

**Start Date** 01/01/2005

**End Date** 04/01/2013

**Initial week starts as of** 03/09/2005 10:28:19 AM

**Final week ends as of** 03/09/2005 10:32:33 AM

**Closed Emails**

Weeks (Sun - Sat)	Agent	Number of Emails Assigned	Average Response Time	Closed After Due Date	Response without Template	Response	Duplicate	Spam	Cancelled
03/06/2005-03/12/2005									
	ERMSAGENT	2	00:00:00:00	0	0	0	0	0	0
<b>Totals</b>		<b>2</b>	<b>00:00:00:00</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>



**PeopleSoft**

### CHAT VOLUME AND EFFICIENCY FOR AGENT(S)

Page No: 1 of 1

Run Date: 04/18/2013

Run Time: 11:37:26

**Start Date****End Date**

**Initial week starts as of**

**Final week ends as of**

Length of Chats in DD:HH:MM:SS

Week(Sun - Sat)	Agent	Queue	Accepted	Transferred	Buddy Invites	Total Length	Average Length	Longest Length
<hr/> <hr/>								
Totals								