ORACLE
Report ID: RBAGTEFW

PeopleSoft

AGENT EFFECTIVENESS

Run Date: 04/18/2013
Run Time: 11:31:44

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
Totals		**2**	**00:00:00:00**	**0**	**0**	**0**	**0**	**0**	**0**

Report ID: RBCHTAAW

PeopleSoft

CHAT VOLUME AND EFFICIENCY FOR AGENT(S)

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

Totals