
PeopleSoft Enterprise CRM 9 Multichannel Applications Reports

August 2006

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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.

Documentation Updates and Printed Documentation

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See Also

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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 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 agent, 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.

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 ERMS Agent Effectiveness Report	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 Agent field blank, the report includes statistics of all agents in the system.	MultiChannel, Reports, ERMS Agent Effectiveness, ERMS Agent Effectiveness Report	RB_ERMS_EFFEC_RPT
RBCHTAAD, RBCHTAAH, RBCHTAAM, and RBCHTAAW Agent Chat Volume and Efficiency	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 Agent field blank, the report includes statistics of all agents in the system.	MultiChannel, Reports, Agent Chat Volume, Agent Chat Volume and Efficiency	RB_AGT_CHATVOL_RPT
RBCHTAQD, RBCHTAQH, RBCHTAQM and RBCHTAQW Queue Chat Volume and Efficiency Report	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, Queue Chat Volume and Efficiency Report	RB_QUE_VOL_RPT

Report ID and Report Name	Description	Navigation	Run Control Page
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 average NLP score for that category, 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 average NLP score for that category, 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
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

Report ID and Report Name	Description	Navigation	Run Control Page
RBMBTMP ERMS Template Package Usage Report	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 average NLP score for that category, 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

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: ERMSMGRDate From: 4/21/2004Date 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

Page No: 1

Run Date: 5/21/2004

Run Time: 4:59:20 PM

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

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
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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: Cameras**Date From:** 5/1/2004**Date 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