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PEOPLESOFT ENTERPRISE

PeopleSoft Multichannel Communications Reports

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CHAPTER 1

PeopleSoft Multichannel Communications Reports

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

For each delivered report, specify criteria on the run control pages that determine what information shows up in a report. In addition, you can decide the time frequency by which data is grouped and presented in a report. For example, you can run the report by hour, which gives hourly statistics within the specified date range. Other options are to run reports by day, by week, or by month.

Hourly reports display data on the hour for hours that contain actual data. If data exists in 3 hours within the specified date range, the report shows only 3 rows of data. These reports are useful when measuring the peak hours of system usage and the effectiveness of agents, worklists, and so on.

Like hourly reports, daily reports display data for days that contain actual data between the start and end dates. A day begins at 12 a.m. and ends at 12 p.m. Use daily reports to identify days in a week that have relatively high task volume and be able to come up with plans to manage workload more effectively.

Weekly reports give statistics in a 7-day period beginning Sundays through Saturdays. If the start date is a Tuesday (May 10), the end date is a Friday (May 20) of the following week and data exists in Thursday (May 12) through Monday (May 16), the weekly report displays two rows of data, one for the week of May 8 and one for the week of May 15. Each week will consist of data for those days that have it.

Monthly reports are useful in determining the operation's busiest and slowest quarters. You see that data is categorized by month within the specified date range. Months without data are not shown on the report.

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 appropriate filter used for the selected report—by User ID, by worklist or queue, by category, or by mailbox.

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

See Also

Enterprise PeopleTools 8.50 PeopleBook: PeopleSoft Process Scheduler

Enterprise PeopleTools 8.50 PeopleBook: PeopleSoft MultiChannel Framework

PeopleSoft CRM Multichannel Communications Reports: General Description

This table lists the PeopleSoft Enterprise CRM Multichannel Communications reports.

Note. In addition to the left hand navigation, you can execute reports from Supervisor Desktop if so configured.

Report ID and Report Name	Description	Navigation	Run Control Page
RBAGTEFD, RBAGTEFH, RBAGTEFM, and RBAGTEFW Agent Effectiveness	Provides, during the specified date range, the total number of emails assigned to the selected agent and the average time used to respond to them. The report shows on each row the number of emails that are closed after the due date, how many of them were responded using a template, and the number of emails closed in each of these statuses: response (an email was closed because a reply was sent), duplicate (an email was closed because it's a duplicate), spam, and cancelled. If you leave the User ID field blank, the report includes statistics of all agents in the system.	MultiChannel, Reports, ERMS Agent Effectiveness, ERMS Agent Effectiveness	RB_ERMS_EFFEC_RPT
RBCHTAAD, RBCHTAAH, RBCHTAAM, and RBCHTAAW Chat Volume and Efficiency for Agent(s)	Provides, during the specified date range, the total number of accepted and transferred chat sessions that were hosted by the selected agent. The report shows on each row the queue on which the chat sessions are routed, the number of agent to agent chat, the total and average time length of the sessions, and the time that the longest session took to complete. If you leave the User ID field blank, the report includes statistics of all agents in the system.	MultiChannel, Reports, Agent Chat Volume, Chat Volume and Efficiency for Agent(s)	RB_AGT_CHATVOL_RPT

Report ID and Report Name	Description	Navigation	Run Control Page
RBCHTAQD, RBCHTAQH, RBCHTAQM and RBCHTAQW Chat Volume and Efficiency for Queue(s)	Provides, during the specified date range, the total number of queued, accepted, transferred, and abandoned chat sessions that were hosted by the selected queue. The report shows on each row the queue on which the chat sessions are routed, the total and average time length of the sessions, and the time that the longest session took to complete. If you leave the Physical Queue field blank, the report includes statistics of all queues in the system.	MultiChannel, Reports, Queue Chat Volume, Chat Volume and Efficiency for Queue(s)	RB_QUE_VOL_RPT
RBEFFCTD, RBEFFCTH, RBEFFCTM and RBEFFCTW ERMS Effectiveness for Category	Provides, during the specified date range, the total number of emails received for the selected category and the percentage of these emails that were responded automatically. The report shows on each row the categorization confidence rate, the number of cases that were attached to emails, the number of emails that were closed after a single response, and the number of those that were closed after multiple responses. If you leave the Category field blank, the report includes statistics of all categories in the system.	MultiChannel, Reports, ERMS Category Effectiveness, ERMS Effectiveness for Category	RB_CAT_EFFECT_RPT
RBEFFMBD, RBEFFMBH, RBEFFMBM and RBEFFMBW ERMS Effectiveness for Mailbox	Provides, during the specified date range, the total number of emails received for the selected mailbox and the percentage of these emails that were responded automatically. The report shows on each row the categorization confidence rate, the number of cases that were attached to emails, the number of emails that were closed after a single response, and the number of those that were closed after multiple responses. If you leave the Mailbox field blank, the report includes statistics of all mailboxes in the system.	MultiChannel, Reports, ERMS Mailbox Effectiveness, ERMS Effectiveness for Mailbox	RB_MBOX_EFFECT_RPT

Report ID and Report Name	Description	Navigation	Run Control Page
RBERMSID, RBERMSIH, RBERMSIM and RBERMSIW ERMS Integration	Provides, during the date range, the total number of cases received by the selected mailbox. The report shows on each row the number of new and existing email threads that were sent, the number of cases, solutions and related objects (CRM transactions) that were attached to emails of that mailbox. If you leave the Mailbox field blank, the report includes statistics of all mailboxes in the system.	MultiChannel, Reports, ERMS Integration, ERMS Integration	RB_ERMS_INTGRT_RPT
RBMBTMP Template Package Usage	Provides, during the specified date range, the list of correspondence templates that were used in emails of the selected mailbox. The report shows on each row the number of usage, the date it was last used and the date that the template was created. If you leave the Mailbox field blank, the report includes statistics of all mailboxes in the system.	MultiChannel, Reports, Template Package Usage, ERMS Template Package Usage Report	RB_TEMPLT_USG_RPT
RBVOLCTD, RBVOLCTH, RBVOLCTM and RBVOLCTW ERMS Volume for Category	Provides, during the date range, the total number of emails that were processed by agents and their average response time for the selected category. The report shows on each row the number of new and existing email threads that were sent, the number of emails that were reassigned, the total number of emails received and how many of them were closed after the due date. It also displays the number of emails closed in each of these statuses: response (an email was closed because a reply was sent), duplicate (an email was closed because it's a duplicate), auto response (an email was closed because a reply was sent), and cancelled. If you leave the Category field blank, the report includes statistics of all categories in the system.	MultiChannel, Reports, ERMS Category Volume, ERMS Volume for Category	RB_CAT_VOLUME_RPT

Report ID and Report Name	Description	Navigation	Run Control Page
RBVOLMBD, RBVOLMBH, RBVOLMBM and RBVOLMBW ERMS Volume for Mailbox	Provides, during the date range, the total number of emails that were processed by agents and their average response time for the selected mailbox. The report shows on each row the number of new and existing email threads that were sent, the number of emails that were reassigned, the total number of emails received and how many of them were closed after the due date. It also displays the number of emails closed in each of these statuses: response (an email was closed because a reply was sent), duplicate (an email was closed because it's a duplicate), auto response (an email was closed because a reply was sent), and cancelled. If you leave the Mailbox field blank, the report includes statistics of all mailboxes in the system.	MultiChannel, Reports, ERMS Mailbox Volume, ERMS Volume for Mailbox	RB_MBOX_EFFECT_RPT
RBEFFWLD, RBEFFWLH, RBEFFWLM and RBEFFWLW ERMS Effectiveness for Worklist	Provides, during the specified date range, the total number of emails received for the selected worklist and the percentage of these emails that were responded automatically. The report shows on each row the categorization confidence rate, the number of cases that were attached to emails, the number of emails that were closed after a single response, and the number of those that were closed after multiple responses. If you leave the Worklist field blank, the report includes statistics of all worklists in the system.	MultiChannel, Reports, ERMS Worklist Effectiveness, ERMS Effectiveness for Worklist	RB_WLST_EFFECT_RPT

Report ID and Report Name	Description	Navigation	Run Control Page
RBVOLWLD, RBVOLWLH, RBVOLWLM and RBVOLWLW ERMS Volume for Worklist	Provides, during the date range, the total number of emails that were processed by agents and their average response time for the selected worklist. The report shows on each row the number of new and existing email threads that were sent, the number of emails that were reassigned, the total number of emails received and how many of them were closed after the due date. It also displays the number of emails closed in each of these statuses: response (an email was closed because a reply was sent), duplicate (an email was closed because it's a duplicate), auto response (an email was closed because a reply was sent), and cancelled. If you leave the Worklist field blank, the report includes statistics of all worklists in the system.	MultiChannel, Reports, ERMS Worklist Volume, ERMS Volume for Worklist	RB_WLST_VOLUME_RPT

Report Samples

Agent Effectiveness

Start Date: 8/21/2004
End Date: 8/21/2009
Initial month starts as of: 3/9/2005 10:28:19 AM
Final month ends as of: 3/9/2005 10:32:33 AM

Months	Agent	Number of Emails Assigned	Avgerage Response Time	Closed After Due date	Response without Template	Closed Emails			
						Response	Duplicate	Spam	Cancelled
March, 2005									
	ERMSAGENT	2	00:00:00:00	0	0	0	0	0	0
Totals:		**2**	**00:00:00:00**	**0**	**0**	**0**	**0**	**0**	**0**

Chat Volume and Efficiency for Agent(s)

Start Date:
End Date:
Initial month starts as of:
Final month ends as of:

Length of Chats in **DD:HH:MM:SS**

Months	Agent	Queue	Accepted	Transferred	Buddy Invites	Total Length	Average Length	Longest Length

Totals:

Chat Volume and Efficiency for Queue(s)

Start Date:

End Date:

Initial month starts as of:

Final month ends as of:

Date / Time	Queue	Queued	Accepted	Transfered	Abandoned	Length of Chats in **DD:HH:MM:SS**		
						Total Length	Average Length	Longest Length

Totals:

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ERMS Effectiveness

Start Date: 8/21/2004
End Date: 8/21/2009
Initial month starts as of: 3/9/2005 9:10:37 AM
Final month ends as of: 3/9/2005 9:10:37 AM

							Closed Emails

Months	Category	Total Recieved	% Auto Responded	Categorization Confidence	Cases Attached	Agent Response	Multiple Responses
March, 2005							
	Problem	1	0.00 %	98.71	0	0	0
Totals:		**1**	**0.00 %**	**98.71**	**0**	**0**	**0**

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ERMS Effectiveness

Start Date: 8/21/2004
End Date: 8/21/2009
Initial month starts as of: 3/9/2005 9:09:51 AM
Final month ends as of: 3/9/2005 10:19:01 AM

| | | | | Closed Emails | | | |

Months	Mailbox	Total Recieved	% Auto Responded	Categorization Confidence	Cases Attached	Agent Response	Multiple Responses
March, 2005							
	Tools User	9	0.22%	85.16	2	7	0
Totals:		**9**	**0.22%**	**85.16**	**2**	**7**	**0**

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ERMS Effectiveness

Start Date: 8/21/2004
End Date: 8/21/2009
Initial month starts as of: 3/9/2005 9:09:51 AM
Final month ends as of: 3/9/2005 10:16:05 AM

Closed Emails

Months	Worklist	Total Recieved	% Auto Responded	Categorization Confidence	Cases Attached	Agent Response	Multiple Responses
March, 2005							
	CameraDefaultWL	8	0.13 %	85.16	0	7	0
Totals:		**8**	**0.13 %**	**85.16**	**1**	**7**	**0**

ERMS Integration

Start Date: 8/21/2004
End Date: 8/21/2009
Initial month starts as of: 3/9/2005 9:09:51 AM
Final month ends as of: 3/9/2005 9:51:29 AM

Months	Mailbox	Total Emails Recieved	New Threads	Existing Threads	Cases Attached	Solutions Attached	Other Related Objects
March, 2005							
	Tools User	9	7	14	2	0	0
Totals:		**9**	**7**	**14**	**2**	**0**	**0**

Start Date: 8/21/2004
End Date: 8/21/2009

Template Package Usage

Template Package	Mailbox	Times Used	Days Since Last Use	Creation Date
Auto Acknowledgement				
	Tools User	1	1,626	
Congratulatory Ltr - Job Promo				
	Tools User	2	1,626	
Order Status				
	Tools User	3	1,626	

ERMS Volume

Start Date: 8/21/2004
End Date: 8/21/2009
Initial month starts as of: 3/9/2005 9:10:38 AM
Final month ends as of: 3/9/2005 9:37:46 AM

Months	Category	Emails Processed By Agent	Avgerage Response Time	New Threads	Existing Threads	Emails Reassigned	Total Recieved	Closed After Due Date	Closed Emails			
									Response	Duplicate	Auto Response	Cancelled
March, 2005												
	Problem	1	00:00:00:00	1	0	0	0	0	0	1	0	0
Totals:		**1**	**00:00:00:00**	**1**	**0**	**0**	**0**	**0**	**0**	**1**	**0**	**0**

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Report ID: RBVOLMBM

ERMS Volume

Start Date: 8/21/2004
End Date: 8/21/2009
Initial month starts as of: 3/9/2005 9:09:51 AM
Final month ends as of: 3/9/2005 10:36:50 AM

Months	Mailbox	Emails Processed By Agent	Avgerage Response Time	New Threads	Existing Threads	Emails Reassigned	Total Recieved	Closed After Due Date	Closed Emails			
									Response	Duplicate	Auto Response	Cancelled
March, 2005												
	Tools User	17	00:00:30:03	7	14	3	9	1	4	2	2	2
Totals:		**17**	**00:00:30:03**	**7**	**14**	**3**	**9**	**1**	**4**	**2**	**2**	**2**

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Report ID: RBVOLWLM

ERMS Volume

Start Date: 8/21/2004
End Date: 8/21/2009
Initial month starts as of: 3/9/2005   9:09:51 AM
Final month ends as of: 3/9/2005   10:36:50 AM

Worklist	Emails Processed By Agent	Avgerage Response Time	New Threads	Existing Threads	Emails Reassigned	Total Recieved	Closed After Due Date	Closed Emails Response	Duplicate	Auto Response	Cancelled
Months											
March, 2005											
CameraDefaultWL	16	00:00:30:03	7	14	3	8	1	4	2	1	2
Totals:	**16**	**00:00:02:49**	**7**	**14**	**3**	**8**	**1**	**4**	**2**	**1**	**2**