

### Live Agent Emails

	Emails	% Of Total	Email Min
English	454,359	100.0%	932,548
Spanish	0	0.00%	
French	0	0.0%	
<b>Total</b>	<b>454,359</b>		<b>932,548</b>

### Live Agent Task Actions Taken

	Task Action	
	133,301	30%
Club	156	0%
Code Issue - Code not printed on package	16,433	3%
Code Issue - Consumer can not read it	106,543	24%
Code Issue - Duplicate Code	1,673	0%
Code Issue - Entering Assistance	2,530	0%
Code Issue - Replacement Code Given	34,054	7%
Code Issue - System Error	65,225	14%
Coupon Point Increase	18	0%
Deleted Ticket	4,025	0%
Eligibility Requirements	304	0%
Escalated to Client	278	0%
Follow up	900	0%
Forward to XYZ	4,951	1%
Image Download	104	0%
Image Security Characters	5	0%
Login Assistance	4,956	1%
Multi-Sweeps - Question Relate to XYZ Sweeps	108	0%
Other Assistance	8,459	1%
Password Assistance	2,464	0%
Points Balance	7,679	1%
Question about a Reward you have Redeemed	15,450	3%
Question about the rewards available	5,511	1%
Registration Assistance	187	0%
Replacement Code issued- No Action Needed	1,061	0%
Resolved Ticket - With No Action	8,639	1%
Suggestions/Comments	1,466	0%

### Avg Min Per Email

English:	2.05
Spanish:	
French:	
<b>Total:</b>	<b>2.05</b>



# Live Agent Email Processing

## Fresh Step - Paw Points

Date Range: less than or equal to 1/17/2014

	Task Action	
Thank You!	7,707	1%
Unsubscribe	630	0%
Updating Personal Information	822	0%
XYZs - Coupons Inc.	2,269	0%
XYZs - Naturals 19lb Product	8	0%
<b>Total</b>		<b>100%</b>