras	400403	5/17/2004 11:13:55 AM
Cameras	400403	5/17/2004 12:44:58 PM
Cameras	400403	5/17/2004 1:07:34 PM
Cameras	400403	5/17/2004 2:42:40 PM
Cameras	400403	5/17/2004 3:04:55 PM
Cameras	400403	5/17/2004 3:47:41 PM
Cameras	400403	5/17/2004 4:22:49 PM
Cameras	400403	5/17/2004 6:29:25 PM
Cameras	400403	5/17/2004 6:29:55 PM
Cameras	400403	5/17/2004 8:31:17 PM
Cameras	400403	5/17/2004 8:41:27 PM
Cameras	400403	5/17/2004 8:41:35 PM
Cameras	400403	5/17/2004 8:42:11 PM
Cameras	400403	5/17/2004 11:03:46 PM
Cameras	400403	5/17/2004 11:44:12 PM
Cameras	400403	5/18/2004 7:30:14 AM
Cameras	400403	5/18/2004 7:30:25 AM
Cameras	400403	5/18/2004 7:30:36 AM
Cameras	400403	5/18/2004 7:30:47 AM
Cameras	400403	5/18/2004 7:30:58 AM
Cameras	400403	5/18/2004 8:21:41 AM
Cameras	400403	5/18/2004 9:03:36 AM
Cameras	400403	5/18/2004 9:17:11 AM
Cameras	400403	5/18/2004 9:20:31 AM
Cameras	400403	5/18/2004 11:36:58 AM
Cameras	400403	5/18/2004 11:37:37 AM
Cameras	400403	5/18/2004 11:39:47 AM
Cameras	400403	5/18/2004 2:35:05 PM
Cameras	400403	5/18/2004 2:35:39 PM
Cameras	400403	5/18/2004 2:40:30 PM
Cameras	400403	5/18/2004 3:03:40 PM
Cameras	400403	5/18/2004 3:30:53 PM
Cameras	400403	5/18/2004 4:47:48 PM
Cameras	400403	5/18/2004 4:57:34 PM
Cameras	400403	5/18/2004 4:57:36 PM
Cameras	400403	5/18/2004 8:37:43 PM
Cameras	400403	5/18/2004 9:07:23 PM
Cameras	400403	5/19/2004 8:16:20 AM
Cameras	400403	5/19/2004 8:45:13 AM
Cameras	400403	5/19/2004 8:46:13 AM
Cameras	400403	5/19/2004 10:15:58 AM
Cameras	400403	5/19/2004 10:23:42 AM
Cameras	400403	5/19/2004 10:23:44 AM
Cameras	400403	5/19/2004 11:52:40 AM
Cameras	400403	5/19/2004 1:41:46 PM
Cameras	400403	5/19/2004 2:58:09 PM
Cameras	400403	5/19/2004 3:47:35 PM
Cameras	400403	5/19/2004 3:49:57 PM
Cameras	400403	5/19/2004 3:54:32 PM
Cameras	400403	5/19/2004 6:23:12 PM
Cameras	400403	5/19/2004 6:35:11 PM

<u>Mailbox ID</u>	<u>Person ID</u>	<u>Date Responded</u>
Cameras	400403	5/19/2004 7:10:20 PM
Cameras	400403	5/19/2004 7:23:43 PM
Cameras	400403	5/19/2004 7:32:15 PM
Cameras	400403	5/19/2004 7:38:05 PM
Cameras	400403	5/19/2004 10:41:54 PM
Cameras	400403	5/19/2004 11:45:34 PM
Cameras	400403	5/19/2004 11:46:40 PM
Cameras	400403	5/19/2004 11:47:13 PM
Cameras	400403	5/19/2004 11:48:15 PM
Cameras	400403	5/19/2004 11:48:47 PM
Cameras	400403	5/19/2004 11:50:00 PM
Cameras	400403	5/19/2004 11:57:03 PM
Cameras	400403	5/20/2004 7:56:31 AM
Cameras	400403	5/20/2004 9:15:48 AM
Cameras	400403	5/20/2004 9:20:55 AM
Cameras	400403	5/20/2004 10:23:08 AM
Cameras	400403	5/20/2004 10:32:27 AM
Cameras	400403	5/20/2004 10:35:57 AM
Cameras	400403	5/20/2004 12:46:30 PM
Cameras	400403	5/20/2004 12:57:34 PM
Cameras	400403	5/20/2004 12:57:48 PM
Cameras	400403	5/20/2004 12:57:59 PM
Cameras	400403	5/20/2004 1:38:40 PM
Cameras	400403	5/20/2004 2:51:39 PM
Cameras	400403	5/20/2004 5:07:11 PM
Cameras	400403	5/20/2004 5:09:26 PM
Cameras	400403	5/20/2004 5:11:28 PM
Cameras	400403	5/20/2004 5:14:11 PM
Cameras	400403	5/20/2004 5:15:35 PM
Cameras	400403	5/20/2004 5:17:35 PM
Cameras	400403	5/20/2004 5:19:47 PM
Cameras	400403	5/20/2004 5:21:53 PM
Cameras	400403	5/20/2004 5:23:35 PM
Cameras	400403	5/20/2004 5:25:51 PM
Cameras	400403	5/20/2004 5:27:46 PM
Cameras	400403	5/20/2004 5:29:46 PM
Cameras	400403	5/20/2004 5:31:45 PM
Cameras	400403	5/20/2004 5:33:41 PM
Cameras	400403	5/20/2004 5:35:44 PM
Cameras	400403	5/20/2004 5:37:41 PM
Cameras	400403	5/20/2004 5:39:38 PM
Cameras	400403	5/20/2004 5:41:38 PM
Cameras	400403	5/20/2004 5:43:56 PM
Cameras	400403	5/20/2004 5:51:25 PM
Cameras	400403	5/20/2004 6:13:32 PM
Cameras	400403	5/20/2004 11:59:38 PM
Sales	400403	5/20/2004 11:29:16 PM
support	400403	5/17/2004 6:34:55 PM
support	400403	5/18/2004 7:14:47 AM
support	400403	5/18/2004 7:29:36 AM
support	400403	5/18/2004 11:13:07 AM

Total responses: 103



Report ID: RBAGCLSD

Emails closed after Due Date - Agent

Page No: 1
Run Date: 5/21/2004
Run Time: 4:07:20 PM

Person ID:

Date From:

Date Thru:

Agent User ID

Email ID

Mailbox ID

Mailbox Due Date

Date Closed

Total emails closed after their due date:

Solutions Attached - Agent

Page No: 1

Run Date: 5/21/2004

Run Time: 4:01:29 PM

Agent User ID: ERMSMGR**Date From:** 4/21/2004**Date Thru:** 5/21/2004**Mailbox ID**Cameras
Sales**Person ID**400403
400403**Date Attached**5/20/2004 6:19:47 PM
5/20/2004 11:29:19 PM**Total solutions attached: 2**

Template Usage

Mailbox ID: Cameras**Date From:** 3/21/2004**Date Thru:** 5/21/2004

<u>Template Package Name</u>	<u>Times Used</u>
Auto Acknowledgement	7
Congratulatory Ltr - Job Promo	1

Total Template Packages: 8

Emails closed after Due Date

Mailbox ID:

Date From:

Date Thru:

Mailbox Due Date

Email Closed Date

Current Worklist

Person ID

Total emails closed after Due Date:

Agent Responses

Mailbox ID: Cameras**Date From:** 3/21/2004**Date Thru:** 5/21/2004

<u>Date of Email Response</u>	<u>User ID</u>	<u>Person ID</u>
5/18/2004 7:59:37 AM	ERMSAGENT	400001
5/18/2004 8:13:03 AM	ERMSAGENT	400001
5/17/2004 10:05:05 AM	ERMSMGR	400403
5/17/2004 11:13:55 AM	ERMSMGR	400403
5/17/2004 12:44:58 PM	ERMSMGR	400403
5/17/2004 1:07:34 PM	ERMSMGR	400403
5/17/2004 2:42:40 PM	ERMSMGR	400403
5/17/2004 3:04:55 PM	ERMSMGR	400403
5/17/2004 3:47:41 PM	ERMSMGR	400403
5/17/2004 4:22:49 PM	ERMSMGR	400403
5/17/2004 6:29:25 PM	ERMSMGR	400403
5/17/2004 6:29:55 PM	ERMSMGR	400403
5/17/2004 8:31:17 PM	ERMSMGR	400403
5/17/2004 8:41:27 PM	ERMSMGR	400403
5/17/2004 8:41:35 PM	ERMSMGR	400403
5/17/2004 8:42:11 PM	ERMSMGR	400403
5/17/2004 11:03:46 PM	ERMSMGR	400403
5/17/2004 11:44:12 PM	ERMSMGR	400403
5/18/2004 7:30:14 AM	ERMSMGR	400403
5/18/2004 7:30:25 AM	ERMSMGR	400403
5/18/2004 7:30:36 AM	ERMSMGR	400403
5/18/2004 7:30:47 AM	ERMSMGR	400403
5/18/2004 7:30:58 AM	ERMSMGR	400403
5/18/2004 8:21:41 AM	ERMSMGR	400403
5/18/2004 9:03:36 AM	ERMSMGR	400403
5/18/2004 9:17:11 AM	ERMSMGR	400403
5/18/2004 9:20:31 AM	ERMSMGR	400403
5/18/2004 11:36:58 AM	ERMSMGR	400403
5/18/2004 11:37:37 AM	ERMSMGR	400403
5/18/2004 11:39:47 AM	ERMSMGR	400403
5/18/2004 2:35:05 PM	ERMSMGR	400403
5/18/2004 2:35:39 PM	ERMSMGR	400403
5/18/2004 2:40:30 PM	ERMSMGR	400403
5/18/2004 3:03:40 PM	ERMSMGR	400403
5/18/2004 3:30:53 PM	ERMSMGR	400403
5/18/2004 4:47:48 PM	ERMSMGR	400403
5/18/2004 4:57:34 PM	ERMSMGR	400403
5/18/2004 4:57:36 PM	ERMSMGR	400403
5/18/2004 8:37:43 PM	ERMSMGR	400403
5/18/2004 9:07:23 PM	ERMSMGR	400403
5/19/2004 8:16:20 AM	ERMSMGR	400403
5/19/2004 8:45:13 AM	ERMSMGR	400403
5/19/2004 8:46:13 AM	ERMSMGR	400403
5/19/2004 10:15:58 AM	ERMSMGR	400403
5/19/2004 10:23:42 AM	ERMSMGR	400403
5/19/2004 10:23:44 AM	ERMSMGR	400403
5/19/2004 11:52:40 AM	ERMSMGR	400403

<u>Date of Email Response</u>	<u>User ID</u>	<u>Person ID</u>
5/19/2004 1:41:46 PM	ERMSMGR	400403
5/19/2004 2:58:09 PM	ERMSMGR	400403
5/19/2004 3:47:35 PM	ERMSMGR	400403
5/19/2004 3:49:57 PM	ERMSMGR	400403
5/19/2004 3:54:32 PM	ERMSMGR	400403
5/19/2004 6:23:12 PM	ERMSMGR	400403
5/19/2004 6:35:11 PM	ERMSMGR	400403
5/19/2004 7:10:20 PM	ERMSMGR	400403
5/19/2004 7:23:43 PM	ERMSMGR	400403
5/19/2004 7:32:15 PM	ERMSMGR	400403
5/19/2004 7:38:05 PM	ERMSMGR	400403
5/19/2004 10:41:54 PM	ERMSMGR	400403
5/19/2004 11:45:34 PM	ERMSMGR	400403
5/19/2004 11:46:40 PM	ERMSMGR	400403
5/19/2004 11:47:13 PM	ERMSMGR	400403
5/19/2004 11:48:15 PM	ERMSMGR	400403
5/19/2004 11:48:47 PM	ERMSMGR	400403
5/19/2004 11:50:00 PM	ERMSMGR	400403
5/19/2004 11:57:03 PM	ERMSMGR	400403
5/20/2004 7:56:31 AM	ERMSMGR	400403
5/20/2004 9:15:48 AM	ERMSMGR	400403
5/20/2004 9:20:55 AM	ERMSMGR	400403
5/20/2004 10:23:08 AM	ERMSMGR	400403
5/20/2004 10:32:27 AM	ERMSMGR	400403
5/20/2004 10:35:57 AM	ERMSMGR	400403
5/20/2004 12:46:30 PM	ERMSMGR	400403
5/20/2004 12:57:34 PM	ERMSMGR	400403
5/20/2004 12:57:48 PM	ERMSMGR	400403
5/20/2004 12:57:59 PM	ERMSMGR	400403
5/20/2004 1:38:40 PM	ERMSMGR	400403
5/20/2004 2:51:39 PM	ERMSMGR	400403
5/20/2004 5:07:11 PM	ERMSMGR	400403
5/20/2004 5:09:26 PM	ERMSMGR	400403
5/20/2004 5:11:28 PM	ERMSMGR	400403
5/20/2004 5:14:11 PM	ERMSMGR	400403
5/20/2004 5:15:35 PM	ERMSMGR	400403
5/20/2004 5:17:35 PM	ERMSMGR	400403
5/20/2004 5:19:47 PM	ERMSMGR	400403
5/20/2004 5:21:53 PM	ERMSMGR	400403
5/20/2004 5:23:35 PM	ERMSMGR	400403
5/20/2004 5:25:51 PM	ERMSMGR	400403
5/20/2004 5:27:46 PM	ERMSMGR	400403
5/20/2004 5:29:46 PM	ERMSMGR	400403
5/20/2004 5:31:45 PM	ERMSMGR	400403
5/20/2004 5:33:41 PM	ERMSMGR	400403
5/20/2004 5:35:44 PM	ERMSMGR	400403
5/20/2004 5:37:41 PM	ERMSMGR	400403
5/20/2004 5:39:38 PM	ERMSMGR	400403
5/20/2004 5:41:38 PM	ERMSMGR	400403
5/20/2004 5:43:56 PM	ERMSMGR	400403
5/20/2004 5:51:25 PM	ERMSMGR	400403
5/20/2004 6:13:32 PM	ERMSMGR	400403
5/20/2004 11:59:38 PM	ERMSMGR	400403

Date of Email Response

User ID

Person ID

Total agent responses: 100

Email Threads

Report ID: RBEMTHRD

MailBox ID Cameras

Date Thread Created	Person ID	User ID
5/17/2004 9:59:16 AM	400403	ERMSMGR
5/17/2004 11:09:02 AM	400403	ERMSMGR
5/17/2004 12:38:55 PM	400403	ERMSMGR
5/17/2004 1:03:54 PM	400403	ERMSMGR
5/17/2004 3:03:44 PM	400403	ERMSMGR
5/17/2004 3:44:01 PM	400403	ERMSMGR
5/17/2004 6:09:23 PM	400403	ERMSMGR
5/17/2004 6:19:39 PM	400403	ERMSMGR
5/17/2004 6:34:38 PM	400403	ERMSMGR
5/17/2004 6:54:26 PM	400403	ERMSMGR
5/17/2004 7:04:31 PM	400403	ERMSMGR
5/17/2004 7:29:44 PM	400403	ERMSMGR
5/17/2004 7:44:25 PM	400403	ERMSMGR
5/17/2004 10:59:53 PM	400403	ERMSMGR
5/17/2004 11:09:26 PM	400403	ERMSMGR
5/17/2004 11:39:30 PM	400403	ERMSMGR
5/17/2004 11:59:33 PM	400403	ERMSMGR
5/18/2004 12:09:51 AM	400403	ERMSMGR
5/18/2004 7:24:29 AM	400403	ERMSMGR
5/18/2004 7:24:30 AM	400403	ERMSMGR
5/18/2004 7:24:30 AM	400403	ERMSMGR
5/18/2004 7:24:31 AM	400403	ERMSMGR
5/18/2004 7:24:32 AM	400403	ERMSMGR
5/18/2004 10:54:47 AM	400403	ERMSMGR
5/18/2004 12:04:37 PM	400403	ERMSMGR
5/18/2004 1:40:21 PM	400403	ERMSMGR
5/18/2004 2:00:00 PM	400403	ERMSMGR
5/18/2004 2:14:42 PM	400403	ERMSMGR
5/18/2004 2:26:06 PM	400403	ERMSMGR
5/18/2004 2:29:34 PM	400403	ERMSMGR
5/18/2004 3:02:54 PM	400403	ERMSMGR
5/18/2004 3:12:34 PM	400403	ERMSMGR
5/18/2004 3:17:56 PM	400403	ERMSMGR
5/18/2004 3:17:57 PM	400403	ERMSMGR

Date Thread Created	Person ID	User ID
5/18/2004 4:18:12 PM	400403	ERMSMGR
5/18/2004 4:22:41 PM	400403	ERMSMGR
5/18/2004 4:22:43 PM	400403	ERMSMGR
5/18/2004 4:47:33 PM	400403	ERMSMGR
5/18/2004 4:52:24 PM	400403	ERMSMGR
5/18/2004 4:52:24 PM	400403	ERMSMGR
5/18/2004 5:17:36 PM	400403	ERMSMGR
5/18/2004 5:17:37 PM	400403	ERMSMGR
5/18/2004 8:52:42 PM	400403	ERMSMGR
5/18/2004 9:47:33 PM	400403	ERMSMGR
5/18/2004 9:47:33 PM	400403	ERMSMGR
5/18/2004 9:52:37 PM	400403	ERMSMGR
5/18/2004 10:02:37 PM	400403	ERMSMGR
5/19/2004 8:12:31 AM	400403	ERMSMGR
5/19/2004 10:08:02 AM	400403	ERMSMGR
5/19/2004 10:18:20 AM	400403	ERMSMGR
5/19/2004 10:18:21 AM	400403	ERMSMGR
5/19/2004 11:49:03 AM	400403	ERMSMGR
5/19/2004 1:54:08 PM	400403	ERMSMGR
5/19/2004 2:08:22 PM	400403	ERMSMGR
5/19/2004 7:18:28 PM	400403	ERMSMGR
5/19/2004 11:43:15 PM	400403	ERMSMGR
5/20/2004 7:53:24 AM	400403	ERMSMGR
5/20/2004 9:13:13 AM	400403	ERMSMGR
5/20/2004 10:33:04 AM	400403	ERMSMGR
5/20/2004 12:53:59 PM	400403	ERMSMGR
5/20/2004 12:54:01 PM	400403	ERMSMGR
5/20/2004 12:54:02 PM	400403	ERMSMGR
5/20/2004 5:04:58 PM	400403	ERMSMGR
5/20/2004 5:50:46 PM	400403	ERMSMGR
5/20/2004 6:05:16 PM	400403	ERMSMGR
5/20/2004 6:08:56 PM	400403	ERMSMGR
5/20/2004 6:10:55 PM	400403	ERMSMGR
5/20/2004 11:59:00 PM	400403	ERMSMGR

Total Threads in report: 68

Total Emails - Non Spam

Mailbox ID: Cameras**Date From:** 3/21/2004**Date Thru:** 5/21/2004

<u>Mailbox ID</u>	<u>Date Added</u>
Cameras	5/17/2004 9:58:47 AM
Cameras	5/17/2004 11:09:02 AM
Cameras	5/17/2004 12:38:53 PM
Cameras	5/17/2004 1:03:53 PM
Cameras	5/17/2004 2:33:51 PM
Cameras	5/17/2004 2:48:56 PM
Cameras	5/17/2004 3:03:43 PM
Cameras	5/17/2004 3:44:01 PM
Cameras	5/17/2004 6:19:38 PM
Cameras	5/17/2004 6:34:37 PM
Cameras	5/17/2004 8:09:39 PM
Cameras	5/17/2004 8:34:49 PM
Cameras	5/17/2004 10:59:51 PM
Cameras	5/17/2004 11:09:26 PM
Cameras	5/17/2004 11:24:37 PM
Cameras	5/17/2004 11:39:29 PM
Cameras	5/17/2004 11:59:33 PM
Cameras	5/18/2004 7:24:28 AM
Cameras	5/18/2004 7:24:29 AM
Cameras	5/18/2004 7:24:30 AM
Cameras	5/18/2004 7:24:31 AM
Cameras	5/18/2004 7:24:31 AM
Cameras	5/18/2004 1:39:41 PM
Cameras	5/18/2004 2:14:41 PM
Cameras	5/18/2004 2:24:41 PM
Cameras	5/18/2004 2:29:33 PM
Cameras	5/18/2004 3:02:18 PM
Cameras	5/18/2004 3:12:34 PM
Cameras	5/18/2004 3:17:56 PM
Cameras	5/18/2004 3:17:57 PM
Cameras	5/18/2004 4:18:11 PM
Cameras	5/18/2004 4:22:40 PM
Cameras	5/18/2004 4:22:41 PM
Cameras	5/18/2004 8:42:31 PM
Cameras	5/18/2004 8:52:40 PM
Cameras	5/18/2004 8:52:41 PM
Cameras	5/18/2004 9:14:27 PM
Cameras	5/18/2004 9:47:33 PM
Cameras	5/18/2004 9:52:36 PM
Cameras	5/18/2004 10:02:37 PM
Cameras	5/19/2004 7:52:35 AM
Cameras	5/19/2004 7:52:37 AM
Cameras	5/19/2004 8:12:30 AM
Cameras	5/19/2004 8:37:38 AM

<u>Mailbox ID</u>	<u>Date Added</u>
Cameras	5/19/2004 8:37:40 AM
Cameras	5/19/2004 8:52:33 AM
Cameras	5/19/2004 10:08:01 AM
Cameras	5/19/2004 11:49:01 AM
Cameras	5/19/2004 1:53:20 PM
Cameras	5/19/2004 2:08:22 PM
Cameras	5/19/2004 7:18:25 PM
Cameras	5/19/2004 10:43:12 PM
Cameras	5/19/2004 11:43:15 PM
Cameras	5/20/2004 7:53:21 AM
Cameras	5/20/2004 9:13:11 AM
Cameras	5/20/2004 10:33:04 AM
Cameras	5/20/2004 12:53:26 PM
Cameras	5/20/2004 12:54:01 PM
Cameras	5/20/2004 12:54:01 PM
Cameras	5/20/2004 5:04:57 PM
Cameras	5/20/2004 5:50:45 PM
Cameras	5/20/2004 6:05:16 PM
Cameras	5/20/2004 6:08:56 PM
Cameras	5/20/2004 6:10:55 PM
Cameras	5/20/2004 11:58:58 PM

Total Emails: 65

Cases Created

Mailbox ID: Cameras**Date From:** 5/1/2004**Date Thru:** 5/21/2004

<u>Person ID</u>	<u>User ID</u>	<u>Date Created</u>
400001	ERMSAGENT	5/18/2004 7:59:38 AM
400403	ERMSMGR	5/17/2004 1:05:07 PM
400403	ERMSMGR	5/17/2004 2:37:42 PM
400403	ERMSMGR	5/17/2004 2:53:46 PM
400403	ERMSMGR	5/17/2004 7:49:41 PM
400403	ERMSMGR	5/17/2004 8:13:45 PM
400403	ERMSMGR	5/17/2004 8:35:23 PM
400403	ERMSMGR	5/17/2004 8:46:15 PM
400403	ERMSMGR	5/17/2004 11:00:48 PM
400403	ERMSMGR	5/17/2004 11:42:11 PM
400403	ERMSMGR	5/18/2004 2:35:26 PM
400403	ERMSMGR	5/18/2004 3:08:45 PM
400403	ERMSMGR	5/18/2004 3:08:57 PM
400403	ERMSMGR	5/18/2004 3:10:19 PM
400403	ERMSMGR	5/18/2004 3:20:24 PM
400403	ERMSMGR	5/18/2004 4:22:38 PM
400403	ERMSMGR	5/18/2004 4:28:37 PM
400403	ERMSMGR	5/18/2004 5:07:19 PM
400403	ERMSMGR	5/18/2004 8:35:10 PM
400403	ERMSMGR	5/18/2004 8:44:26 PM
400403	ERMSMGR	5/18/2004 8:45:55 PM
400403	ERMSMGR	5/18/2004 8:46:34 PM
400403	ERMSMGR	5/18/2004 9:03:50 PM
400403	ERMSMGR	5/18/2004 9:06:29 PM
400403	ERMSMGR	5/18/2004 9:17:27 PM
400403	ERMSMGR	5/18/2004 9:22:44 PM
400403	ERMSMGR	5/18/2004 10:06:28 PM
400403	ERMSMGR	5/19/2004 7:57:25 AM
400403	ERMSMGR	5/19/2004 7:57:27 AM
400403	ERMSMGR	5/19/2004 8:40:20 AM
400403	ERMSMGR	5/19/2004 8:56:32 AM
400403	ERMSMGR	5/19/2004 2:25:20 PM
400403	ERMSMGR	5/19/2004 5:51:39 PM
400403	ERMSMGR	5/19/2004 10:06:23 PM
400403	ERMSMGR	5/19/2004 10:16:18 PM
400403	ERMSMGR	5/19/2004 10:28:39 PM
400403	ERMSMGR	5/19/2004 10:45:59 PM
400403	ERMSMGR	5/19/2004 11:32:30 PM
400403	ERMSMGR	5/20/2004 9:56:13 AM
400403	ERMSMGR	5/20/2004 10:04:45 AM
400403	ERMSMGR	5/20/2004 10:25:40 AM
400403	ERMSMGR	5/20/2004 1:26:38 PM
400403	ERMSMGR	5/20/2004 1:29:14 PM
400403	ERMSMGR	5/20/2004 2:59:35 PM
400403	ERMSMGR	5/20/2004 3:53:25 PM

Total cases created: 45

Related Objects

Mailbox ID: CamerasDate From: 5/1/2004Date Thru: 5/21/2004

<u>Person ID</u>	<u>User ID</u>	<u>Date Related</u>
400001	ERMSAGENT	5/18/2004 7:59:38 AM
400403	ERMSMGR	5/17/2004 1:05:07 PM
400403	ERMSMGR	5/17/2004 2:37:42 PM
400403	ERMSMGR	5/17/2004 2:53:46 PM
400403	ERMSMGR	5/17/2004 4:38:40 PM
400403	ERMSMGR	5/17/2004 7:49:41 PM
400403	ERMSMGR	5/17/2004 8:13:45 PM
400403	ERMSMGR	5/17/2004 8:35:23 PM
400403	ERMSMGR	5/17/2004 8:46:15 PM
400403	ERMSMGR	5/17/2004 11:00:48 PM
400403	ERMSMGR	5/17/2004 11:42:11 PM
400403	ERMSMGR	5/18/2004 2:35:26 PM
400403	ERMSMGR	5/18/2004 3:08:45 PM
400403	ERMSMGR	5/18/2004 3:08:57 PM
400403	ERMSMGR	5/18/2004 3:10:19 PM
400403	ERMSMGR	5/18/2004 3:20:24 PM
400403	ERMSMGR	5/18/2004 4:22:38 PM
400403	ERMSMGR	5/18/2004 4:28:37 PM
400403	ERMSMGR	5/18/2004 4:53:23 PM
400403	ERMSMGR	5/18/2004 4:54:29 PM
400403	ERMSMGR	5/18/2004 5:07:19 PM
400403	ERMSMGR	5/18/2004 8:35:10 PM
400403	ERMSMGR	5/18/2004 8:44:26 PM
400403	ERMSMGR	5/18/2004 8:45:55 PM
400403	ERMSMGR	5/18/2004 8:46:34 PM
400403	ERMSMGR	5/18/2004 9:03:50 PM
400403	ERMSMGR	5/18/2004 9:06:29 PM
400403	ERMSMGR	5/18/2004 9:17:27 PM
400403	ERMSMGR	5/18/2004 9:22:44 PM
400403	ERMSMGR	5/18/2004 10:06:28 PM
400403	ERMSMGR	5/19/2004 7:57:25 AM
400403	ERMSMGR	5/19/2004 7:57:27 AM
400403	ERMSMGR	5/19/2004 8:40:20 AM
400403	ERMSMGR	5/19/2004 8:56:32 AM
400403	ERMSMGR	5/19/2004 2:25:20 PM
400403	ERMSMGR	5/19/2004 5:51:39 PM
400403	ERMSMGR	5/19/2004 10:06:23 PM
400403	ERMSMGR	5/19/2004 10:16:18 PM
400403	ERMSMGR	5/19/2004 10:19:55 PM
400403	ERMSMGR	5/19/2004 10:26:21 PM
400403	ERMSMGR	5/19/2004 10:26:49 PM
400403	ERMSMGR	5/19/2004 10:28:39 PM
400403	ERMSMGR	5/19/2004 10:45:59 PM
400403	ERMSMGR	5/19/2004 11:32:30 PM
400403	ERMSMGR	5/20/2004 9:56:13 AM
400403	ERMSMGR	5/20/2004 10:04:45 AM
400403	ERMSMGR	5/20/2004 10:25:40 AM
400403	ERMSMGR	5/20/2004 1:26:38 PM
400403	ERMSMGR	5/20/2004 1:29:14 PM
400403	ERMSMGR	5/20/2004 2:59:35 PM
400403	ERMSMGR	5/20/2004 3:53:25 PM

Person ID

User ID

Date Related

Total related objects: 51

Solutions Attached

Mailbox ID: Cameras

Date From : 5/1/2004

Date Thru: 5/21/2004

Person ID
ERMSMGR

User ID
400403

Date Attached
5/20/2004 6:19:47 PM

Total Solutions attached: 1