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THE CLOUD STRATEGY COMPANY™

# EVOLVE CONTACT SUITE: CUSTOM REPORT GUIDE

Evolve Contact Suite: How to Build a Report

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## Evolve IP® Guide

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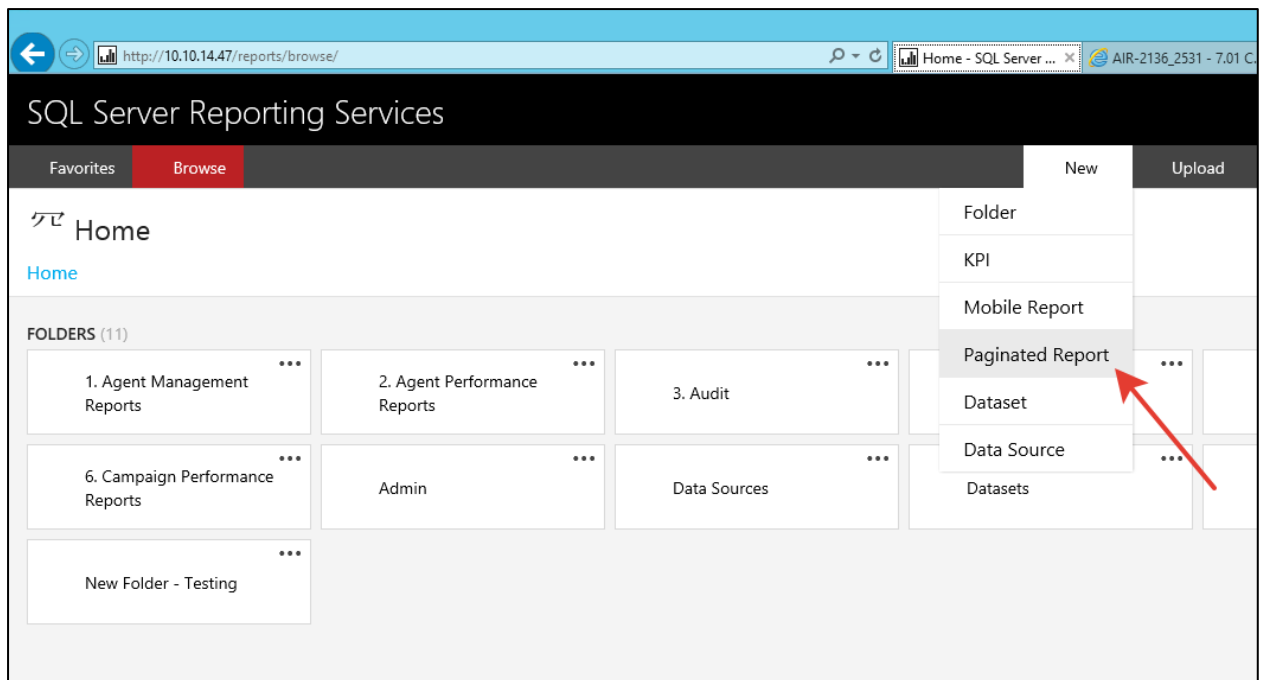
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## How to create a sample report:

### 1. Create a paginated report

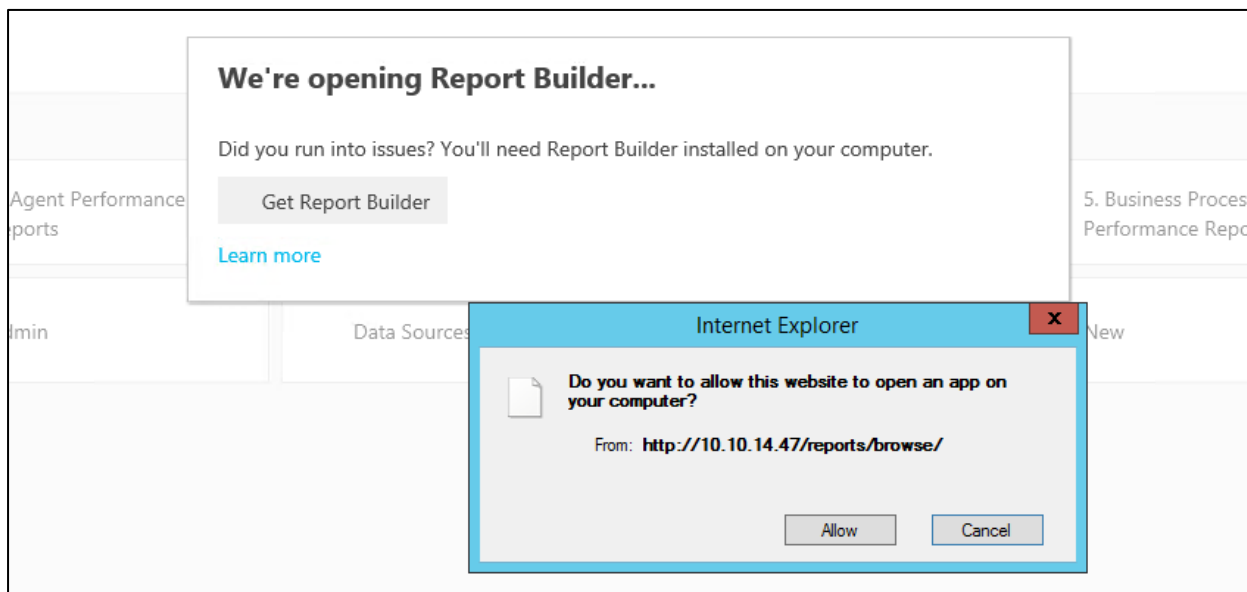
- a. Go to the folder where a report will be placed
- b. Find the "New" item at the menu panel
- c. Choose **Paginated Report**



### 2. Confirmation message

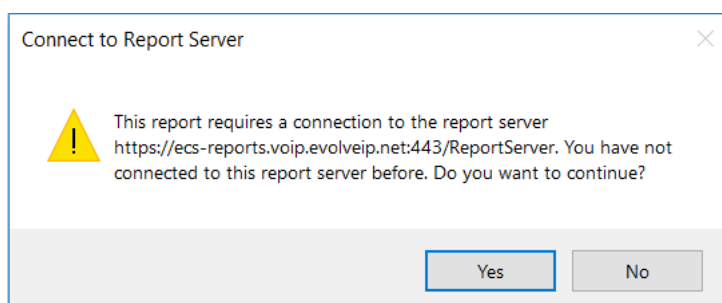
You can receive a confirmation message

- a. If you have installed Report Builder already, you should allow the application running.
- b. If you have not installed Report Builder earlier, you should "Get Report Builder" from official Microsoft site (see annex 1).



### 3. Access to connect to the default Report Server

Report Builder may ask for access to connect to the default Report Server -- <https://ecs-reports.voip.evolveip.net:443/ReportServer>

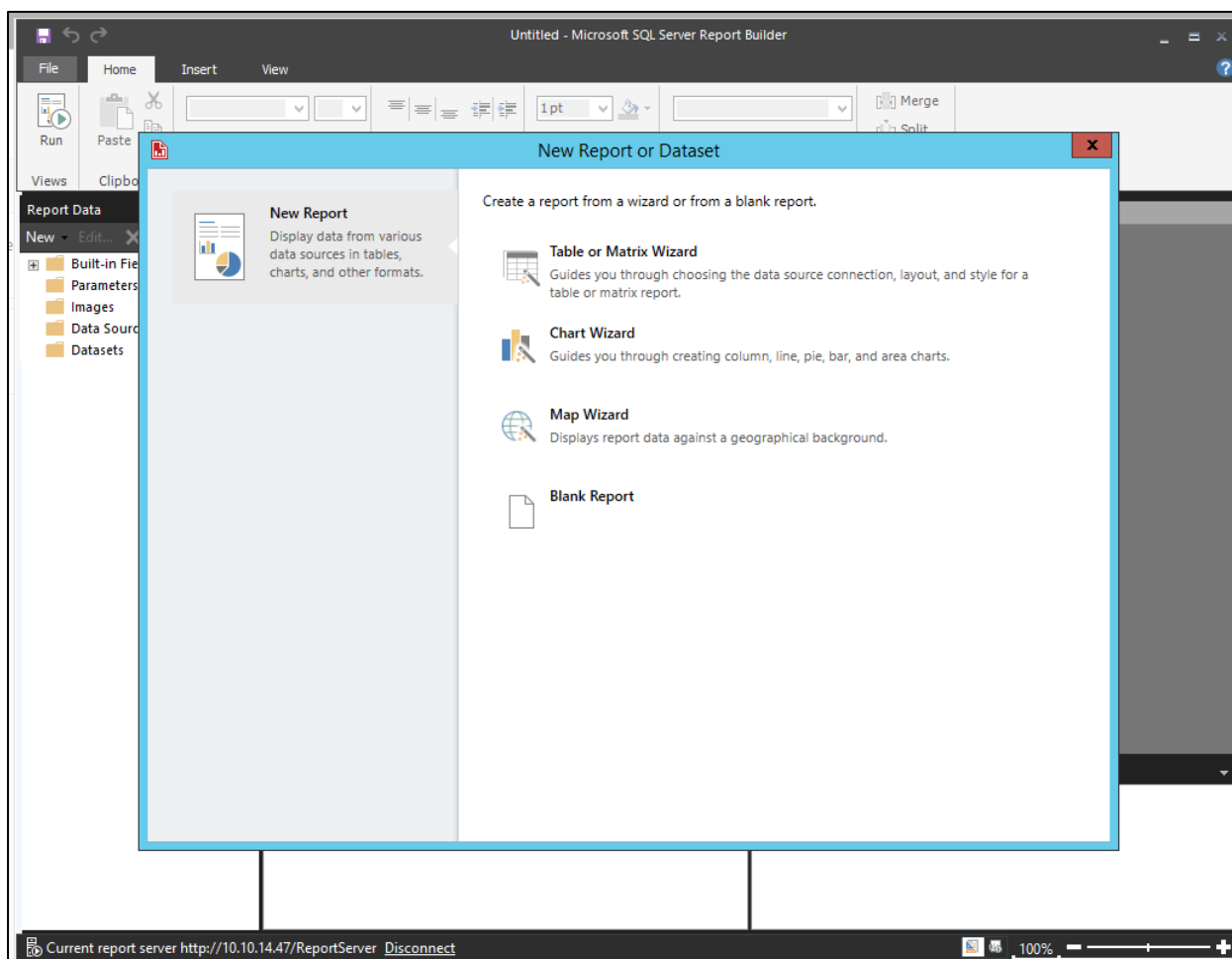


Click Yes.

### 4. Type of a report template

After that you should choose type of a report template.

- Table or matrix Wizard
- Chart Wizard
- Map Wizard
- Blank Report



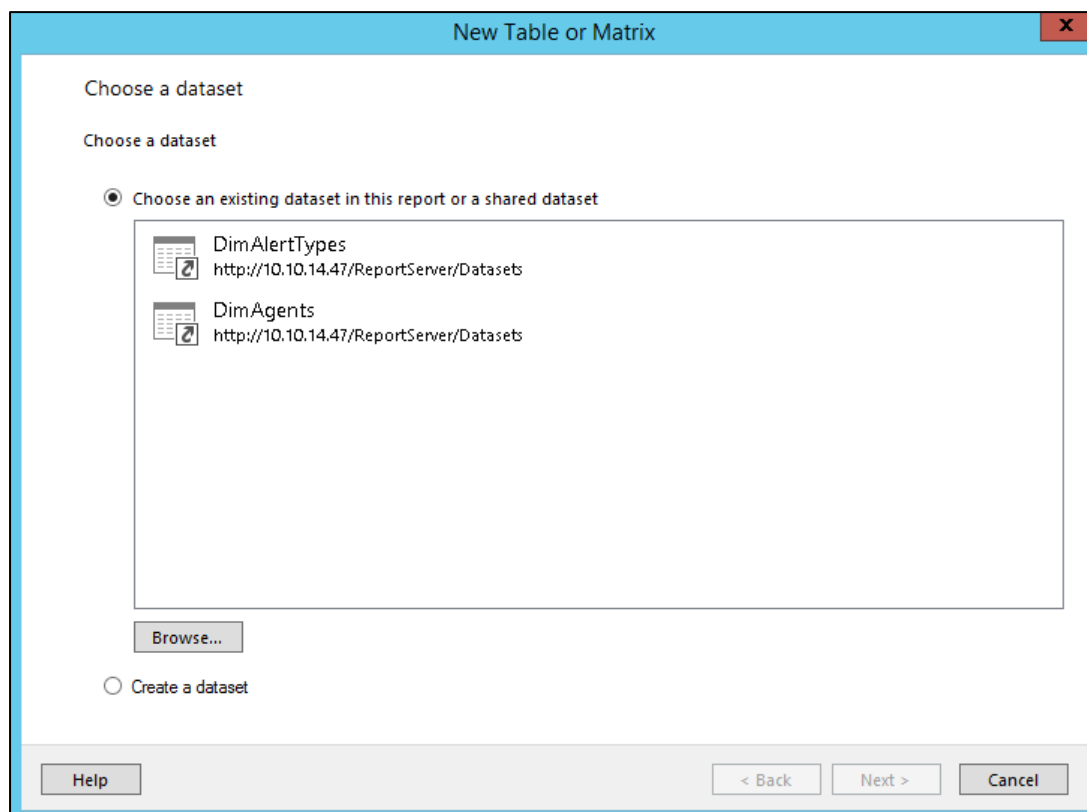
You can create your own report design, take a blank report in this case.

For the simple report we choose **Table or Matrix Wizard**.

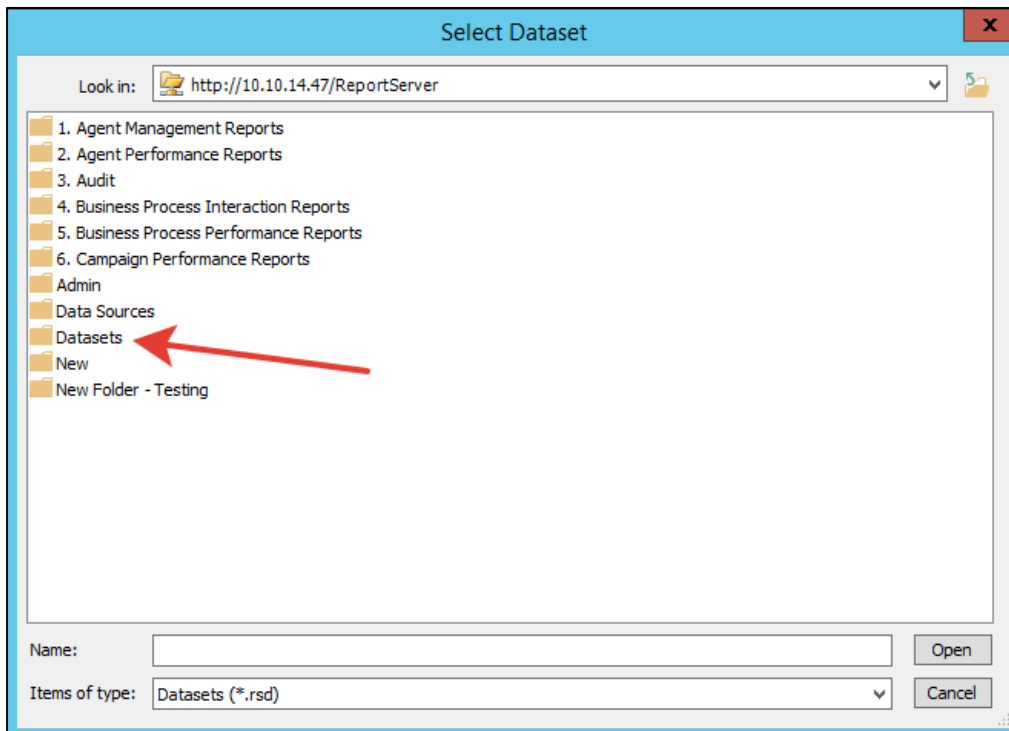


## 5. Choose a dataset for a table

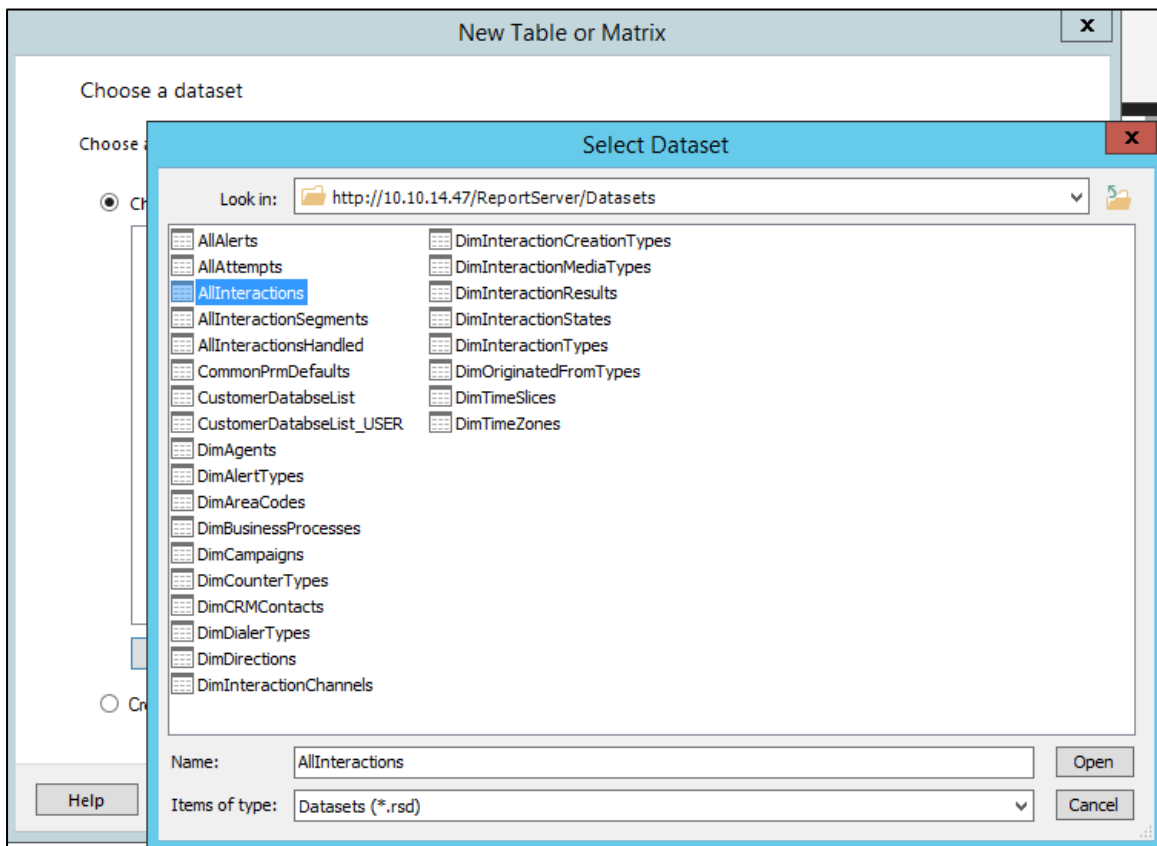
On the next step, you should choose a dataset for a table:



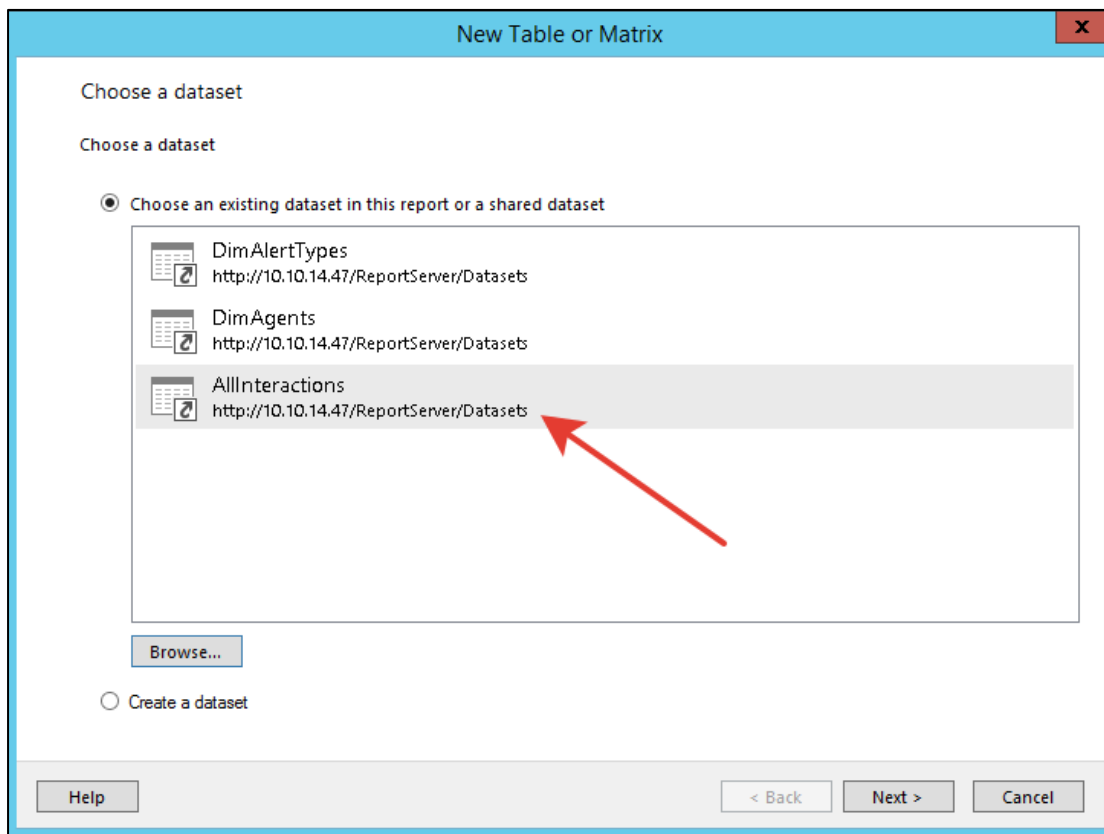
- a. If there is no needed dataset, click "Browse" and go to the Datasets folder.



b. Select the main dataset for your report. For example, AllInteractions



c. Click Open and you will return to the report wizard.



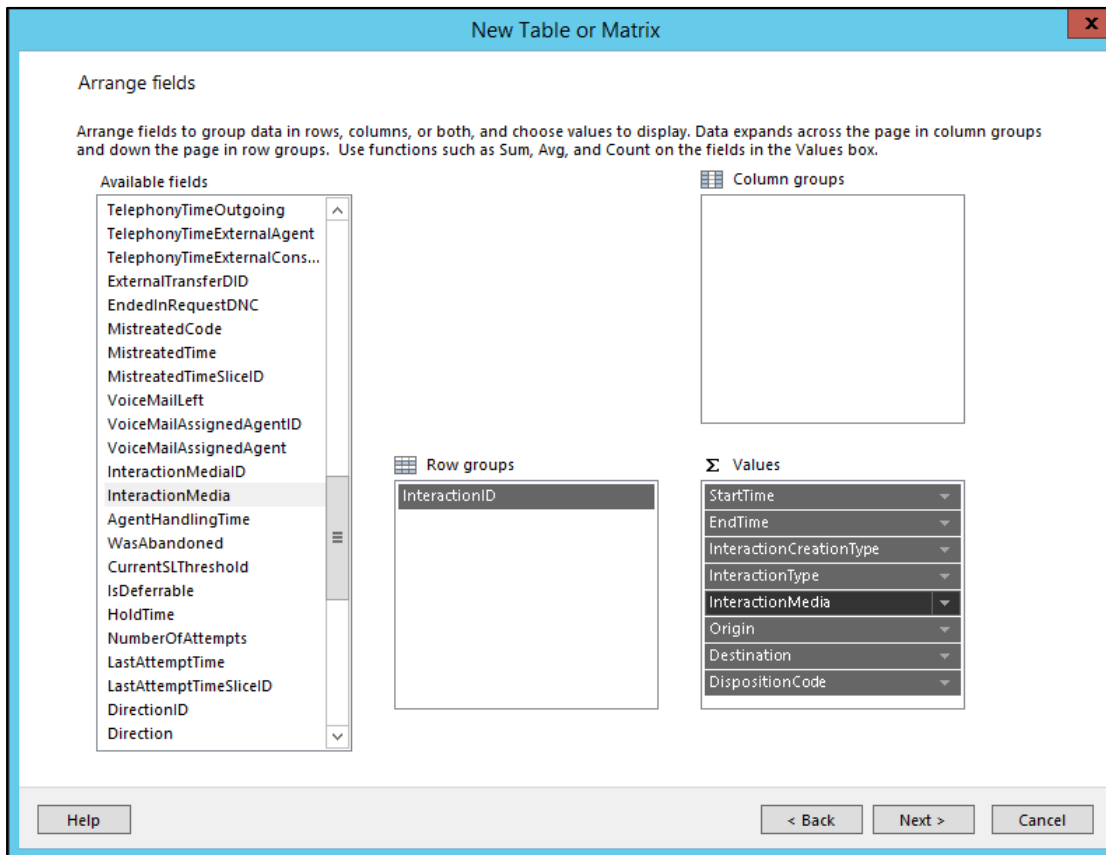
d. Choose the dataset AllInteractions, click Next.

e. In the next step you can choose data for the report:

- Row groups
- Column groups
- Aggregate values

f. Select columns that you would like to see in the report and transfer them to the aggregate section.

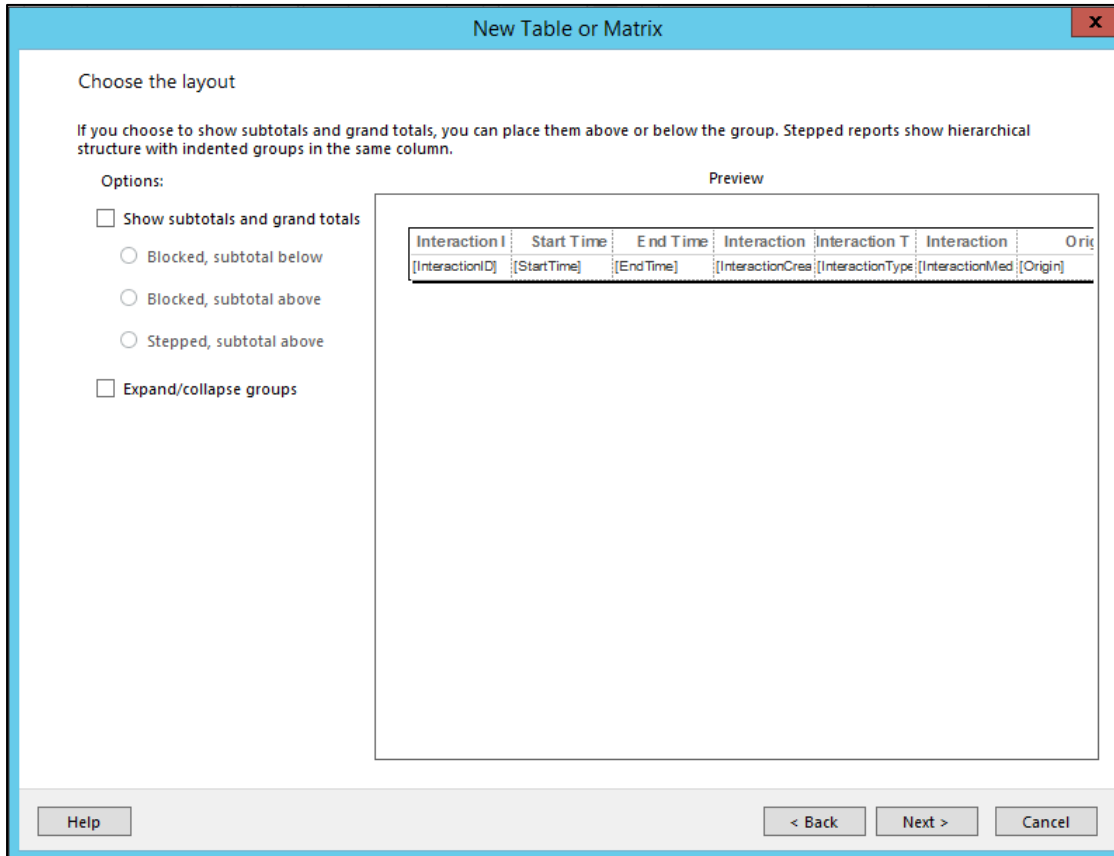
To combine rows, use the InteractionID field.



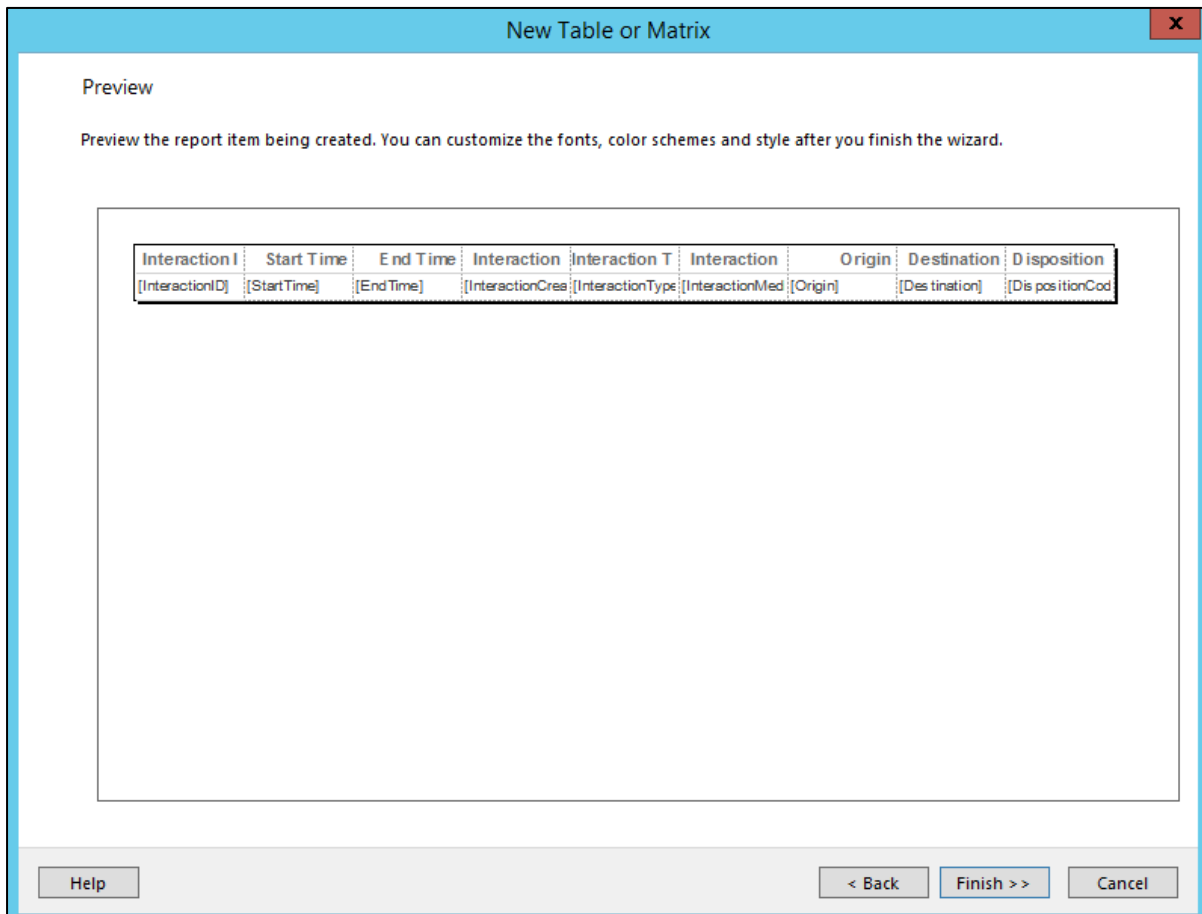
Click Next.

- g. In the next step, you can set totals and grouping properties.

We don't need any totals for this simple report, that's why all checkboxes are cleared.



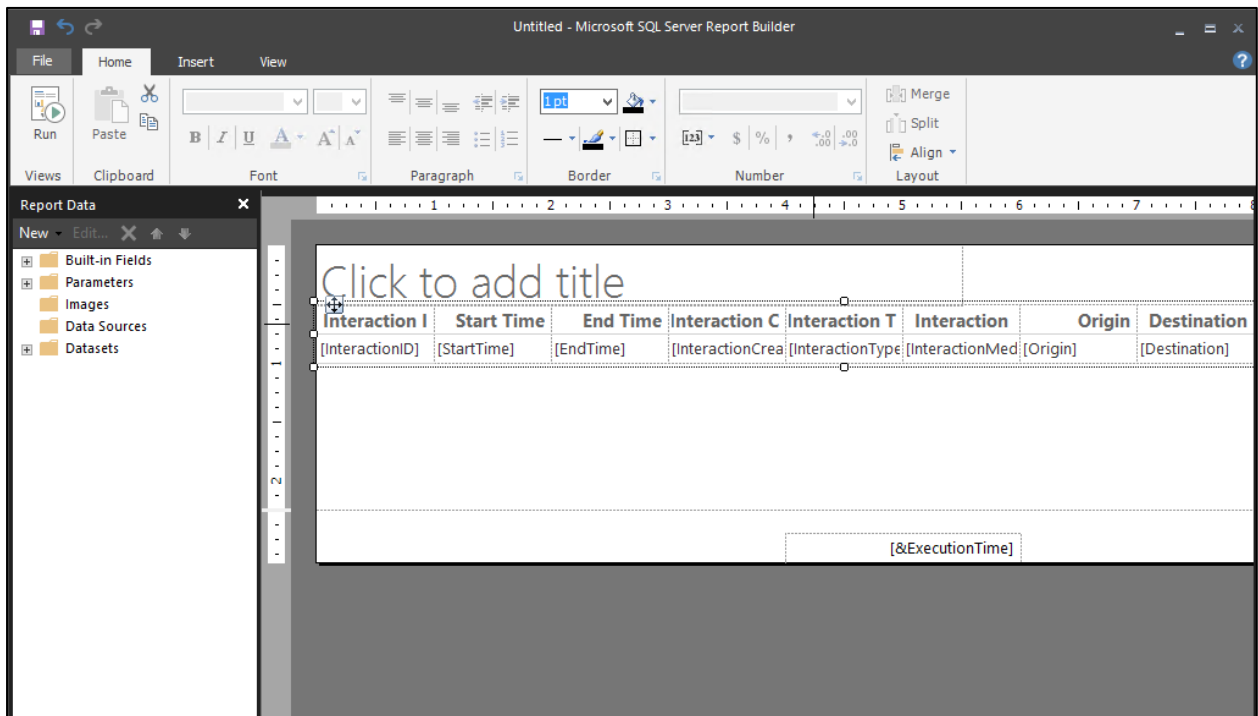
h. Click Next and you will see a preview of the future report.



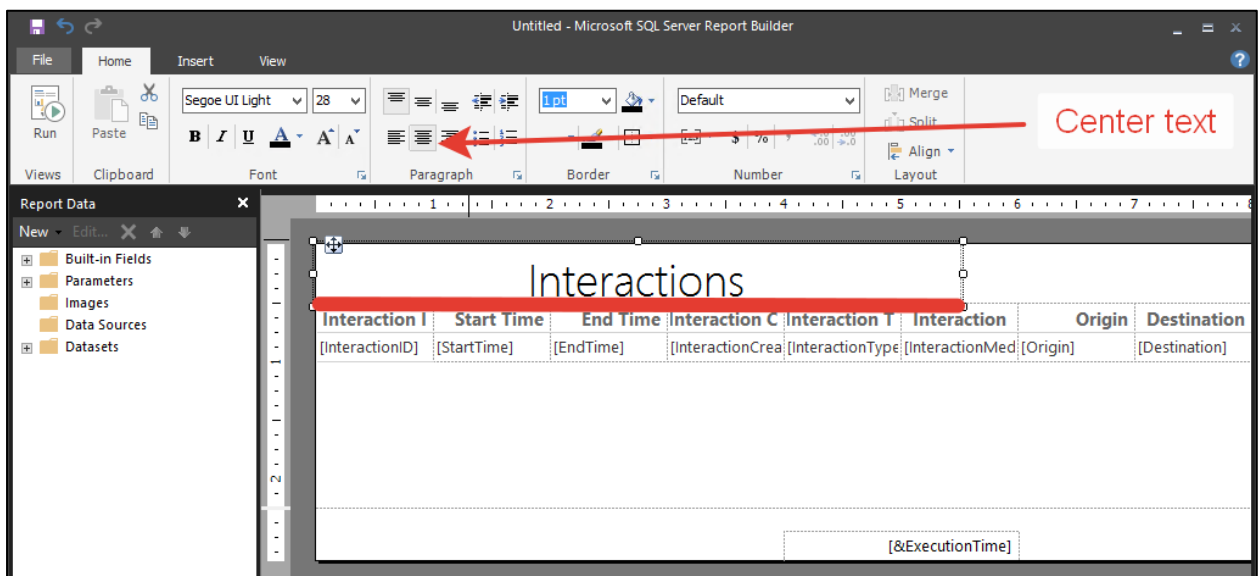
i. Click Finish.

**6. Work with the Report constructor**

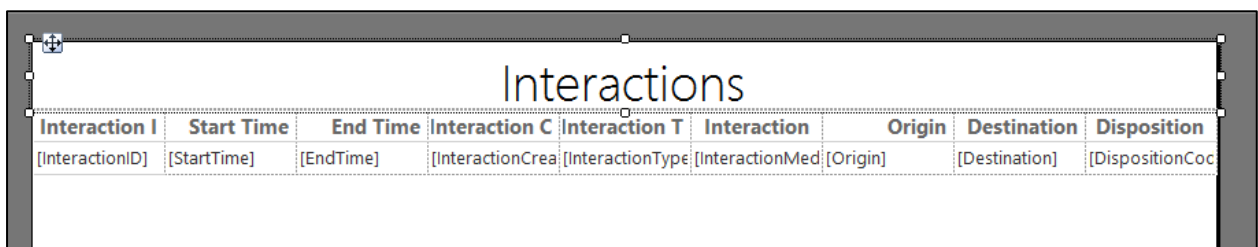
Now you can work with the report constructor.



a. Click on the textbox “Click to add title” and change default title.



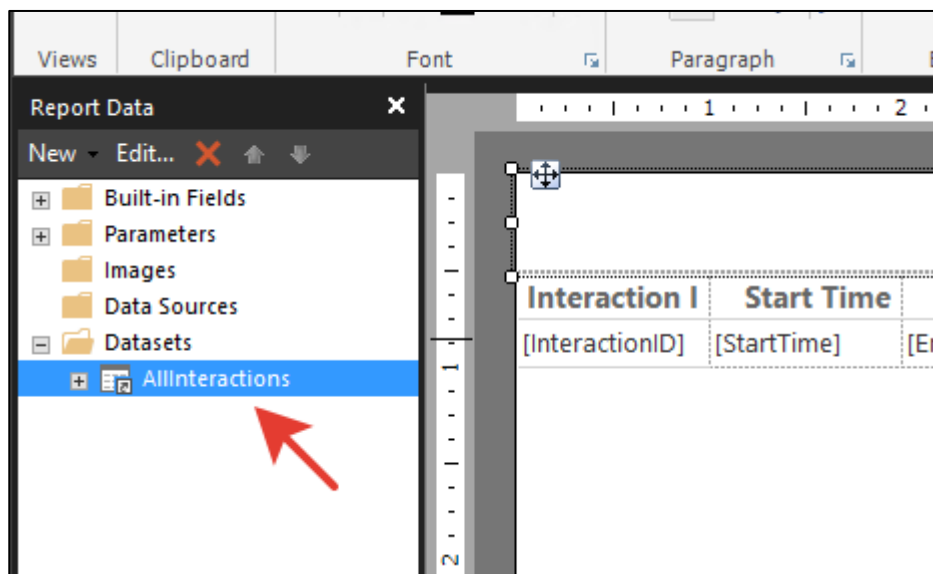
b. Also, stretch a textbox to the whole report width.



## 7. Correct using of parameters.

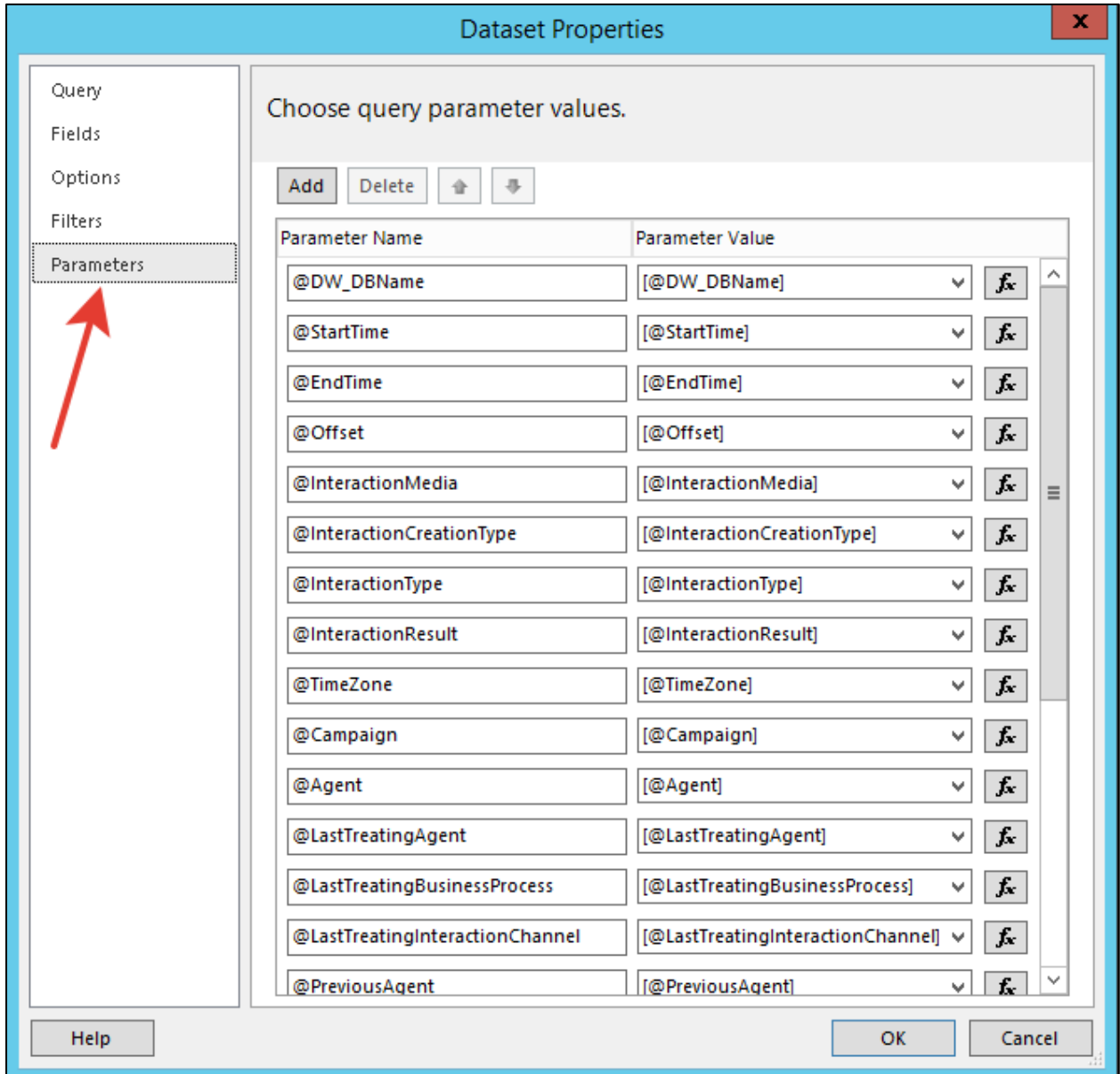
Add some datasets for the correct using of parameters.

- a. Double-click on the main dataset AllInteractions.



- b. Go to the Parameters tab.





All of these parameters are optional, besides @DW\_DBName parameter, that should be applied.

- c. Leave only needed parameters for the report.

In this simple case, we need only InteractionMedia, InteractionType, InteractionCreationType, StartTime and EndTime parameters. So, set NULL default value for other parameters.

**Dataset Properties** ✕

Query

Fields

Options

Filters

Parameters

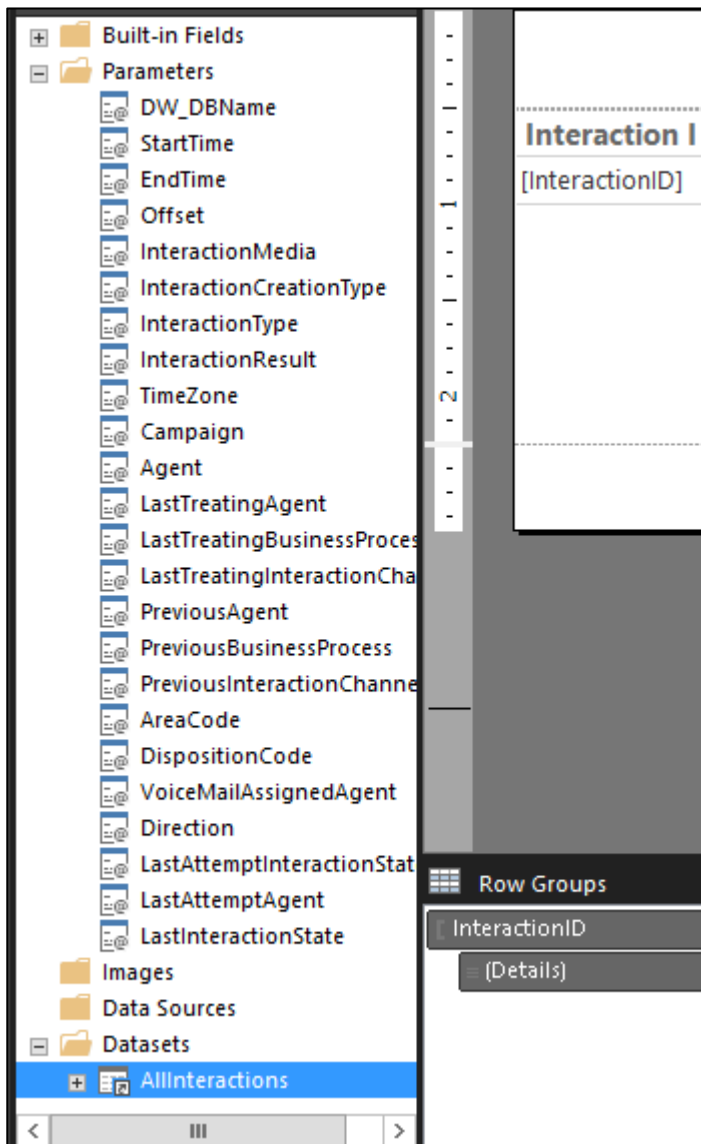
Choose query parameter values.

Add Delete ↑ ↓


Parameter Name	Parameter Value	
@DW_DBName	[@DW_DBName]	<input type="text" value="fx"/>
@StartTime	[@StartTime]	<input type="text" value="fx"/>
@EndTime	[@EndTime]	<input type="text" value="fx"/>
@InteractionMedia	[@InteractionMedia]	<input type="text" value="fx"/>
@InteractionCreationType	[@InteractionCreationType]	<input type="text" value="fx"/>
@InteractionType	[@InteractionType]	<input type="text" value="fx"/>
@InteractionResult	NULL	<input type="text" value="fx"/>
@TimeZone	NULL	<input type="text" value="fx"/>
@Campaign	NULL	<input type="text" value="fx"/>
@Agent	NULL	<input type="text" value="fx"/>
@LastTreatingAgent	NULL	<input type="text" value="fx"/>
@LastTreatingBusinessProcess	NULL	<input type="text" value="fx"/>
@LastTreatingInteractionChannel	NULL	<input type="text" value="fx"/>
@PreviousAgent	NULL	<input type="text" value="fx"/>
@PreviousBusinessProcess	NULL	<input type="text" value="fx"/>
@PreviousInteractionChannel	NULL	<input type="text" value="fx"/>
@AreaCode	NULL	<input type="text" value="fx"/>
@DispositionCode	NULL	<input type="text" value="fx"/>
@VoiceMailAssignedAgent	NULL	<input type="text" value="fx"/>

Help
OK
Cancel

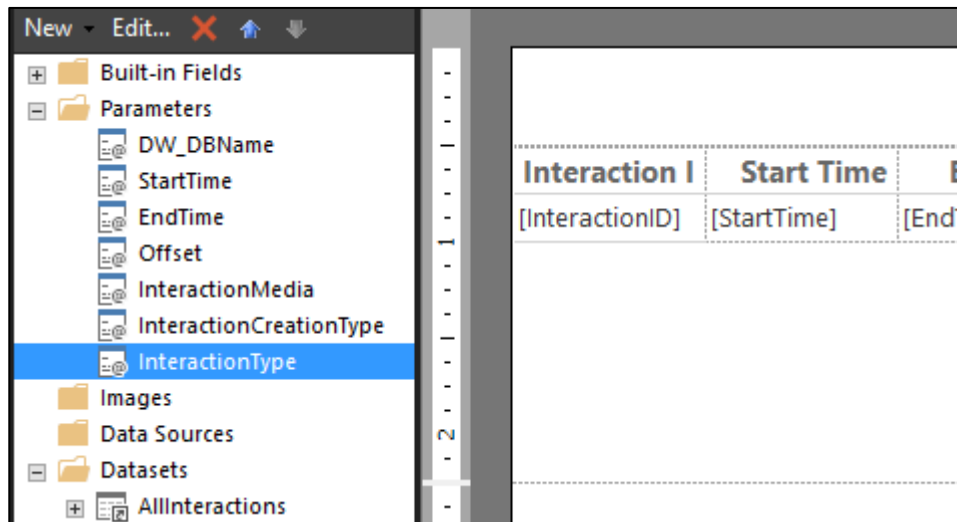
d. Now go to the Parameters node at the Report Builder constructor



We need only 7 parameters, that's why all others should be deleted.

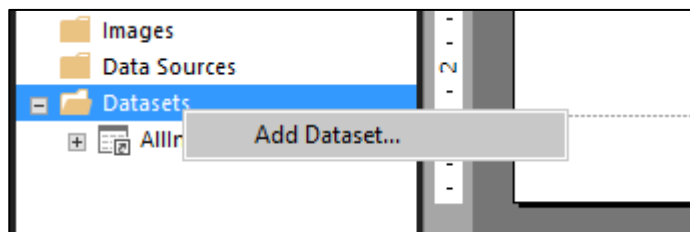
e. Use  button to delete extra parameters.

The correct number of parameters:

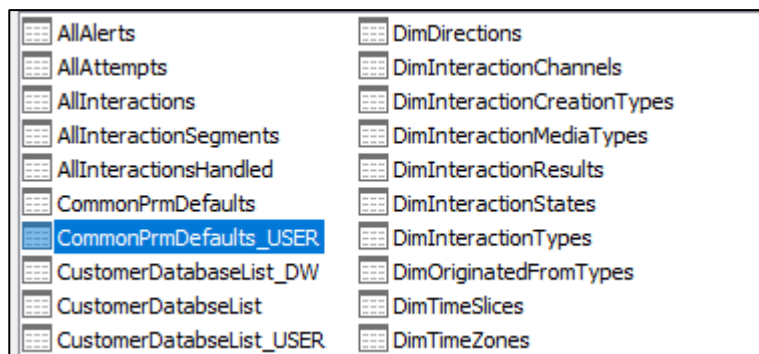


**8. Add datasets for parameters**

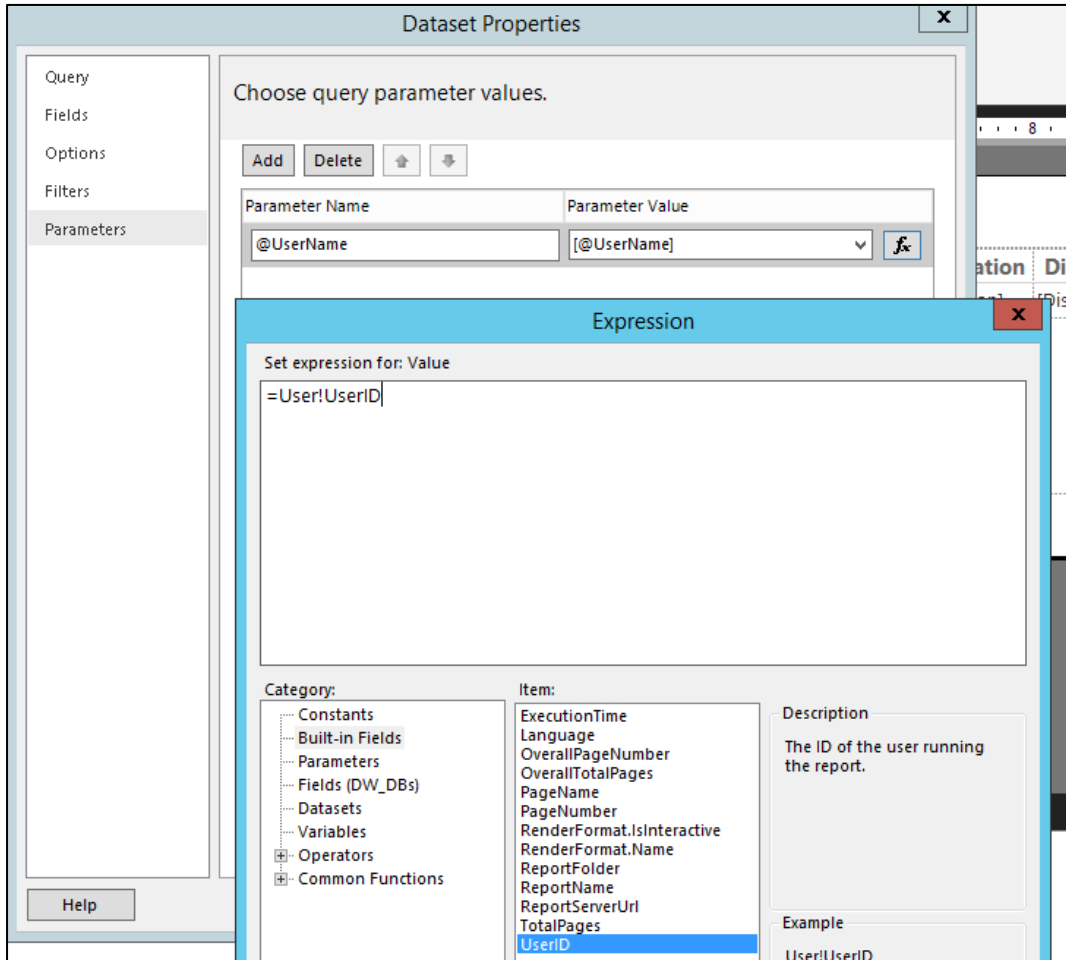
- a. Add a dataset for the @EndTime Parameter (repeat step 5 for the new shared dataset):
- b. Right-click on the Datasets node and choose "Add Dataset..."



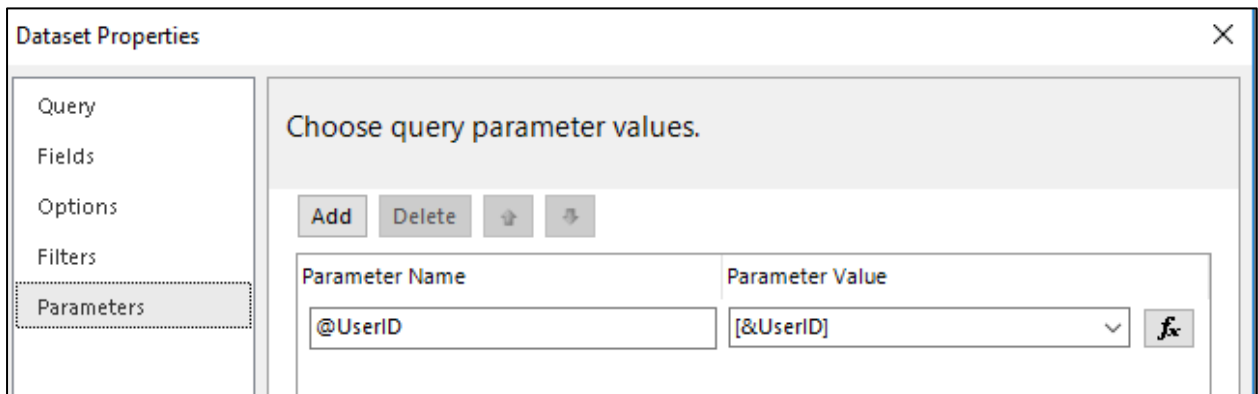
- c. Choose CommonPrmDefaults\_USER shared dataset:



- d. Set one parameter for that:
  - Open Expression value.
  - Choose Built-in field UserID as a value.



The parameter will be next:



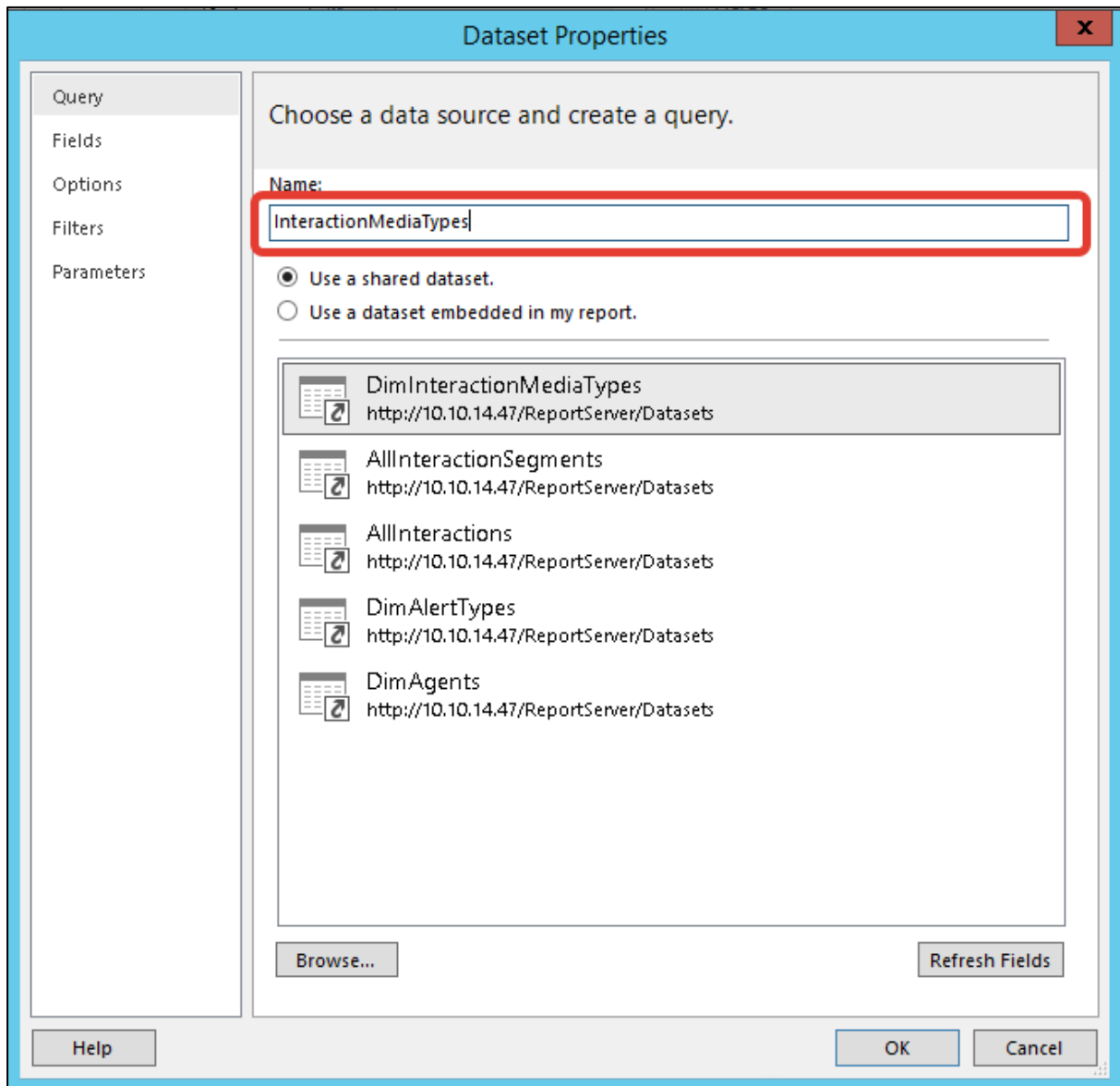
e. Set default value for the @EndTime parameter:

The screenshot shows a dialog box titled "Report Parameter Properties" with a close button (X) in the top right corner. On the left is a vertical navigation pane with four tabs: "General", "Available Values", "Default Values" (which is selected and highlighted with a dotted border), and "Advanced". The main area of the dialog is titled "Choose the default values for this parameter." and contains the following options:

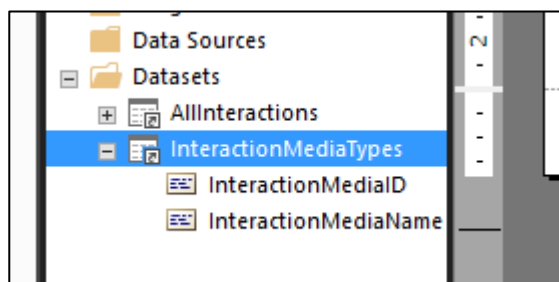
- Select from one of the following options:
  - No default value
  - Specify values
  - Get values from a query
- Dataset: (Warning: Possible performance impact)
- Value field:

Now you should add a dataset for these parameters: @InteractionMedia, @InteractionCreationType, @InteractionType.

- f. Browse a dataset DimInteractionMediaTypes.
- g. Set a correct name for that.



Now you see 2 datasets at the report.

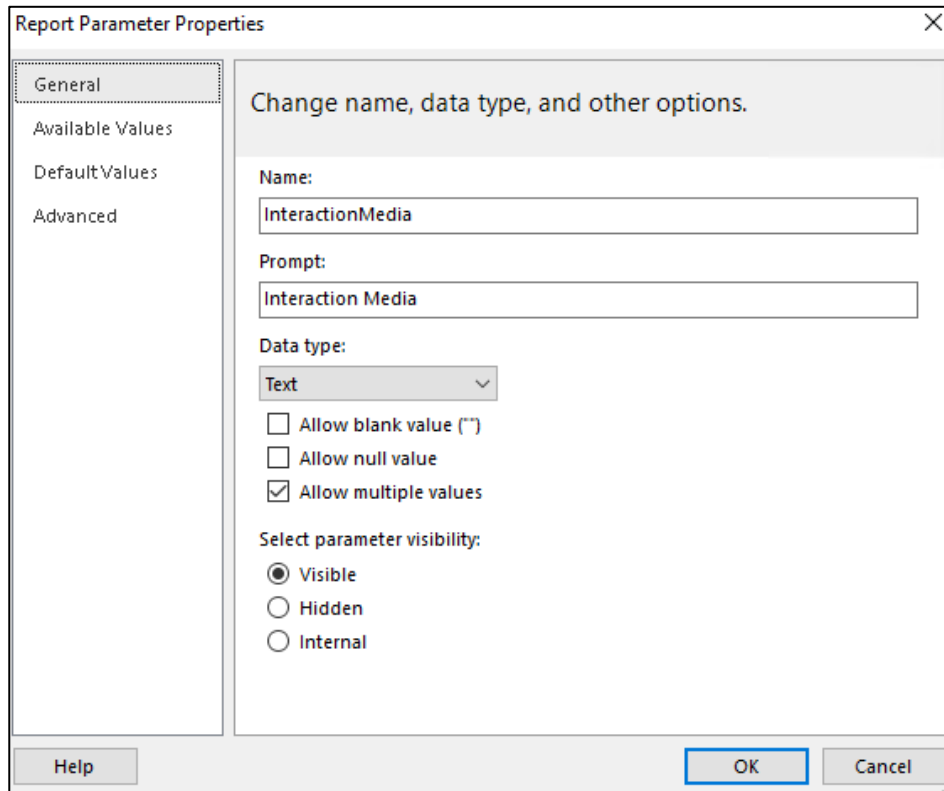


h. Change properties for the parameter @InteractionMedia accordingly.

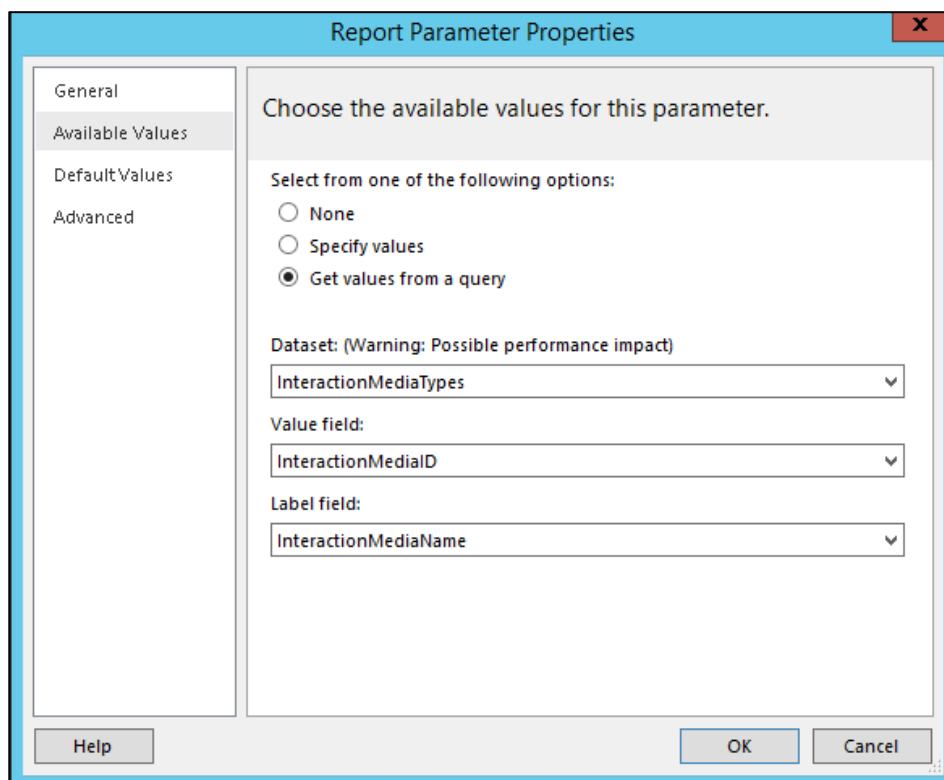
To open parameter properties you should double-click at the needed parameter.

General Page:

1. Data Type = Text
2. Allow multiple values

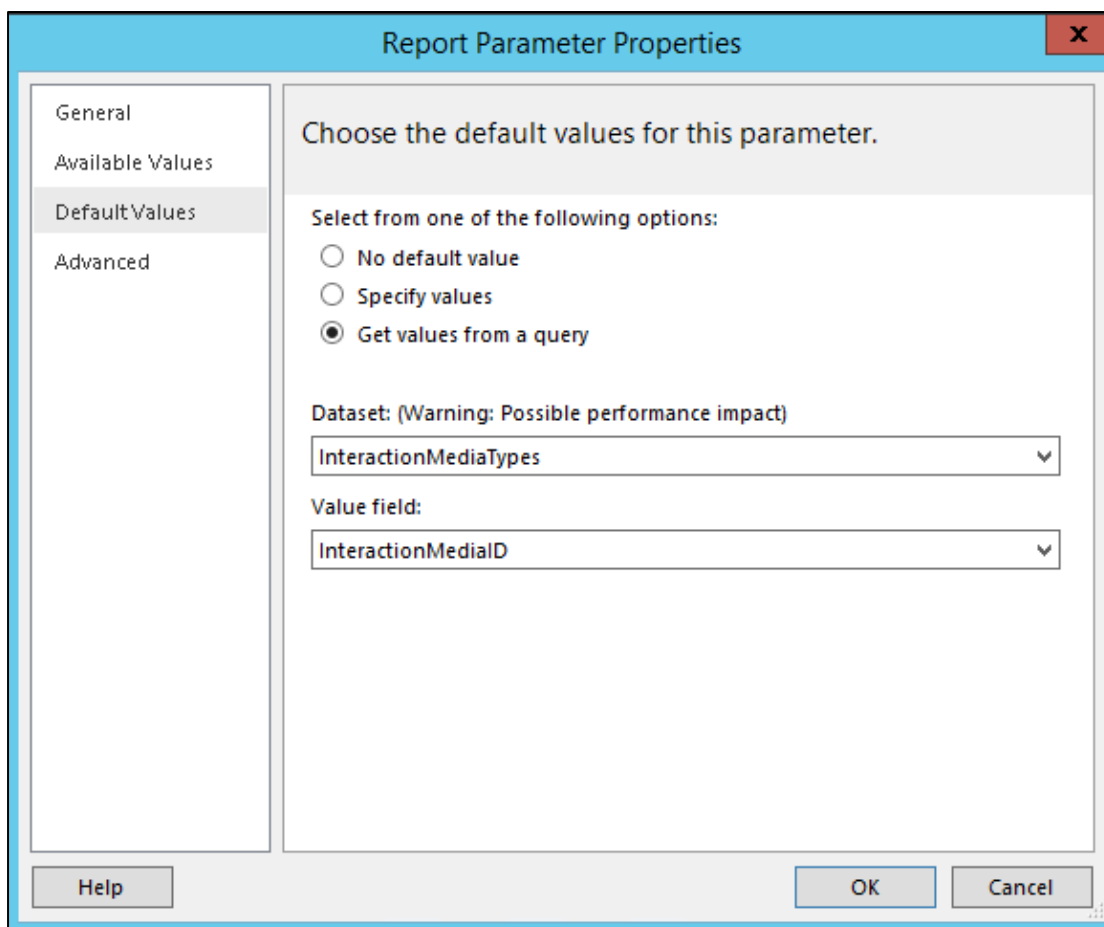


Available Values:





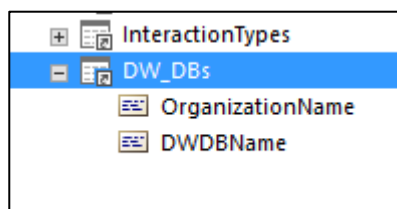
And default value:



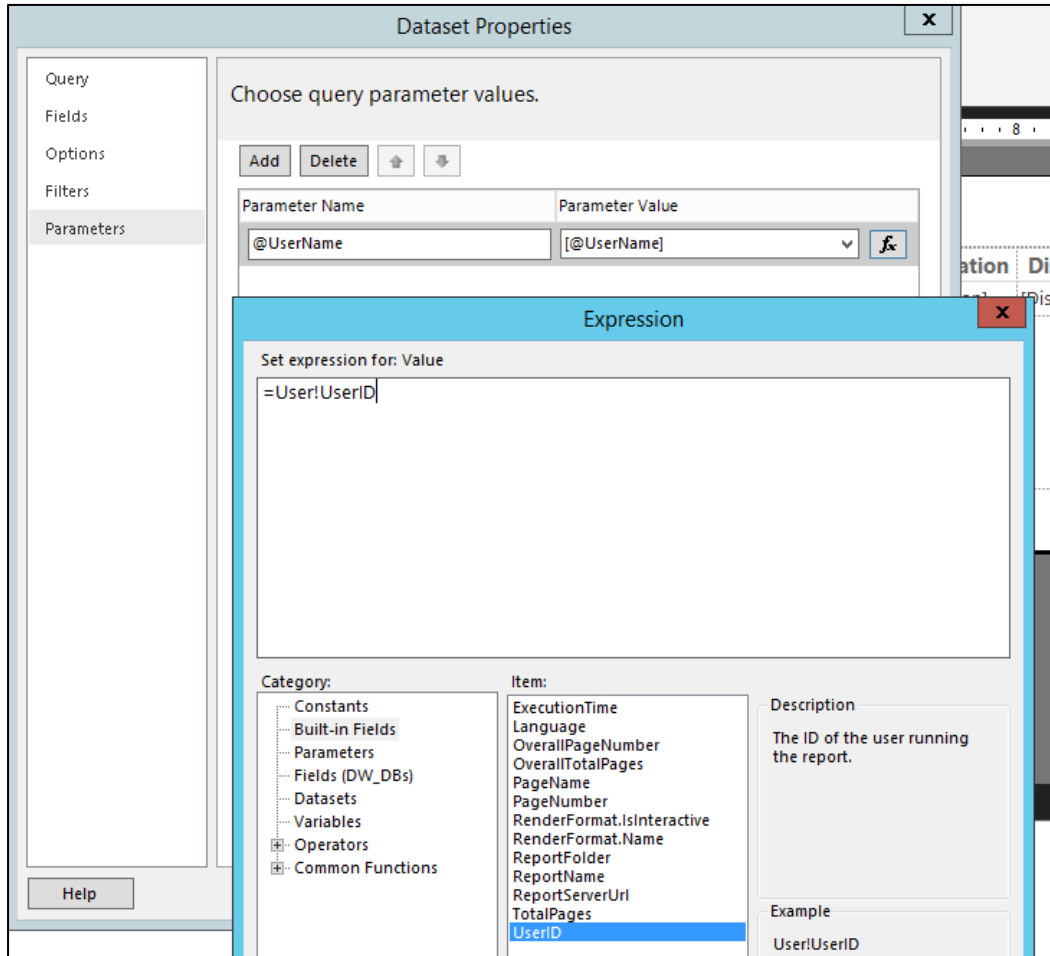
- i. Repeat steps for parameters @InteractionCreationType, @InteractionType using DimInteractionCreationTypes and DimInteractionTypes datasets respectively.

## 9. Add a mandatory dataset

- a. The last dataset that should be added anyway is CustomerDatabaseList\_DW. It will be used by @DW\_DBName parameter.



- b. Set correct expression for the parameter @UserName of the DW\_DBs dataset.



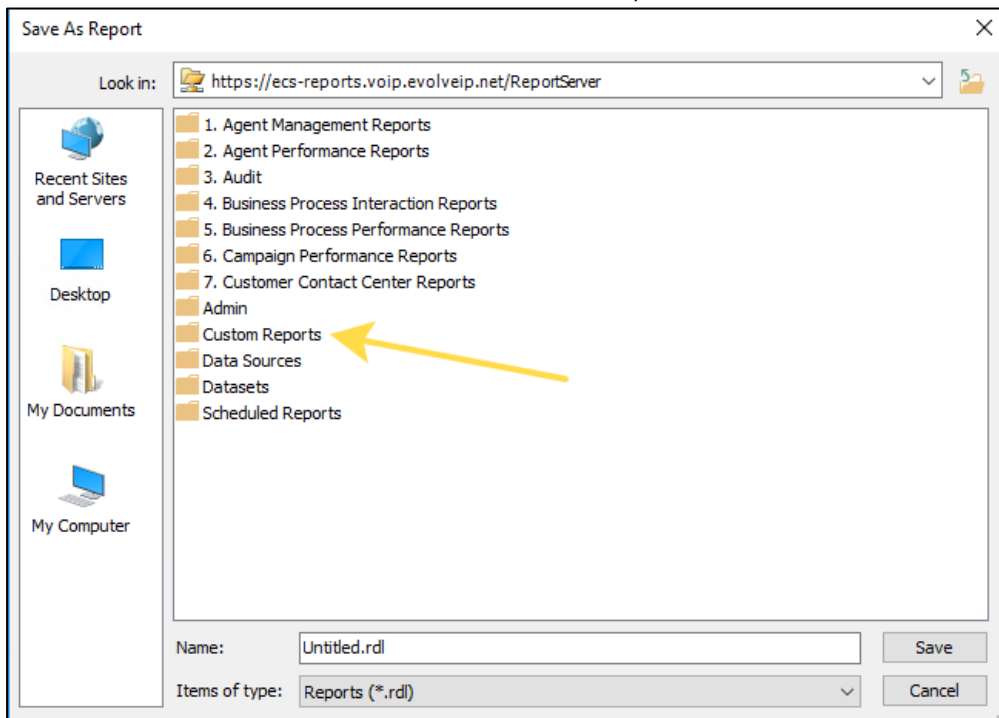
c. Set next properties for the @DW\_DBName parameter:

The screenshot shows a dialog box titled "Report Parameter Properties" with a close button (X) in the top right corner. On the left is a vertical navigation pane with four tabs: "General", "Available Values" (which is selected and highlighted), "Default Values", and "Advanced". The main area of the dialog is titled "Choose the available values for this parameter." Below this title, there is a section "Select from one of the following options:" with three radio buttons: "None", "Specify values", and "Get values from a query" (which is selected). Below the radio buttons, there is a "Dataset: (Warning: Possible performance impact)" label followed by a dropdown menu containing "DW\_DBs". Below that is a "Value field:" label followed by a dropdown menu containing "DWDBName". Below that is a "Label field:" label followed by a dropdown menu containing "OrganizationName". At the bottom of the dialog are three buttons: "Help", "OK", and "Cancel".

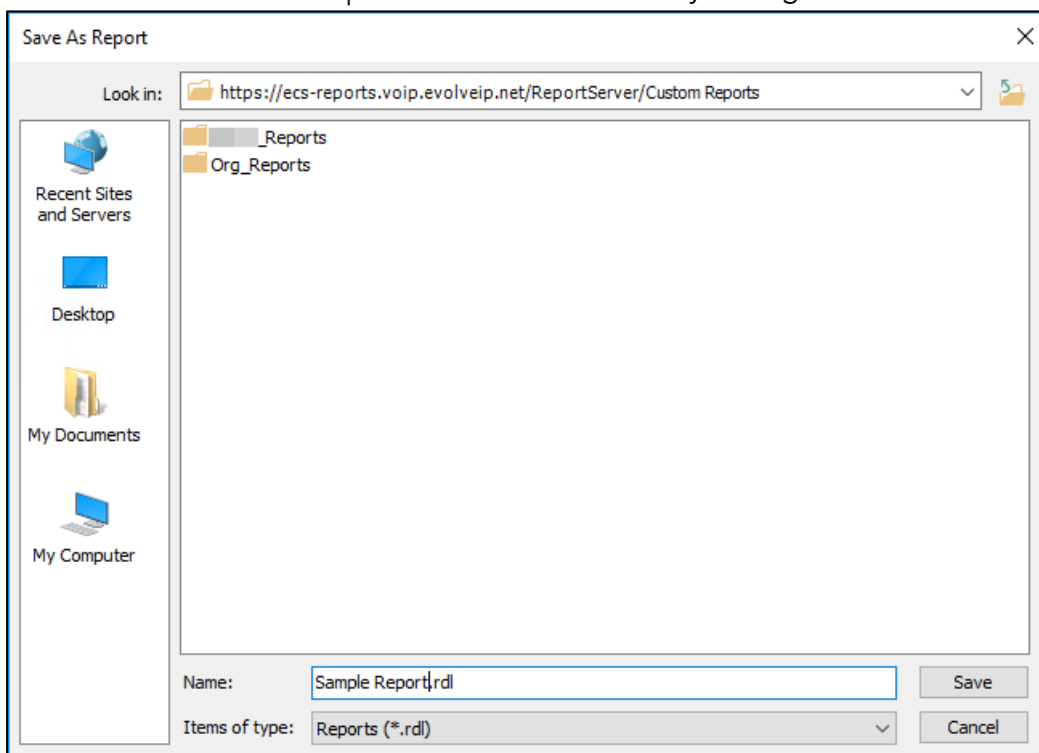
The screenshot shows the same "Report Parameter Properties" dialog box, but with the "Default Values" tab selected in the left navigation pane. The main area is titled "Choose the default values for this parameter." Below this title, there is a section "Select from one of the following options:" with three radio buttons: "No default value", "Specify values", and "Get values from a query" (which is selected). Below the radio buttons, there is a "Dataset: (Warning: Possible performance impact)" label followed by a dropdown menu containing "DW\_DBs". Below that is a "Value field:" label followed by a dropdown menu containing "DWDBName". The "Label field:" section is not visible in this view. At the bottom of the dialog are three buttons: "Help", "OK", and "Cancel".

10. Save a report to the chosen folder at the Report Server.

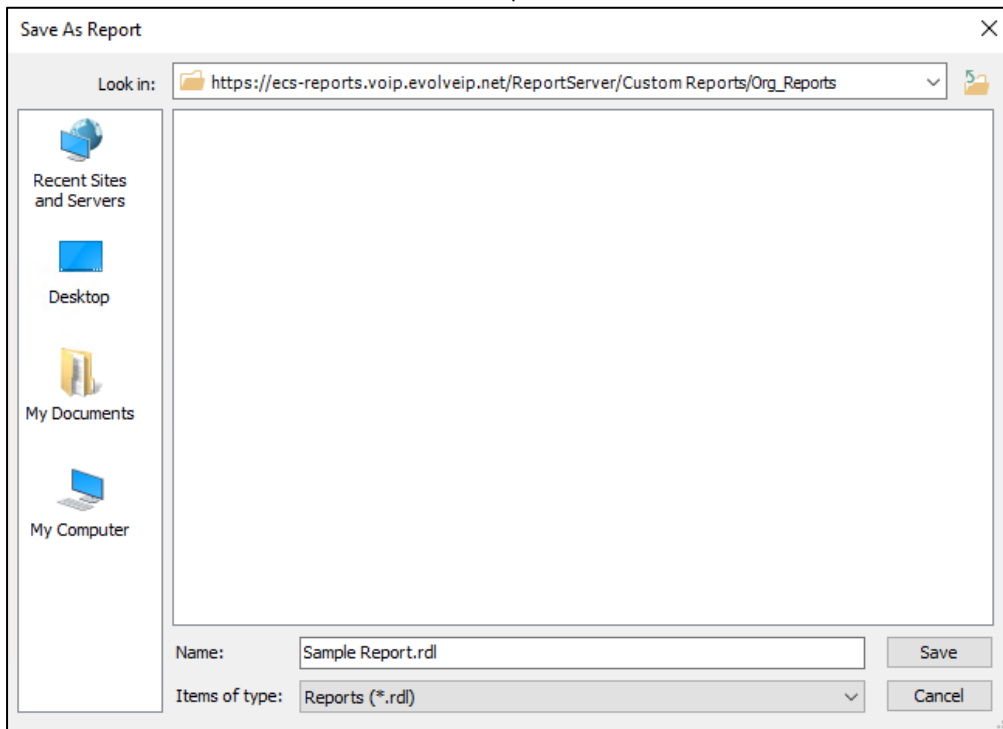
a. You need to find the "Custom Reports" folder.



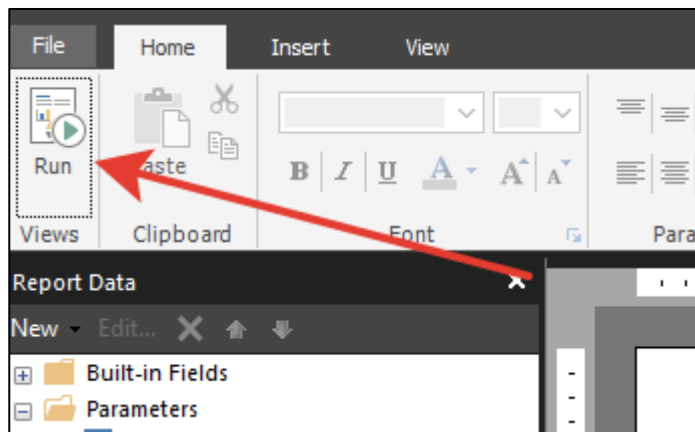
b. After that open a folder that contains your organization name



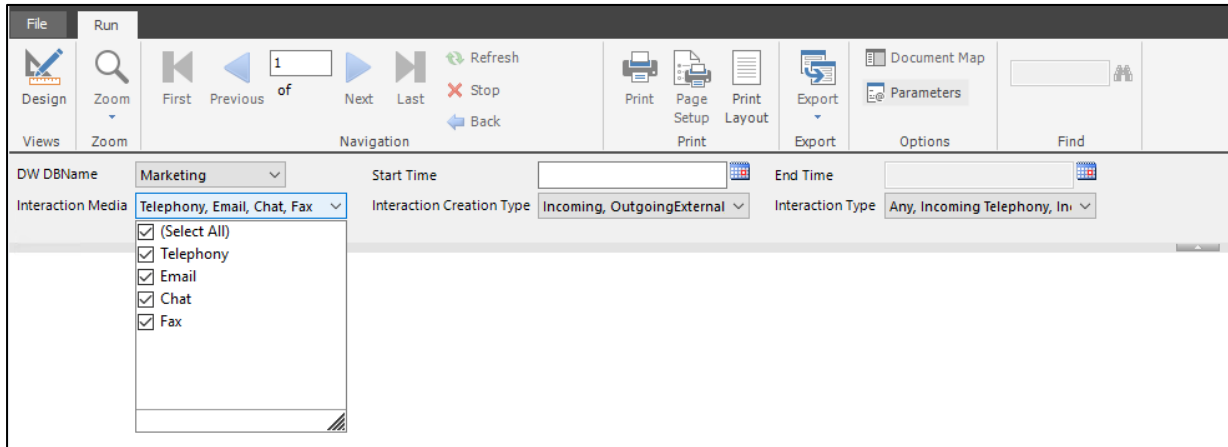
c. Set the Name of your report and click Save.



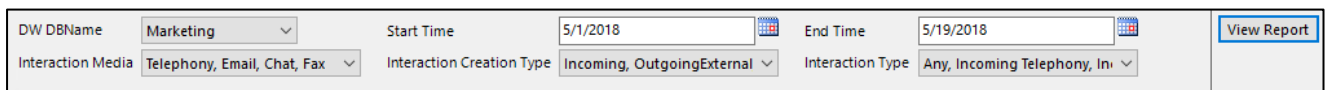
11. Use Run menu item to preview the report.



Preview:

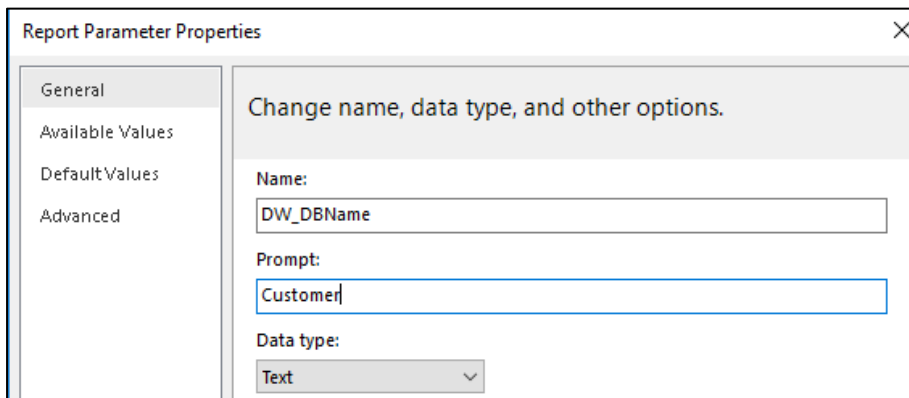


- Default values are all values from combobox field.
- You can choose some of them
- After Start Time update, End Time will have a default value and you can click "View" report to check data.

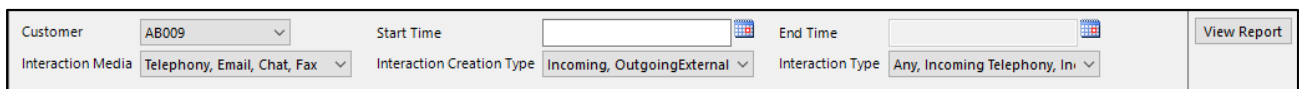


As you can note, DW DBName is not so pretty caption for users. We can change it as follows:

- Open @DW\_DBName parameter properties
- Change Prompt to the **Customer**



After changes:

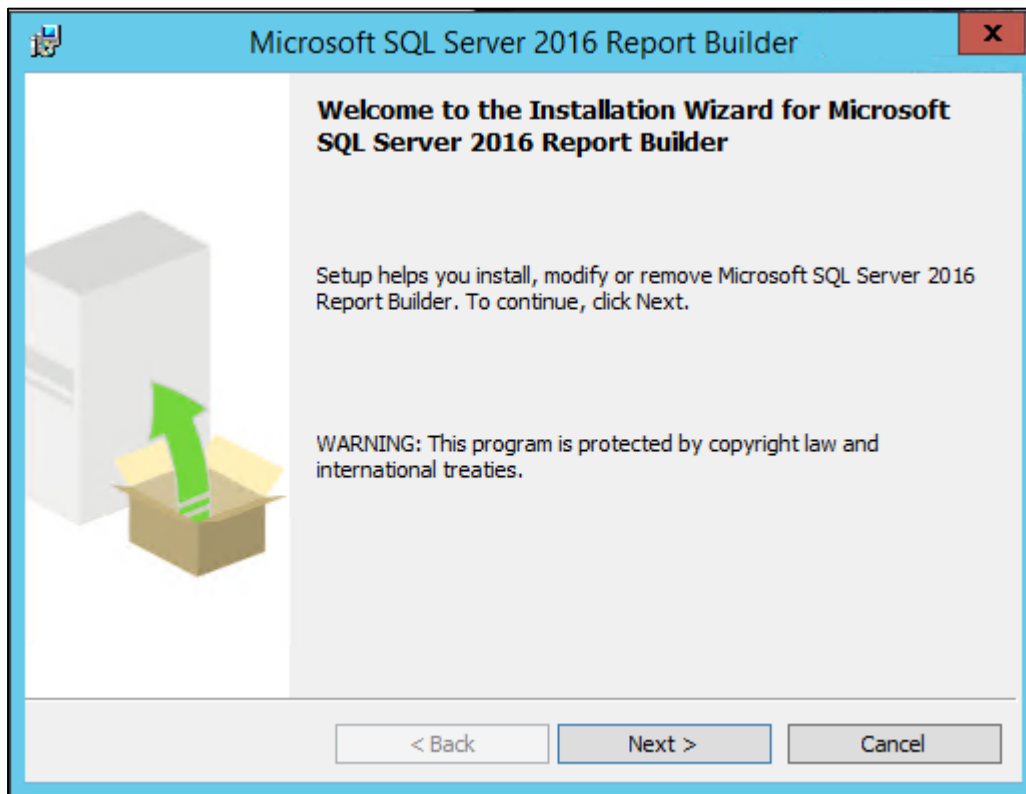


Click Save button to deploy a report on a Report Server.

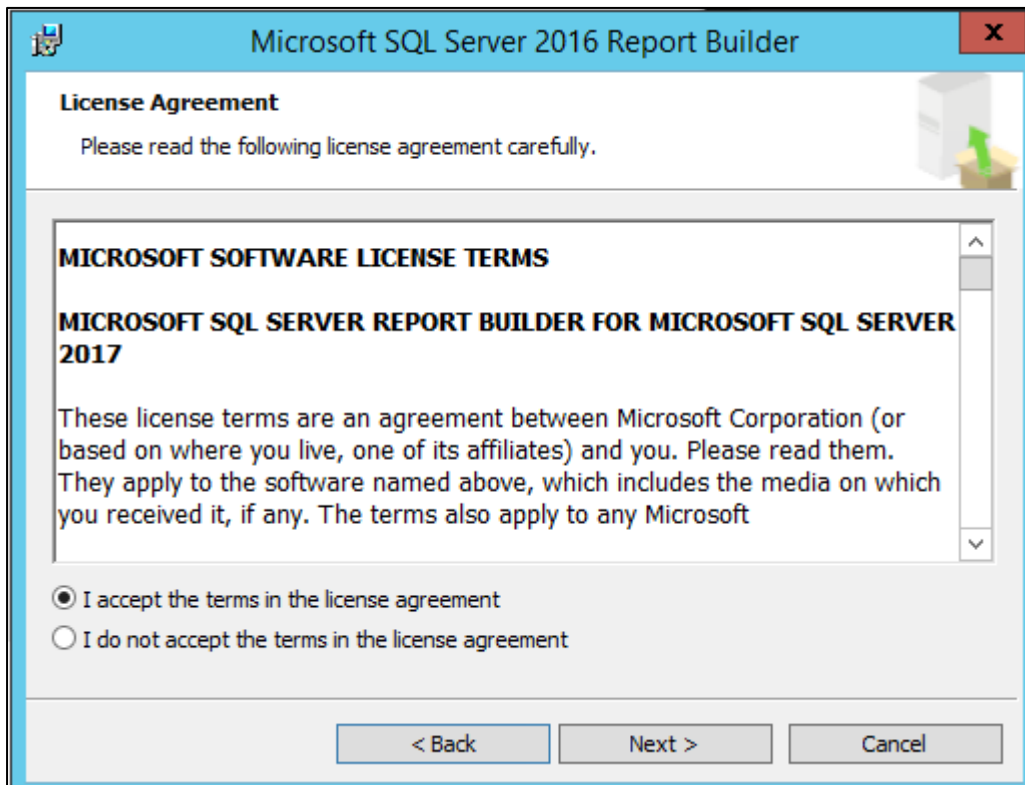
## Annex 1

### How to install Report Builder

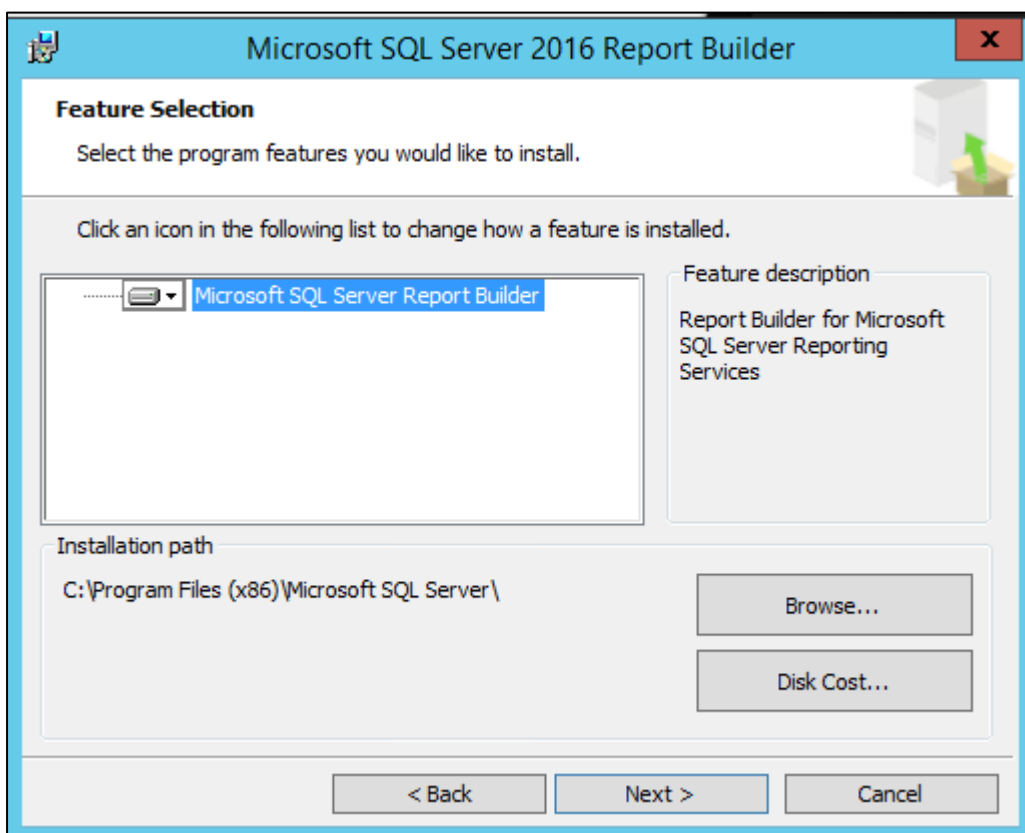
1. Download Report Builder using direct link from Reporting Services Web portal or use this link: <https://www.microsoft.com/en-us/download/details.aspx?id=53613>
2. Run the Installation Wizard. Click Next



3. Choose "I accept the terms in the license agreement"

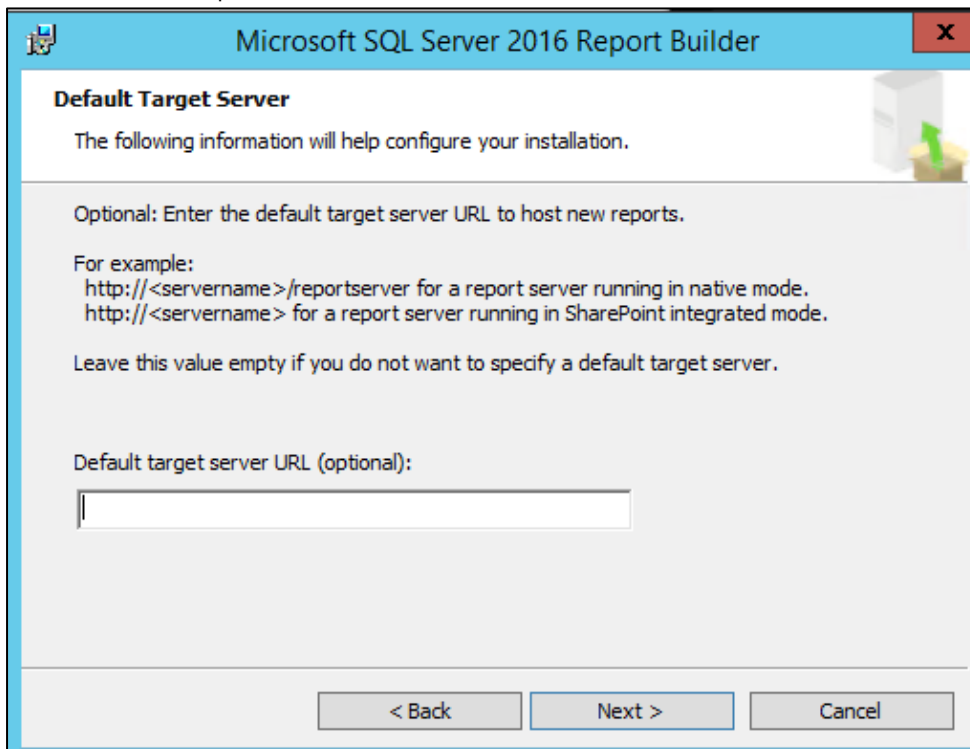


4. Click Next

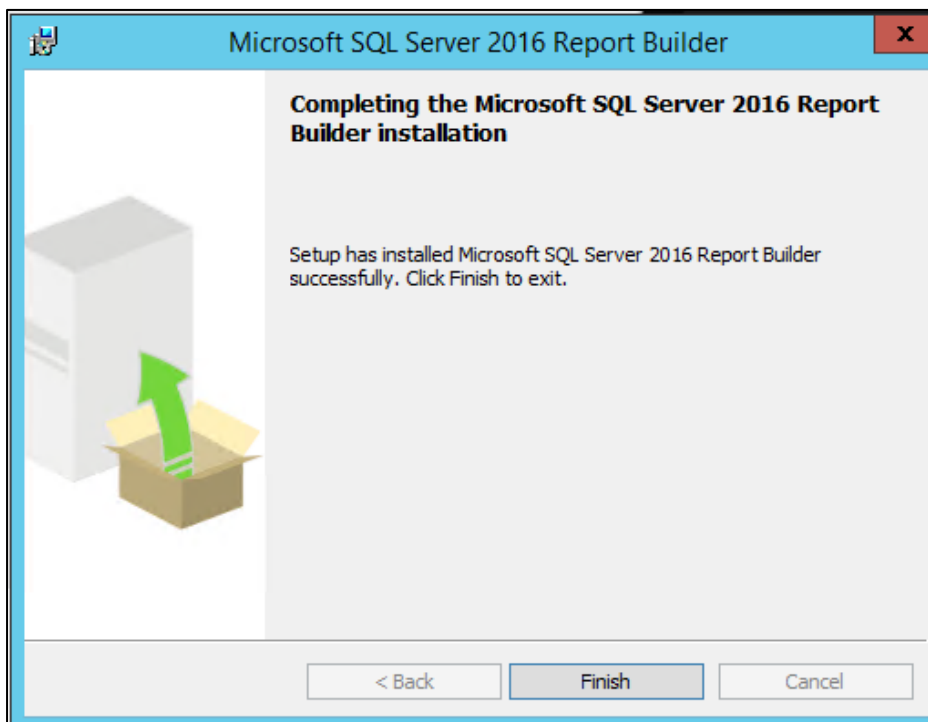




5. You can leave "Default target server URL" empty, it is not a mandatory field to install Report Builder.



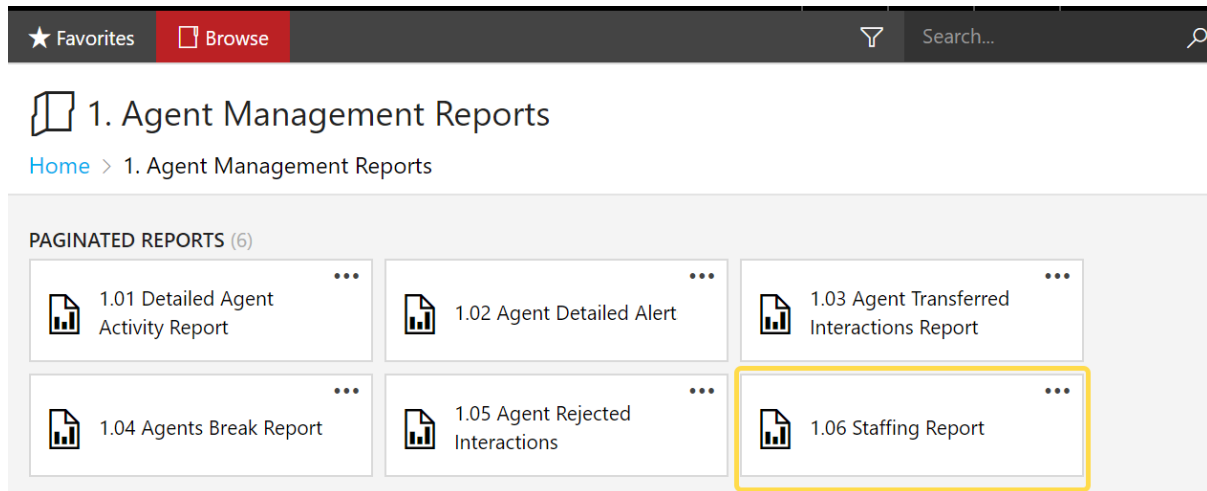
6. At the last step click "Install".
7. If there are no any issues with installation, you will see this message



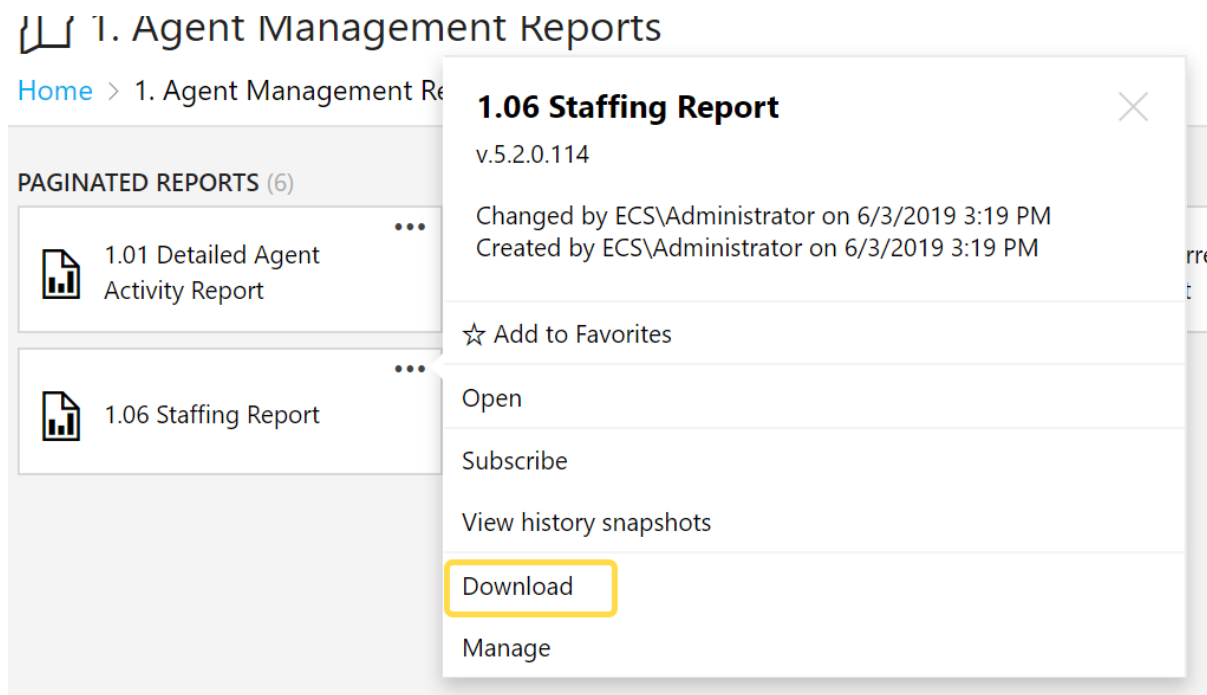


## How to create a report using a default report:

1. Take a report, that you are going to use as a template
  - a. Find a needed report

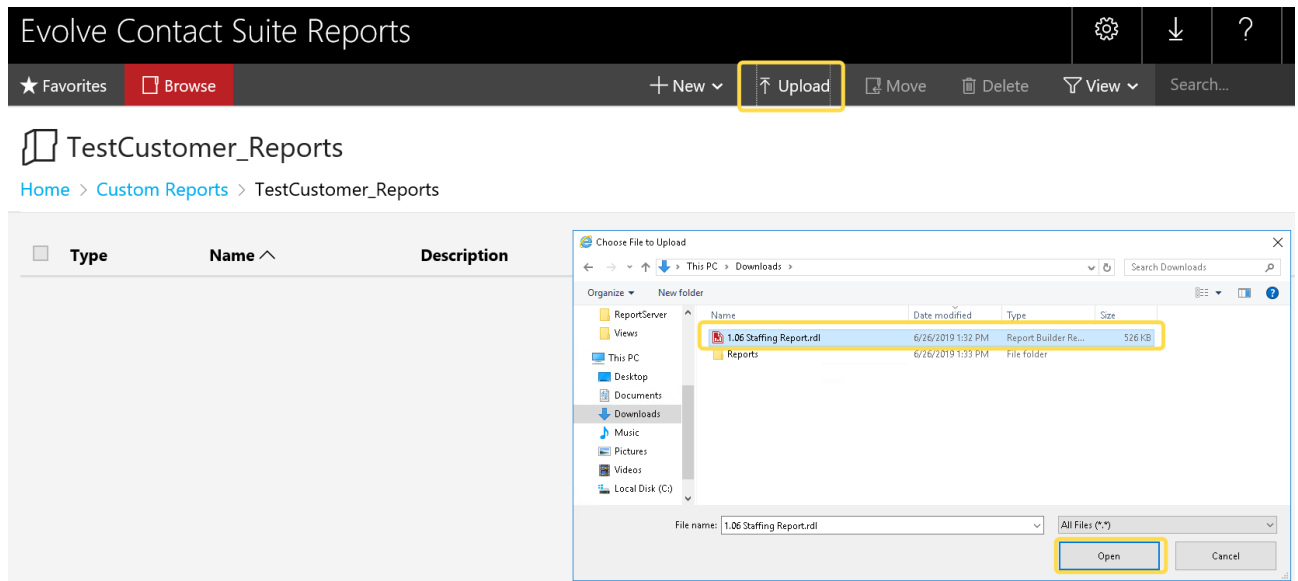


- b. Download a report locally: click on 3 dots and choose "Download"

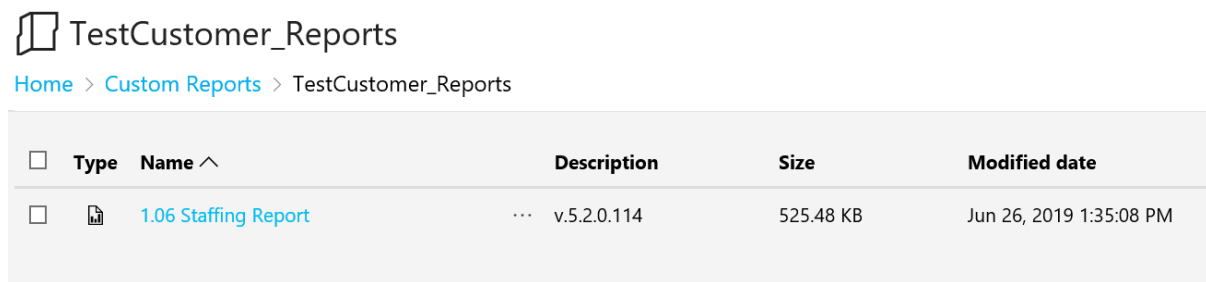


- c. Upload a new report in your customer folder:
        - i. Go to a customer folder
        - ii. Click Upload

- iii. Choose a downloaded earlier rdl-file
- iv. Click Ok

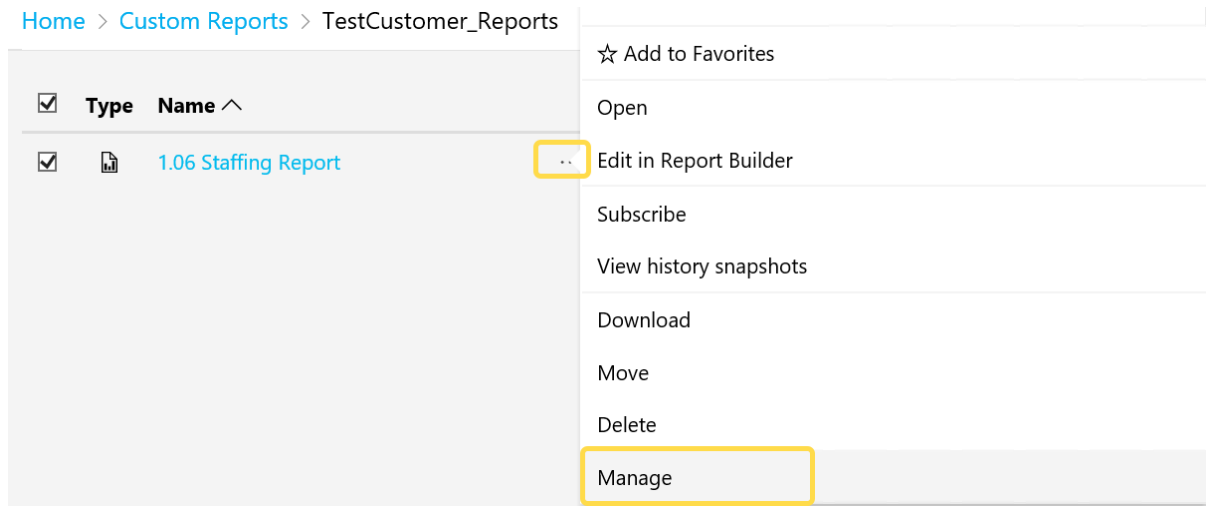


- d. After that you should see a new report in your customer folder

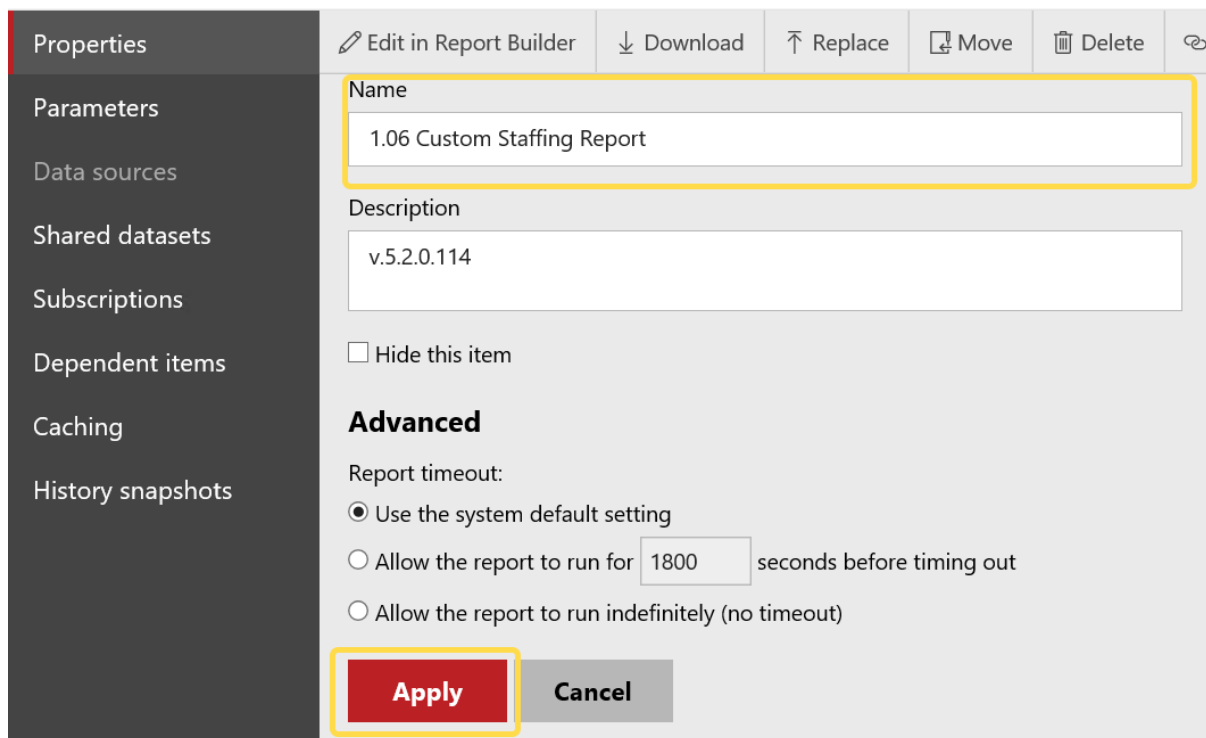


2. Update the name of a new report

- a. open report's settings: click on 3 dots and choose **Manage**



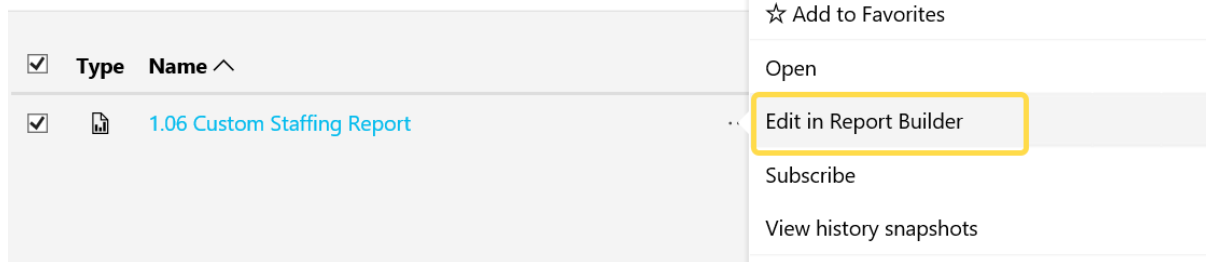
b. Update a field Name and click Apply



### 3. Update an internal logic of the report

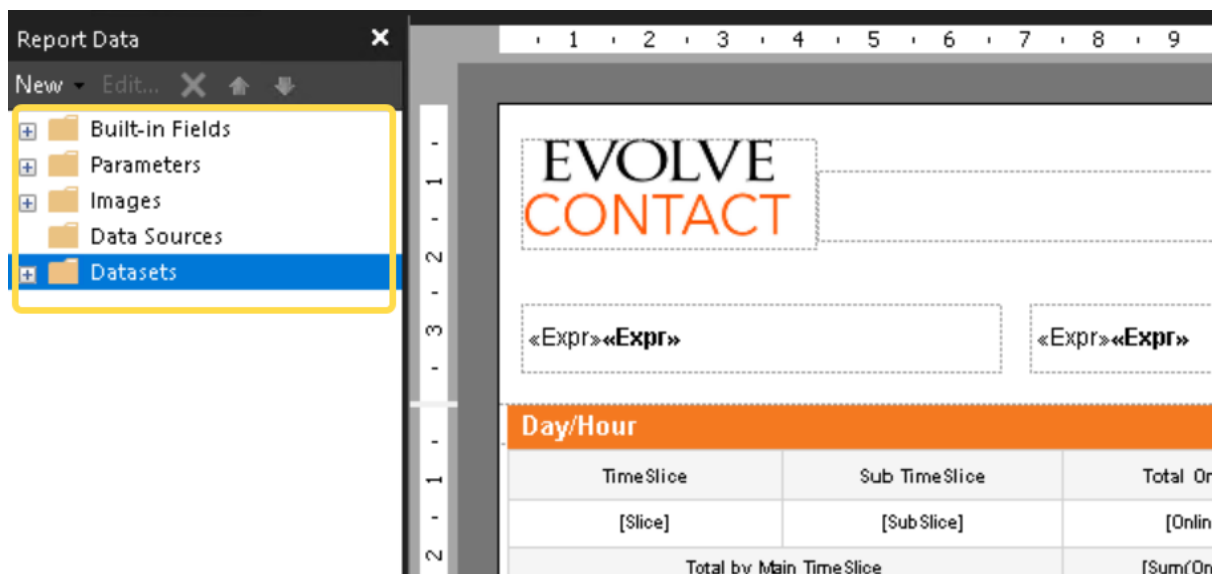
- a. Open a report in Report Builder: click on 3 dots and choose Edit in Report Builder

Home > Custom Reports > TestCustomer\_Reports



b. You will see the next sections inside a report:

- Build-in Fields – you can use this fields to set default values
- Parameters – you can manage parameters
- Images – new images can be added to the report
- Data Sources – this section should be empty, because report logic is based on shared datasets without a link to shared data sources
- Datasets – this section contains shared datasets, those were linked to the report.



Please be careful if you want to delete some report parts. It may affect a common functionality.

c. You can apply next changes:

- a. Delete a column, if you don't need it in the output
  - i. Right click on a specific column
  - ii. Choose **Delete columns**

Day/Hour				
TimeSlice	Sub TimeSlice	Total Online	Total Available	
[Slice]	[Sub Slice]	[Online]	[Available]	
Total by Main TimeSlice		[Sum(Online)]	[Sum(Available)]	
Month/Week				
TimeSlice	Sub TimeSlice	Total Online	Total Available	Occupancy Pct
[Slice]	[Sub Slice]	[Online]	[Available]	[Occupancy]
Total by Main TimeSlice		[Sum(Online)]	[Sum(Available)]	[Sum(Occupancy)]

- b. Delete a row, if you don't need it in the output. Sometimes rows contain a grouping data, descriptions or total values
  - i. Right click on a specific row
  - ii. Choose **Delete Rows**

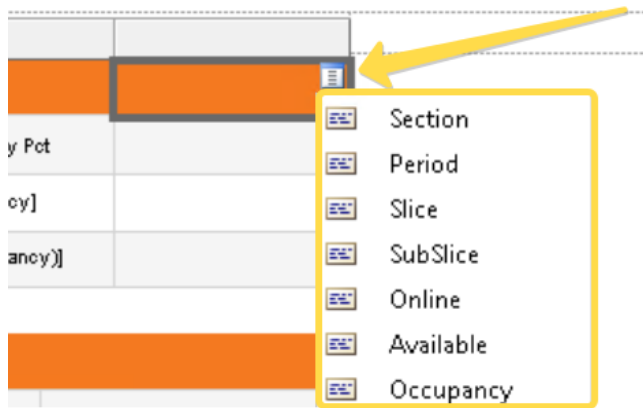
Day/Hour				
TimeSlice	Sub TimeSlice	Total Online	Total Available	
[Slice]	[Sub Slice]	[Online]	[Available]	
Total by Main TimeSlice		[Sum(Online)]	[Sum(Available)]	
Month/Week				
TimeSlice	Sub TimeSlice	Total Online	Total Available	Occupancy Pct
[Slice]	[Sub Slice]	[Online]	[Available]	[Occupancy]
Total by Main TimeSlice		[Sum(Online)]	[Sum(Available)]	[Sum(Occupancy)]
Quarter/Month				

- c. Add a column:
  - i. Click on a column header
  - ii. Choose **Insert column**
  - iii. Choose **Left** or **Right**

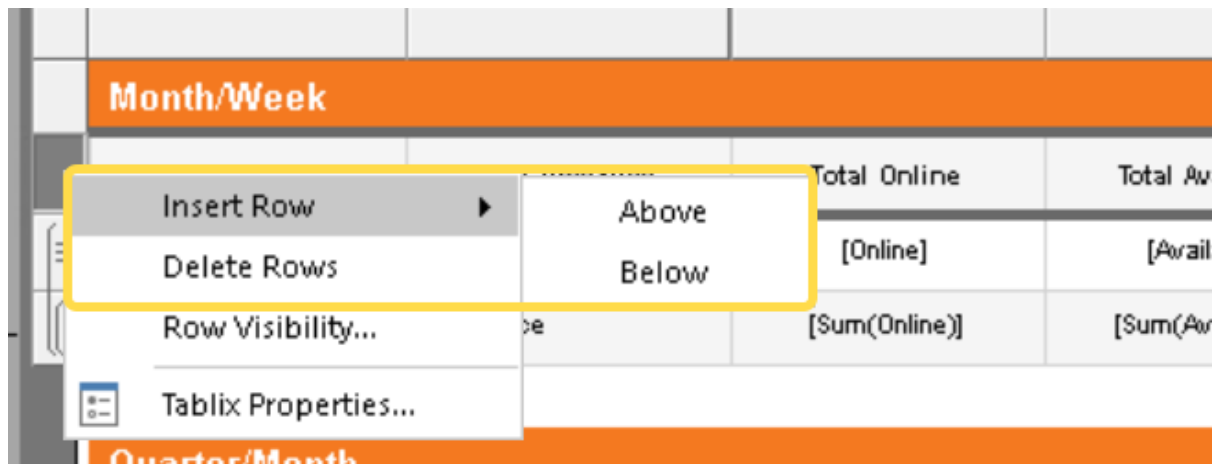
TimeSlice	Sub TimeSlice	Total Online	Total Available	Occupancy Pct
[Slice]	[Sub Slice]	[Online]	[Available]	[Occupancy]
Total by Main TimeSlice		[Sum(Online)]	[Sum(Available)]	[Sum(Occupancy)]

- d. After adding a new column, you can define a dataset field, that will put the data in that column:
  - i. Click on a small table icon

- ii. Choose a field from a dataset



- e. Add a row:
  - i. Click on a row header
  - ii. Choose **Insert Row**
  - iii. Choose **Above** or **Below**



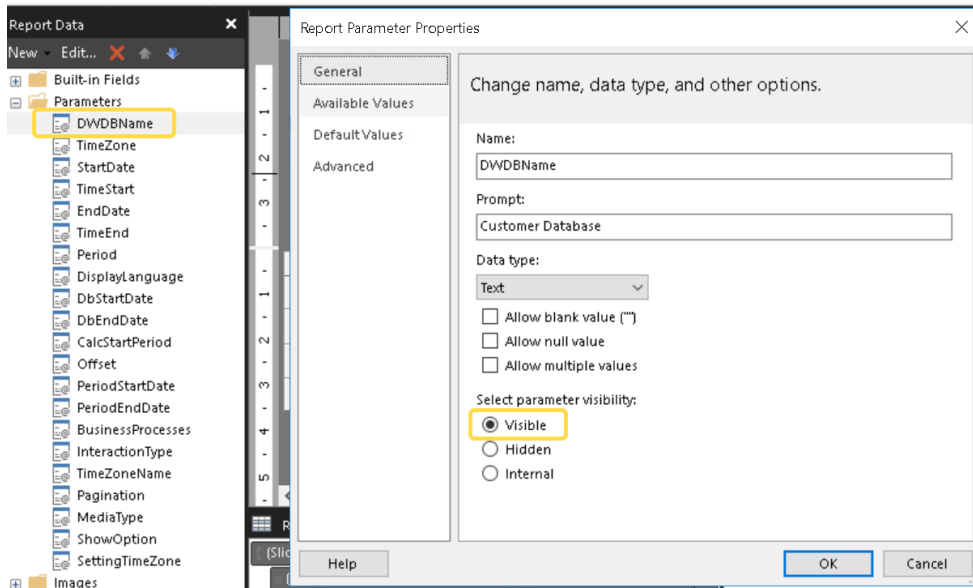
- f. You can set a simple text value in a text box. You can see, that dataset fields are marked by square brackets



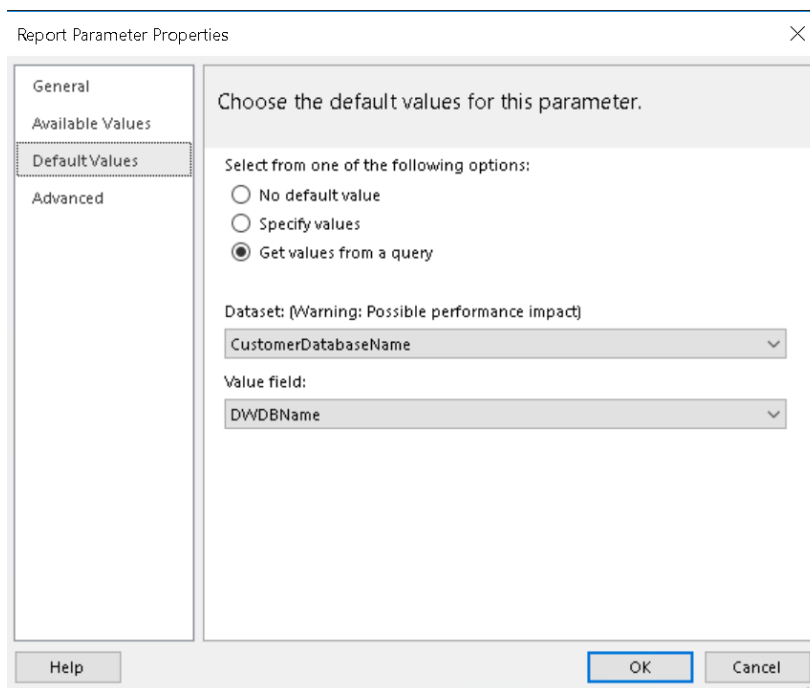
- g. Remove a parameter from the report: if you don't need a specific parameter in the report, you may leave it for an internal logic only:



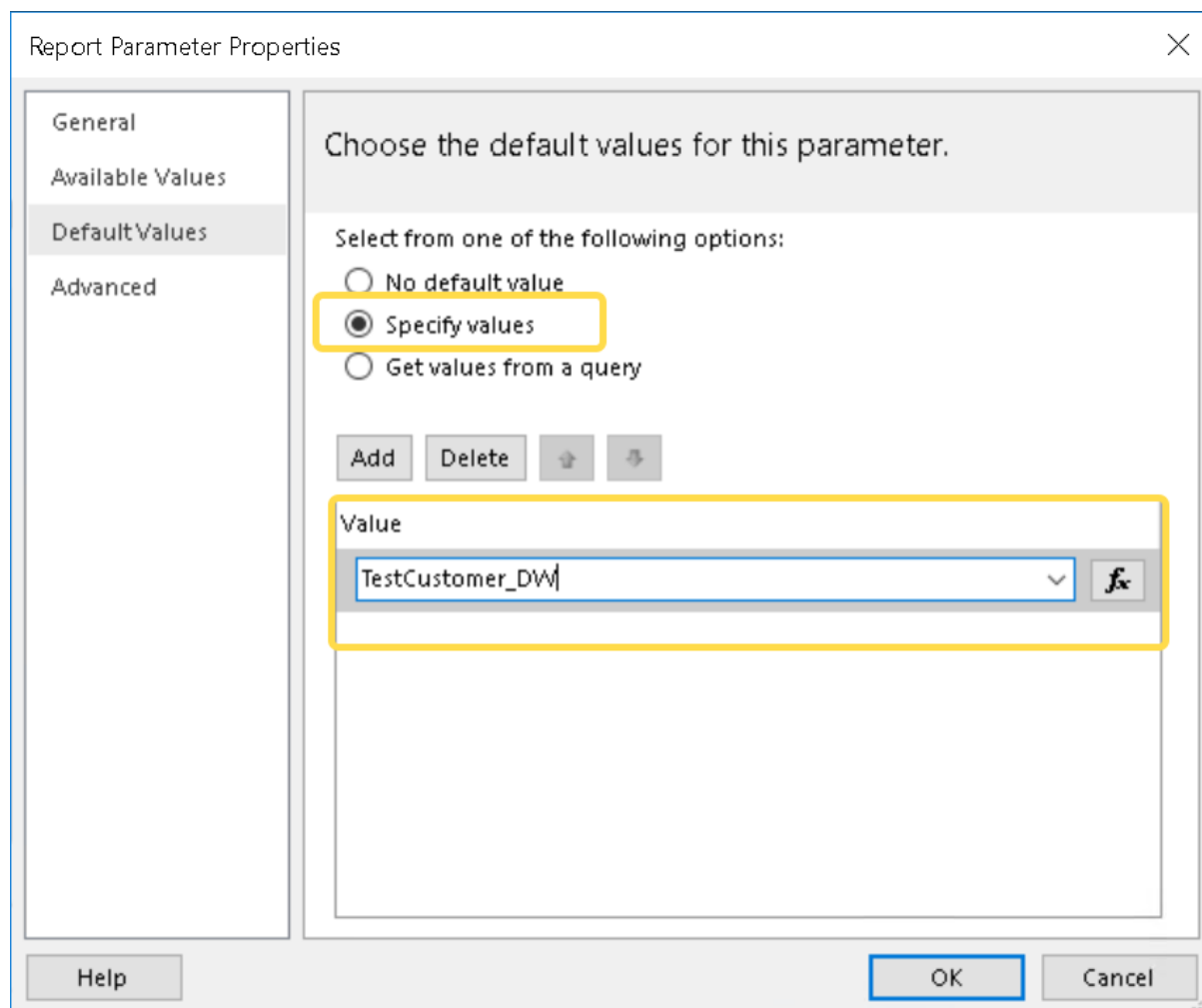
- i. Double click on a parameter
- ii. Check a visibility property



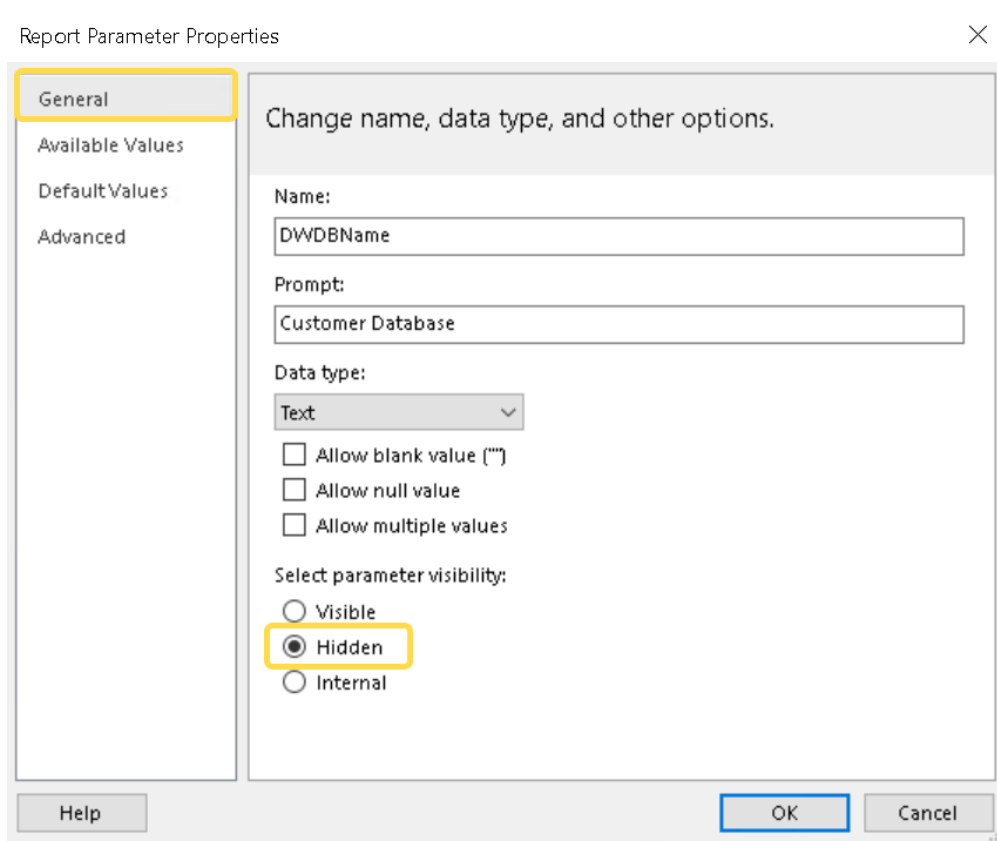
- iii. Go to **Default Values** tab



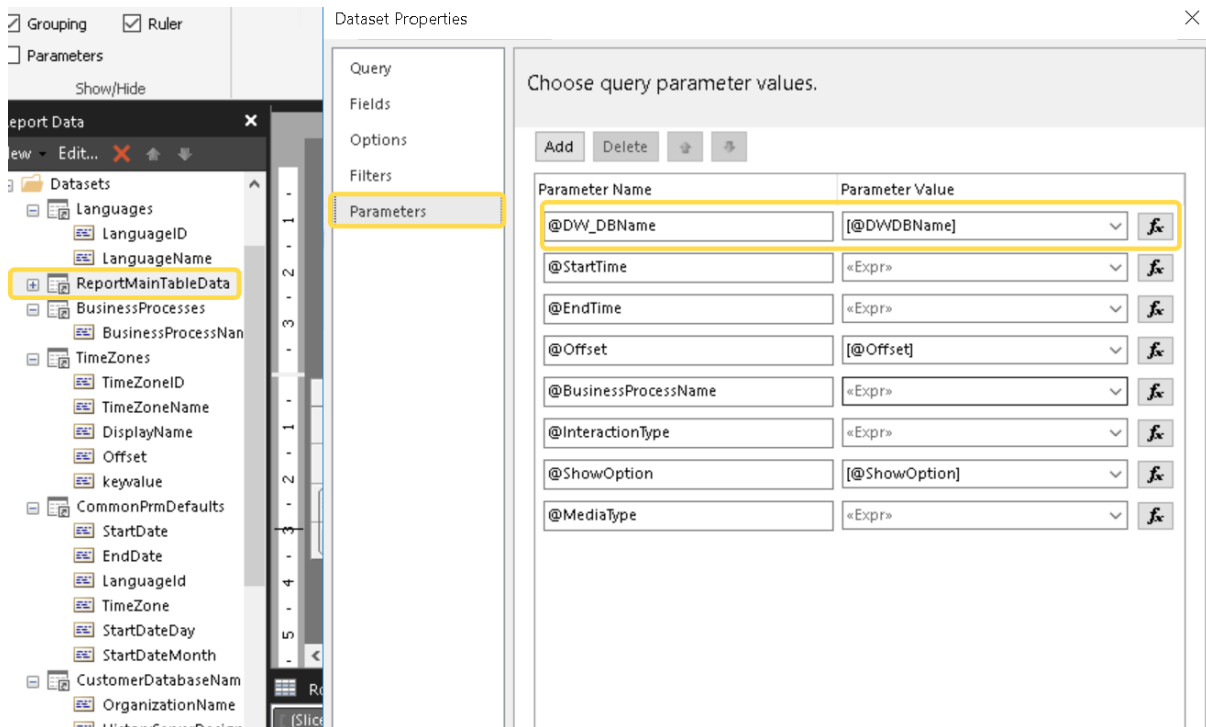
- iv. Choose **Specify values**
- v. Set default value for this parameter



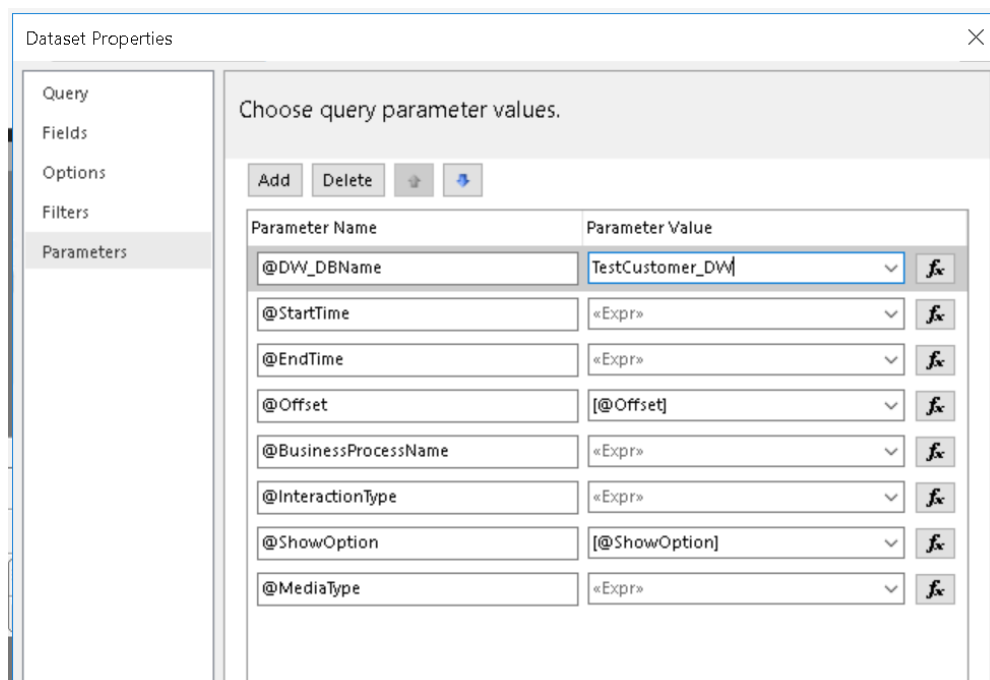
vi. Set a visibility to Hidden on General tab



- h. Set a default value for a parameter in dataset settings
  - i. Double click on a specific dataset
  - ii. Choose **Parameters** tab
  - iii. Find a needed parameter



iv. Set a default value



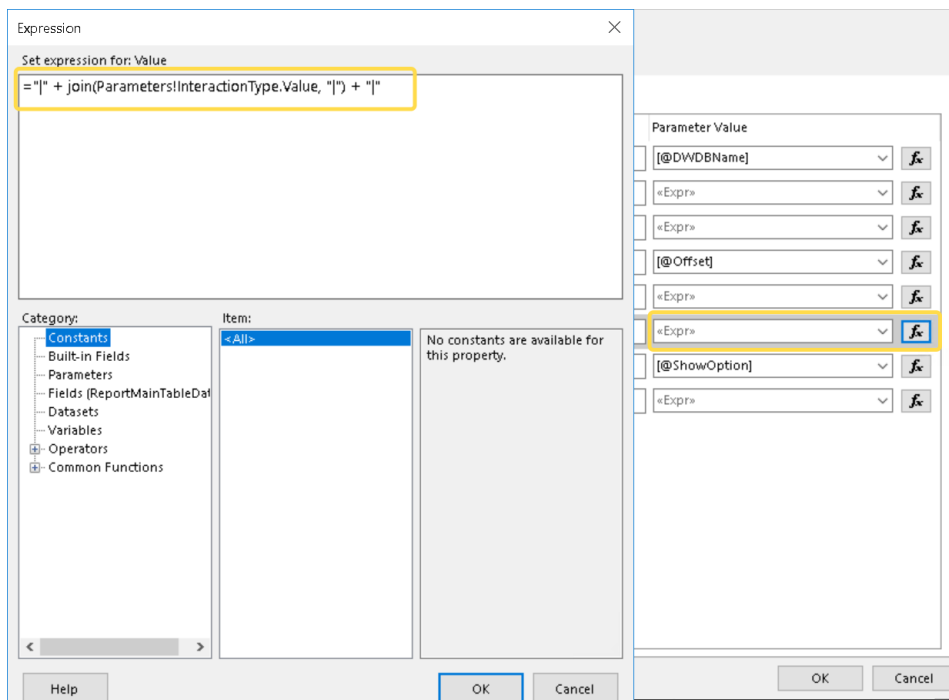
v. Click Ok to save changes

For such parameters, like @InteractionType, @MediaType etc, you can set a default value '-ALL-' – it means, that report should not consider these parameters for a filtering. And when a default value will be defined – just set Hidden visibility for them.

- i. You can use expressions for a parameter value
  - i. Click on **Fx**
  - ii. Set expression for a parameter value: you can find various templates for expressions in **Category** and **Item** columns below.
  - iii. Click **Ok** to save changes
  - iv. For an example below:
 

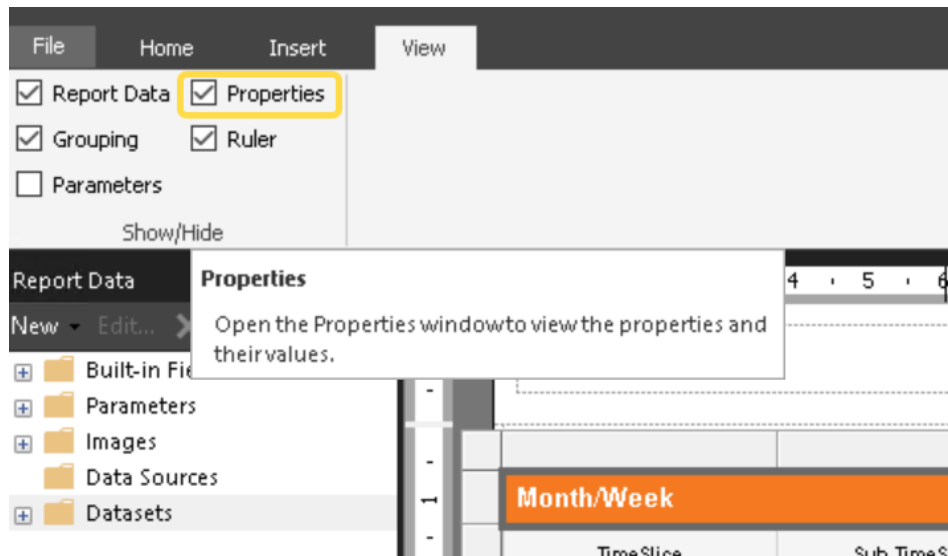
```
= "|" + join(Parameters!InteractionType.Value, "|") + "|"
```

    - + - it is a simple concatenation operation
    - Join (array, delimiter) – Returns a string created by joining a number of substrings contained in an array

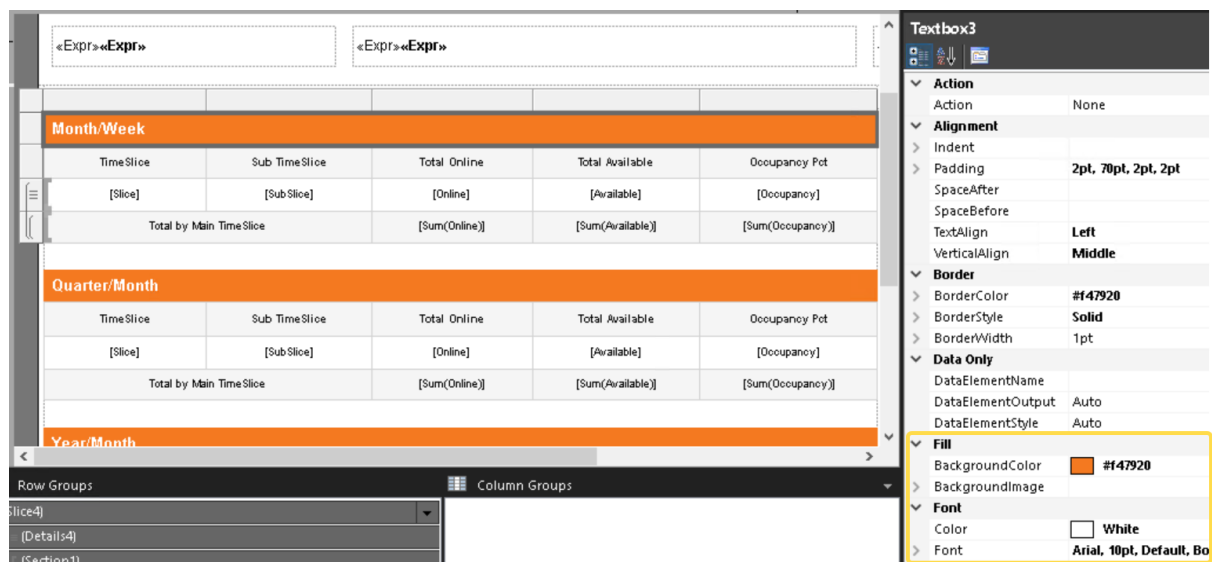


#### 4. Update a report appearance

- a. Check, that Properties section is enabled



- b. For each report's element you can find specific properties
  - I. Textbox: Font, Background color, Text align



- II. Tablix: common settings for a table, Page breaks, hidden property

The screenshot displays a report design interface. The main area shows a table with three distinct sections, each with an orange header bar: 'Month/Week', 'Quarter/Month', and 'Year/Month'. Each section contains a table with five columns: 'Time Slice', 'Sub Time Slice', 'Total Online', 'Total Available', and 'Occupancy Pot'. Below each table is a summary row labeled 'Total by Main Time Slice'. The 'Month/Week' section includes placeholders for '[Slice]' and '[Sub Slice]'. The 'Quarter/Month' and 'Year/Month' sections also include these placeholders. The 'Total by Main Time Slice' row contains summary expressions: '[Sum(Online)]', '[Sum(Available)]', and '[Sum(Occupancy)]'. To the right, a 'Properties' pane for 'Tablix9' is visible. The 'PageBreak' property is checked and highlighted with a yellow box. Other properties include 'BorderStyle: None' and 'BorderWidth: 1pt', also highlighted with a yellow box.

III. Update Page Header – it will be the same on each report page (or you may update properties **PrintOnFirstPage** and **PrintOnLastPage**). Page Header section starts from a top of a report to a marked line.

This screenshot shows the page header section of the report. At the top left is the 'EVOLVE CONTACT' logo. To its right is a placeholder for an expression, '<Expr>'. Below the logo and expression are two more placeholders: '<Expr><Expr>' and '<Expr><Expr>'. A yellow arrow points to a vertical line in the left margin, indicating the start of the page header section. The 'Properties' pane on the right shows settings for 'Page Header'. The 'Height' is set to '3.97354m'. The 'PrintOnFirstPage' and 'PrintOnLastPage' properties are both set to 'True'.

IV. Update Page Footer – it will be the same on each report page (or you may update properties **PrintOnFirstPage** and **PrintOnLastPage**). Page Footer section starts from a marked line to a bottom of a report.

This screenshot shows the page footer section of the report. It features a placeholder for an expression, '<Expr>'. A yellow arrow points to a vertical line in the left margin, indicating the start of the page footer section. The 'Properties' pane on the right shows settings for 'Page Footer'. The 'Height' is set to '53.49997pt'. The 'PrintOnFirstPage' and 'PrintOnLastPage' properties are both set to 'True'.

5. To deploy changes on Report Server:

Just save the current report, it will be saved on the Report server directly.



**Datasets:**

**Dimensions**

- DimAgents

AgentID	Identifier
AgentName	Agent name

- DimAgentLifeType

AgentLifeTypeID	Identifier
AgentLifeTypeName	Name of the agent life type

- DimAgentStatus

AgentStatusID	Identifier
AgentStatusName	Agent status name
GUIDID	GUID that identifies an agent

- DimAlertTypes

AlertTypeID	Identifier
AlertTypeName	Name of the alert type

- DimAreaCodes

AreaCodeID	Identifier
State	State
MajorCity	Major city

- DimBusinessProcesses

BusinessProcessID	Identifier
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BusinessProcessName	Business process name
ContactCenterName	Contact center name

- DimCampaigns

CampaignID	Identifier
CampaignName	Name of the Campaign
DialerTypeID	Identifier of the dialer type
DialerTypeName	Dialer type name
BusinessProcessID	Identifier of the business process
BusinessProcessName	Business process name

- DimCounterTypes

CounterTypeID	Identifier
CounterTypeName	Counter type name

- DimCRMContacts

CRMContactID	Identifier
Phone1	Field for the phone number
Phone2	Additional phone number
Phone3	Additional phone number
Phone4	Additional phone number
Phone5	Additional phone number
Title	Name of the Contact
FirstName	First name
LastName	Last name
Email	e-mail
Street	Street
AddressLine1	Address text

AddressLine2	Address text
City	City
State	State
Zip	Zip
Country	Country
DNC	DNC
Company	Company name

- DimDialerTypes

DialerTypeID	Identifier
DialerTypeName	Dialer type name

- DimDirections

DirectionID	Identifier
DirectionName	Direction name

- DimInteractionChannels

InteractionChannelID	Identifier
InteractionChannelName	Channel name
ContactCenterName	Contact center name

- DimInteractionCreationTypes

InteractionCreationTypeID	Identifier
InteractionCreationTypeNam e	Name of the creation type

- DimInteractionMediaTypes

InteractionMediaID	Identifier
InteractionMediaName	Media name

- DimInteractionResults

InteractionResultID	Identifier
InteractionResultName	Result name

- DimInteractionStates

InteractionStateID	Identifier
InteractionStateName	State name
StatusName	Status name
OutBoundStatusName	Outbound status name

- DimInteractionTypes

InteractionTypeID	Identifier
InteractionTypeName	Type name
DirectionName	Direction name
MediaName	Media name
PurposeName	Purpose name

- DimOriginatedFromTypes

OriginatedFromID	Identifier
OriginatedFromName	Type name

- DimTimeSlices

TimeSliceID	Identifier
Date	Date
DateName	String date name
Year	Year
HalfYear	Half of the year
Quarter	Quarter
Month	Month
MonthName	Name of the month
Week	Week
WeekName	String week name
DayOfWeek	Day of week
DayOfWeekName	String day of week
DayOfMonth	Day of month
BeginTime	Begin time
EndTime	End time
Hour	Hour

- DimTimeZones

TimeZoneID	Identifier
TimeZoneName	Name of the time zone
DisplayName	Display name
Offset	Offset

## Facts

- AllInteractions

InteractionID	Identifier
InteractionGUIDID	Guid ID
InteractionLeg	Interaction leg

InteractionCreationTypeID	Identifier of the Creation Type
InteractionCreationType	Creation Type Name
InteractionTypeID	Identifier of the Interaction Type
InteractionType	Interaction Type Name
InteractionResultID	Identifier of the Result Type
InteractionResult	Result Type Name
TimeZoneID	Identifier of the Time Zone
TimeZone	Time Zone name
CampaignID	Identifier of the Campaign (if interaction refers to the Campaign)
Campaign	Campaign Name
AgentID	Identifier of the Agent (if interaction refers to the Agent)
Agent	Agent Name
LastTreatingAgentID	Identifier of the Agent: last treating handler (if the last treating handler is Agent)
LastTreatingAgent	Agent name (when LastTreatingAgentID is not null)
LastTreatingBusinessProcessID	Identifier of the BP: last treating handler (if the last treating handler is BP)
LastTreatingBusinessProcess	BP name (when LastTreatingBusinessProcessID is not null)
LastTreatingInteractionChannelID	Identifier of the Interaction Channel: last treating handler (if the last treating handler is interaction channel)
LastTreatingInteractionChannel	Interaction channel name (when LastTreatingInteractionChannelID is not null)
PreviousAgentID	Identifier of the previous handler: Agent ID, if previous handler is an agent
PreviousAgent	Agent name (when PreviousAgentID is not null)
PreviousBusinessProcessID	Identifier of the previous handler: BP ID, if previous handler is a BP
PreviousBusinessProcess	BP name (when PreviousBusinessProcessID is not null)
PreviousInteractionChannelID	Identifier of the previous handler: Interaction Channel ID, if previous handler is an interaction channel

PreviousInteractionChannel	Interaction channel name (when PreviousInteractionChannelID is not null)
AreaCodeID	Identifier of the Area Code
AreaCode	Area Code name
StartTime	Start time of the interaction
StartTimeSliceID	Identifier of the start time (helps for the grouping)
EndTime	End time of the interaction
EndTimeSliceID	Identifier of the end time (helps for the grouping)
EnterTime	When the interaction was added to campaign (loaded)
EnterTimeSliceID	Identifier of the enter time (helps for the grouping)
Origin	Origin
Destination	Destination
Remarks	Remarks
DispositionCode	Disposition code
EndingStatus	Ending status of the interaction
IVRTime	The time the interaction was on the flow, not in wait state
QueueTime	Waiting time in the queue
LastHandlerHandlingTime	Last handler handling time
WrapUpTime	Wrapup time
PreviousHandlerHandlingTime	Previous handler handling time
ConsultTime	Consult time
CustomerBillingCode	Customer billing code
HasAnotherAttempt	Flag to identify if there was another attempt
TelephonyTimeIncoming	Incoming time
TelephonyTimeOutgoing	Outgoing time
TelephonyTimeExternalAgent	External agent time (Telephony time, where agent used external terminal (not the built in telephone) )
TelephonyTimeExternalConsult	External consult time (Telephony time, where agent consulted with an agent or other (like external

	number) who uses external terminal (not the built in telephone))
ExternalTransferDID	External transfer DID (Interaction was ended by transferring to an external number. This is the number)
EndedInRequestDNC	Ended in request DNC (customer asked to be called again (Do Not Call))
MistreatedCode	DNC number
MistreatedTime	When DNC number was called
MistreatedTimeSliceID	Identifier of the mistreated time (helps for the grouping)
VoiceMailLeft	Flag to identify if there was left voice mail
VoiceMailAssignedAgentID	Identifier of the agent which voice mail was assigned
VoiceMailAssignedAgent	Agent name for the voice mail
InteractionMediaID	Identifier of the Media type
InteractionMedia	Media type name
AgentHandlingTime	Total time handling by agent
WasAbandoned	Flag to identify if the interaction was abandoned
CurrentSLThreshold	Threshold in seconds
IsDeferrable	Flag to identify if the interaction was deferrable
HoldTime	Total time when the interaction was on hold
NumberOfAttempts	Count of attempts
LastAttemptTime	Last attempt time
LastAttemptTimeSliceID	Identifier of the last attempt time (helps for the grouping)
DirectionID	Identifier of the Direction
Direction	Direction name
Duration	Duration of the interaction
LastAttemptDestination	Last attempt destination
LastAttemptInteractionStateID	Identifier of the last attempt interaction state
LastAttemptInteractionState	Last attempt interaction state name
LastAttemptAgentID	Identifier of the last attempt agent



LastAttemptAgent	Last attempt agent name
LastAttemptRemarks	Last attempt remarks
EndedInTransfer	Flag to identify if the interaction was ended in transfer
ClosedBySystem	Flag to identify if the interaction was closed by system
Queued	Flag to identify if the interaction was added in the queue
SLExcluded	Flag to identify if the interaction was excluded from Service Level calculations
AnsweredWithinGoalTime	Flag to identify if the interaction was answered within goal time
EmailBacklog	Flag to identify if the interaction (email) was added in the backlog
LastInteractionStateID	Identifier of the last interaction state
LastInteractionState	Last interaction state name
ResponseCount	Count of the responded chat messages
ResponseTimeSum	Total time (in seconds) of the waiting by customer
CustomerCalls	Customer calls
Overflow	Flag to identify if the interaction was overflowed

- AllInteractionSegments

InteractionSegmentID	Identifier of the segment of the interaction
SequenceID	Segment sequence identifier within the interaction
InteractionID	Identifier of the interaction
InteractionGUIDID	Interaction guid ID
InteractionLeg	Interaction leg
InteractionCreationTypeID	Identifier of the Creation Type
InteractionCreationType	Creation Type Name
InteractionTypeID	Identifier of the Interaction Type
InteractionType	Interaction Type Name
InteractionStateID	Identifier of the interaction state
InteractionState	Interaction state name

NextInteractionStateID	Identifier of the next interaction state (if it exists)
NextInteractionState	Next interaction name (if it exists)
InteractionResultID	Identifier of the Result Type
InteractionResult	Result Type Name
TimeZoneID	Identifier of the Time Zone
TimeZone	Time Zone name
CampaignID	Identifier of the Campaign (if interaction refers to the Campaign)
Campaign	Campaign Name
AgentID	Identifier of the Agent (if segment handler is an agent)
Agent	Agent Name
BusinessProcessID	Identifier of the business process (if segment handler is a BP)
BusinessProcess	BP name
InteractionChannelID	Identifier of the interaction channel (if segment handler is an interaction channel)
InteractionChannel	Interaction channel name
LastTreatingAgentID	Identifier of the Agent: last treating handler (if the last treating handler is Agent)
LastTreatingAgent	Agent name (when LastTreatingAgentID is not null)
LastTreatingBusinessProcessID	Identifier of the BP: last treating handler (if the last treating handler is BP)
LastTreatingBusinessProcess	BP name (when LastTreatingBusinessProcessID is not null)
LastTreatingInteractionChannelID	Identifier of the Interaction Channel: last treating handler (if the last treating handler is interaction channel)
LastTreatingInteractionChannel	Interaction channel name (when LastTreatingInteractionChannelID is not null)
PreviousAgentID	Identifier of the previous handler: Agent ID, if previous handler is an agent
PreviousAgent	Agent name (when PreviousAgentID is not null)

PreviousBusinessProcessID	Identifier of the previous handler: BP ID, if previous handler is a BP
PreviousBusinessProcess	BP name (when PreviousBusinessProcessID is not null)
PreviousInteractionChannelID	Identifier of the previous handler: Interaction Channel ID, if previous handler is an interaction channel
PreviousInteractionChannel	Interaction channel name (when PreviousInteractionChannelID is not null)
AreaCodeID	Identifier of the Area Code
AreaCode	Area Code name
InteractionStartTime	Start time of the interaction
InteractionStartTimeSliceID	Identifier of the interaction start time (helps for the grouping)
InteractionEndTime	End time of the interaction
InteractionEndTimeSliceID	Identifier of the interaction end time (helps for the grouping)
StartTime	Start time of the segment
StartTimeSliceID	Identifier of the segment start time
EndTime	End time of the segment
EndTimeSliceID	Identifier of the segment end time
EnterTime	When the interaction was added to campaign (loaded)
EnterTimeSliceID	Identifier of the enter time (helps for the grouping)
Origin	Origin
Destination	Destination
Remarks	Remarks
DispositionCode	Disposition code
EndingStatus	Ending status of the interaction
IVRTime	The time the interaction was on the flow, not in wait state
QueueTime	Waiting time in the queue
LastHandlerHandlingTime	Last handler handling time
WrapUpTime	Wrarup time
PreviousHandlerHandlingTime	Previous handler handling time

ConsultTime	Consult time
CustomerBillingCode	Customer billing code
HasAnotherAttempt	Flag to identify if there was another attempt
TelephonyTimeIncoming	Incoming time
TelephonyTimeOutgoing	Outgoing time
TelephonyTimeExternalAgent	External agent time (Telephony time, where agent used external terminal (not the built in telephone) )
TelephonyTimeExternalConsult	External consult time (Telephony time, where agent consulted with an agent or other (like external number) who uses external terminal (not the built in telephone))
ExternalTransferDID	External transfer DID (Interaction was ended by transferring to an external number. This is the number)
EndedInRequestDNC	Ended in request DNC (customer asked to be called again (Do Not Call))
MistreatedCode	DNC number
MistreatedTime	When DNC number was called
MistreatedTimeSliceID	Identifier of the mistreated time (helps for the grouping)
VoiceMailLeft	Flag to identify if there was left voice mail
VoiceMailAssignedAgentID	Identifier of the agent which voice mail was assigned
VoiceMailAssignedAgent	Agent name for the voice mail
InteractionMediaID	Identifier of the Media type
InteractionMedia	Media type name
AgentHandlingTime	Total time handling by agent
WasAbandoned	Flag to identify if the interaction was abandoned
CurrentSLThreshold	Threshold in seconds
IsDeferrable	Flag to identify if the interaction was deferrable
HoldTime	Total time when the interaction was on hold
NumberOfAttempts	Count of attempts
LastAttemptTime	Last attempt time

LastAttemptTimeSliceID	Identifier of the last attempt time (helps for the grouping)
DirectionID	Identifier of the Direction
Direction	Direction name
Duration	Duration of the segment
LastAttemptDestination	Last attempt destination
LastAttemptInteractionStateID	Identifier of the last attempt interaction state
LastAttemptInteractionState	Last attempt interaction state name
LastAttemptAgentID	Identifier of the last attempt agent
LastAttemptAgent	Last attempt agent name
LastAttemptRemarks	Last attempt remarks
Handler	Handler type (additional system field)
EndedInTransfer	Flag to identify if the interaction was ended in transfer
ClosedBySystem	Flag to identify if the interaction was closed by system
Queued	Flag to identify if the interaction was added in the queue
SLExcluded	Flag to identify if the interaction was excluded from Service Level calculations
AnsweredWithinGoalTime	Flag to identify if the interaction was answered within goal time
EmailBacklog	Flag to identify if the interaction (email) was added in the backlog
LastInteractionStateID	Identifier of the last interaction state
LastInteractionState	Last interaction state name
ResponseCount	Count of the responded chat messages
ResponseTimeSum	Total time (in seconds) of the waiting by customer
CustomerCalls	Customer calls
Overflow	Flag to identify if the interaction was overflowed

- AllAlerts

AlertID	Identifier
---------	------------

AgentID	Identifier of the Agent (if alert handler is an agent)
Agent	Agent name
BusinessProcessID	Identifier of the BP (if alert handler is a BP)
BusinessProcess	BP name
CounterTypeID	Identifier of the counter type
CounterType	Counter type name
AlertTypeID	Identifier of the alert type
AlertType	Alert type name
StartTime	Start time
StartTimeSliceID	Identifier of the start time (helps for the grouping)
EndTime	End time
EndTimeSliceID	Identifier of the end time (helps for the grouping)
Value	Count of seconds of the alert
Counter	Supervisor's counter

- AllAttempts

AttemptID	Identifier
CampaignID	Identifier of the Campaign
Campaign	Campaign name
Destination	Destination
CampaignEnterTime	When the interaction was added to campaign (loaded)
CampaignEnterTimeSliceID	Identifier of the enter time (helps for the grouping)
CampaignLastAttemptTime	Last attempt time of the main interaction
CampaignLastAttemptTimeSliceID	Identifier of the last attempt time (helps for the grouping)
NumberOfAttempts	Count of the attempts in the whole interaction
LastAttemptInteractionStateID	Identifier of the last attempt interaction state in the whole interaction
LastAttemptInteractionState	Last attempt interaction state
AttmeptNo	Attempt number

AttemptTime	Attempt time
AttemptTimeSliceID	Identifier of the attempt time (helps for the grouping)
AgentID	Identifier of the Agent (if the attempt handler was an agent)
Agent	Agent name (if the attempt handler was an agent)
Remarks	Remarks
InteractionStateID	Identifier of the interaction state
InteractionState	Interaction state name
BusinessProcessID	Identifier of the BP (if the attempt handler was a BP)
BusinessProcess	BP name (if the attempt handler was a BP)

- AllAgentLife

AgentLifeID	Identifier
SourceKey	Key from a source table
AgentLifeTypeID	Identifier of type
AgentLifeTypeName	Type name (break, shift, BP assignment)
AgentID	Identifier of an agent
Agent	Agent name
LoginTime	Time when an agent was logged in
LoginTimeSliceID	Identifier of login time (helps for the grouping)
LogoffTime	Time when an agent was logged off
LogoffTimeSliceID	Identifier of logoff time (helps for the grouping)
AgentStatusID	Identifier of an agent status
AgentStatusName	Agent status name
StartTime	Start time of an agent shift
StartTimeSliceID	Identifier of an agent shift start time (helps for the grouping)
EndTime	End time of an agent shift
EndTimeSliceID	Identifier of an agent shift end time (helps for the grouping)

Efficiency	Efficiency
InteractionStateID	Identifier of the interaction state
InteractionStateName	Interaction state name
BusinessProcessID	Identifier of the BP
BusinessProcessName	BP name
InteractionTypeID	Identifier of an interaction type
InteractionTypeName	Interaction type name
InteractionID	Interaction ID
InteractionStartTime	Interaction start time (when the assigned interaction started)
InteractionEndTime	Interaction end time (when the assigned interaction finished)
BreakTypeID	Identifier of a break type
CategoryID	Identifier of a category
RequestTime	Requested time for a break
SupervisorDecisionTime	Approved time from a supervisor
SupervisorID	Identifier of a supervisor (agent Id)
DecidedToApprove	Flag: decided to approve
BPAssigned	Identifier of an assigned BP
Paid	Flag: was paid or not
ExceededSeconds	Exceeded seconds



## Report's Datasets:

Next datasets contain a main data for default reports. There is a complicated internal logic.

You can use them for your custom reports as well (see a section How to create a sample report):

### **1.01 Detailed Agent Activity Report**

- Report\_DetailedAgentActivity
- Common\_AgentNameList
- Common\_AllTimeZoneList
- Common\_DateRange
- Common\_DateRangeByPeriod
- Common\_Language
- Common\_TimePeriod
- Common\_TimeZoneDefault
- Common\_TimeZoneList
- CommonPrmDefaults\_USER
- CustomerDatbaseList\_USER

### **1.02 Agent Detailed Alerts:**

- Report\_AgentDetailedAlerts
- Common\_AgentNameList
- Common\_AllTimeZoneList
- Common\_CounterTypeList
- Common\_DateRange
- Common\_DateRangeByPeriod
- Common\_Language
- Common\_TimePeriod
- Common\_TimeZoneDefault
- Common\_TimeZoneList
- CommonPrmDefaults\_USER
- CustomerDatbaseList\_USER

### ☰ 1.03 Agent Transferred Interactions Report

- Report\_AgentTransferredInteractions
- Common\_AgentNameList
- Common\_AllTimeZoneList
- Common\_DateRange
- Common\_DateRangeByPeriod
- Common\_Language
- Common\_TimePeriod
- Common\_TimeZoneDefault
- Common\_TimeZoneList
- CommonPrmDefaults\_USER
- CustomerDatbaseList\_USER

### ☰ 1.04 Agents Break Report

- Report\_AgentsBreak
- Common\_AgentNameList\_DW
- Common\_DateRange
- Common\_DateRangeByPeriod
- Common\_Language
- Common\_TimePeriod
- Common\_TimeZoneDefault\_DW
- Common\_TimeZoneList\_DW
- CommonPrmDefaults\_USER
- CustomerDatbaseList\_USER

### ☰ 1.05 Agent Rejected Interactions

- Report\_AgentRejectedInteractions
- Common\_AgentNameList
- Common\_AllTimeZoneList
- Common\_BPNameList
- Common\_DateRange
- Common\_DateRangeByPeriod
- Common\_Language

- Common\_MediaNameList
- Common\_TimePeriod
- Common\_TimeZoneDefault
- Common\_TimeZoneList
- CommonPrmDefaults\_USER
- CustomerDatbaseList\_USER

#### 1.06 Staffing Report

- Report\_Staffing
- Common\_AllTimeZoneList
- Common\_BPNameList\_DW
- Common\_DateRange
- Common\_DateRangeByPeriod
- Common\_InteractionCreationTypeList\_DW
- Common\_Language
- Common\_MediaNameList\_DW
- Common\_TimePeriod
- Common\_TimeZoneDefault\_DW
- Common\_TimeZoneList\_DW
- CommonPrmDefaults\_USER
- CustomerDatbaseList\_USER

#### 2.01 Detailed Agent Interactions Report

- Report\_DetailedAgentInteractions
- Common\_AgentNameList
- Common\_BPNameList
- Common\_DateRange
- Common\_DateRangeByPeriod
- Common\_Demands
- Common\_DirectionNameList
- Common\_DispositionCodeList
- Common\_InteractionCreationTypeList\_DW
- Common\_Language

- Common\_MediaNameList
- Common\_TimePeriod
- Common\_TimeZoneDefault
- Common\_TimeZoneList
- CommonPrmDefaults\_USER
- CustomerDatabseList\_USER

## ☰ 2.02 Agent Time Allocation Performance Report

- Report\_AgentTimeAllocationPerformance
- Report\_AgentTimeAllocationPerformance\_SubDS
- Common\_AgentNameList
- Common\_AllTimeZoneList
- Common\_BPNameList
- Common\_DateRange
- Common\_DateRangeByPeriod
- Common\_InteractionTypeList
- Common\_Language
- Common\_MainAccumulatedByTable
- Common\_SubAccumulatedByTable
- Common\_TimePeriod
- Common\_TimeZoneDefault
- Common\_TimeZoneDefault
- Common\_TimeZoneList
- CommonPrmDefaults\_USER
- CustomerDatabseList\_USER

## ☰ 2.03 Agent Scoring Report

- Report\_AgentScoring
- Report\_AgentScoring\_SubDs1
- Report\_AgentScoring\_SubDs2
- Common\_AgentNameList
- Common\_AllTimeZoneList
- Common\_BPNameList

- Common\_DateRange
- Common\_DateRangeByPeriod
- Common\_InteractionTypeList
- Common\_Language
- Common\_MainAccumulatedByTable
- Common\_SubAccumulatedByTable
- Common\_TimePeriod
- Common\_TimeZoneDefault
- Common\_TimeZoneList
- CommonPrmDefaults\_USER
- CustomerDatabseList\_USER

### 3.01 Mistreated Interactions Report

- Report\_MistreatedInteractions
- Common\_AllTimeZoneList
- Common\_BPNameList
- Common\_DateRange
- Common\_DateRangeByPeriod
- Common\_DispositionCodeList
- Common\_InteractionResultList
- Common\_Language
- Common\_TimePeriod
- Common\_TimeZoneDefault
- Common\_TimeZoneList
- CommonPrmDefaults\_USER
- CustomerDatabseList\_USER

### 3.02 Query Interactions By Origin or Destination

- Report\_QueryInteractionsByOriginOrDestination
- Common\_AllTimeZoneList
- Common\_DateRange
- Common\_DateRangeByPeriod
- Common\_DispositionCodeList

- Common\_Language
- Common\_TimePeriod
- Common\_TimeZoneDefault
- Common\_TimeZoneList
- CommonPrmDefaults\_USER
- CustomerDatbaseList\_USER

### ☰ 3.03 Agents Assignments to BP Detailed Report

- Report\_AgentsAssignmentsToBPDetailed
- Common\_AgentNameList
- Common\_AllTimeZoneList
- Common\_BPNameList
- Common\_DateRange
- Common\_DateRangeByPeriod
- Common\_Language
- Common\_TimePeriod
- Common\_TimeZoneDefault
- Common\_TimeZoneList
- CommonPrmDefaults\_USER
- CustomerDatbaseList\_USER

### ☰ 4.01 Detailed Business Entity Report

- Report\_DetailedBusinessEntity
- Report\_DetailedBusinessEntity\_SubDs
- Common\_AgentNameList
- Common\_AllTimeZoneList
- Common\_BPNameList
- Common\_DateRange
- Common\_DateRangeByPeriod
- Common\_Demands
- Common\_DispositionCodeList
- Common\_InteractionCreationTypeList\_DW
- Common\_InteractionResultList

- Common\_Language
- Common\_TimePeriod
- Common\_TimeZoneDefault
- Common\_TimeZoneList
- CommonPrmDefaults\_USER
- CustomerDatabseList\_USER

#### **4.02 Destination Trace Report**

- Report\_DestinationTrace
- Common\_AllTimeZoneList
- Common\_DateRange
- Common\_DateRangeByPeriod
- Common\_Demands
- Common\_DispositionCodeList
- Common\_Language
- Common\_TimePeriod
- Common\_TimeZoneDefault
- Common\_TimeZoneList
- CustomerDatabseList\_USER

#### **4.03 Interaction Disposition Codes Report**

- Report\_InteractionDispositionCodes
- Common\_AgentNameList
- Common\_AllTimeZoneList
- Common\_BPNameList
- Common\_CampaignNameList
- Common\_DateRange
- Common\_DateRangeByPeriod
- Common\_DirectionNameList
- Common\_DispositionCodeList
- Common\_InteractionTypeList
- Common\_Language
- Common\_MediaNameList

- Common\_TimePeriod
- Common\_TimeZoneDefault
- Common\_TimeZoneList
- CommonPrmDefaults\_USER
- CustomerDatbaseList\_USER

#### **4.04 Voice Billing Report**

- Report\_VoiceBilling
- Report\_VoiceBilling\_SubDs
- Common\_AllTimeZoneList
- Common\_DateRange
- Common\_DateRangeByPeriod
- Common\_Language
- Common\_TimePeriod
- Common\_TimeZoneDefault
- Common\_TimeZoneList
- CommonPrmDefaults\_USER
- CustomerDatbaseList\_USER

#### **4.05 Delegated Interactions Report**

- Report\_DelegatedInteractions
- Common\_AllTimeZoneList
- Common\_DateRange
- Common\_DateRangeByPeriod
- Common\_Language
- Common\_TimePeriod
- Common\_TimeZoneDefault
- Common\_TimeZoneList
- CommonPrmDefaults\_USER
- CustomerDatbaseList\_USER

#### **4.06 Incoming Calls By Area Code:**

- Report\_IncomingCallsByAreaCode\_ByAreaCode



- Report\_IncomingCallsByAreaCode\_ByAreaCodeGroupByDestination
- Report\_IncomingCallsByAreaCode\_ByState
- Report\_IncomingCallsByAreaCode\_ByStateGroupByDestination
- Common\_AllTimeZoneList
- Common\_DateRange
- Common\_DateRangeByPeriod
- Common\_Language
- Common\_TimePeriod
- Common\_TimeZoneDefault
- Common\_TimeZoneList
- CommonPrmDefaults\_USER
- CustomerDatabseList\_USER

#### **4.07 Voice Billing Report by Business Process**

- Report\_VoiceBillingByBusinessProcess
- Report\_VoiceBillingByBusinessProcess\_SubDs
- Common\_AllTimeZoneList
- Common\_DateRange
- Common\_DateRangeByPeriod
- Common\_Language
- Common\_TimePeriod
- Common\_TimeZoneDefault
- Common\_TimeZoneList
- CommonPrmDefaults\_USER
- CustomerDatabseList\_USER

#### **4.08 Voice Billing Report by Business Process - No Abandoned Calls**

- Report\_VoiceBillingByBusinessProcessNoAbandonedCalls
- Report\_VoiceBillingByBusinessProcessNoAbandonedCalls\_SubDs
- Common\_AllTimeZoneList
- Common\_DateRange
- Common\_DateRangeByPeriod
- Common\_Language

- Common\_TimePeriod
- Common\_TimeZoneDefault
- Common\_TimeZoneList
- CommonPrmDefaults\_USER
- CustomerDatabseList\_USER

#### ☰ 4.09 Voice Billing Report - summary only

- Report\_VoiceBillingSummaryOnly
- Common\_AllTimeZoneList
- Common\_DateRange
- Common\_DateRangeByPeriod
- Common\_Language
- Common\_TimePeriod
- Common\_TimeZoneDefault
- Common\_TimeZoneList
- CommonPrmDefaults\_USER
- CustomerDatabseList\_USER

#### ☰ 4.10 Inbound Interactions Distribution Report

- Report\_InboundInteractionsDistribution
- Common\_AllTimeZoneList
- Common\_BPNameList
- Common\_DateRange
- Common\_DateRangeByPeriod
- Common\_Demands
- Common\_Language
- Common\_TimePeriod
- Common\_TimeZoneDefault
- Common\_TimeZoneList
- CommonPrmDefaults\_USER
- CustomerDatabseList\_USER

#### 4.11 Interactions Analysis Report

- Report\_InteractionsAnalysis
- Common\_AgentNameList
- Common\_AllTimeZoneList
- Common\_BPNameList
- Common\_DateRange
- Common\_DateRangeByPeriod
- Common\_Demands
- Common\_Language
- Common\_TimePeriod
- Common\_TimeZoneDefault
- Common\_TimeZoneList
- CommonPrmDefaults\_USER
- CustomerDatbaseList\_USER

#### 4.13 Disposition Codes Distribution Report

- Report\_DispositionCodesDistribution
- Common\_AgentNameList
- Common\_AllTimeZoneList
- Common\_BPNameList\_DW
- Common\_CampaignNameList
- Common\_DateRange
- Common\_DateRangeByPeriod
- Common\_InteractionCreationTypeList\_DW
- Common\_Language
- Common\_MediaNameList
- Common\_TimePeriod
- Common\_TimeZoneDefault
- Common\_TimeZoneList
- CommonPrmDefaults\_USER
- CustomerDatbaseList\_USER

#### 4.14 Demand Interval Distribution Report

- Report\_DemandIntervalDistribution
- Common\_AccumulatedByPeriod
- Common\_AgentNameList\_DW
- Common\_AllTimeZoneList
- Common\_CampaignNameList\_DW
- Common\_DateRange
- Common\_DateRangeByPeriod
- Common\_Demands\_DW
- Common\_InteractionCreationTypeList\_DW
- Common\_Language
- Common\_MediaNameList\_DW
- Common\_TimePeriod
- Common\_TimeZoneDefault\_DW
- Common\_TimeZoneList\_DW
- CommonPrmDefaults\_USER
- CustomerDatabseList\_USER

#### 5.01 Business Process Agent Performance Report

- Report\_BusinessProcessAgentPerformance
- Common\_AllTimeZoneList
- Common\_DateRange
- Common\_DateRangeByPeriod
- Common\_Language
- Common\_TimePeriod
- Common\_TimeZoneDefault
- Common\_TimeZoneList
- CustomerDatabseList\_USER

#### 5.02 Business Process Interaction Performance Report

- Report\_BusinessProcessInteractionPerformance
- Report\_BusinessProcessInteractionPerformance\_SubDs
- Common\_AllTimeZoneList

- Common\_BPNameList
- Common\_DateRange
- Common\_DateRangeByPeriod
- Common\_InteractionTypeList
- Common\_Language
- Common\_MainAccumulatedByTable
- Common\_SubAccumulatedByTable
- Common\_TimePeriod
- Common\_TimeZoneDefault
- Common\_TimeZoneList
- CommonPrmDefaults\_USER
- CustomerDatbaseList\_USER

### 5.03 Business Process Callback Performance Report

- Report\_BusinessProcessCallbackPerformance
- Report\_BusinessProcessCallbackPerformance\_SubDs
- Common\_AllTimeZoneList
- Common\_BPNameList
- Common\_DateRange
- Common\_DateRangeByPeriod
- Common\_Language
- Common\_MainAccumulatedByTable
- Common\_SubAccumulatedByTable
- Common\_TimePeriod
- Common\_TimeZoneDefault
- Common\_TimeZoneList
- CommonPrmDefaults\_USER
- CustomerDatbaseList\_USER

### 5.04 Business Process Detailed Alerts

- Report\_BusinessProcessDetailedAlerts
- Common\_AllTimeZoneList
- Common\_BPNameList

- Common\_CounterTypeList
- Common\_DateRange
- Common\_DateRangeByPeriod
- Common\_Language
- Common\_TimePeriod
- Common\_TimeZoneDefault
- Common\_TimeZoneList
- CommonPrmDefaults\_USER
- CustomerDatbaseList\_USER

#### **5.05 Queue Interval Summary Report**

- Report\_QueueIntervalSummary
- Common\_AllTimeZoneList
- Common\_BPNameList\_DW
- Common\_DateRange
- Common\_DateRangeByPeriod
- Common\_DispositionCodeList\_DW
- Common\_Language
- Common\_MediaNameList\_DW
- Common\_TimePeriod
- Common\_TimeZoneDefault\_DW
- Common\_TimeZoneList\_DW
- CommonPrmDefaults\_USER
- CustomerDatbaseList\_USER

#### **6.01 Completed Campaign Interaction Report**

- Report\_CompletedCampaignInteraction
- Report\_CompletedCampaignInteraction\_DispositionCodeList
- Common\_AllTimeZoneList
- Common\_CampaignNameList
- Common\_DateRange
- Common\_DateRangeByPeriod
- Common\_Language

- Common\_TimePeriod
- Common\_TimeZoneDefault
- Common\_TimeZoneList
- CommonPrmDefaults\_USER
- CustomerDatbaseList\_USER

## ☰ 6.02 Campaign Time Frame Specific Statistics Report

- Report\_CampaignTimeFrameSpecificStatistics
- Report\_CampaignTimeFrameSpecificStatistics\_SubDs
- Common\_AllTimeZoneList
- Common\_BPNameList
- Common\_CampaignNameList
- Common\_DateRange
- Common\_Language
- Common\_MainAccumulatedByTable
- Common\_SubAccumulatedByTable
- Common\_TimePeriod
- Common\_TimeZoneDefault
- Common\_TimeZoneList
- CommonPrmDefaults\_USER
- CustomerDatbaseList\_USER

## ☰ 6.03 Campaign Inspection Report

- Report\_CampaignInspection
- Report\_CampaignInspection\_SubDs
- Common\_AllTimeZoneList
- Common\_BPNameList
- Common\_CampaignNameList
- Common\_DateRange
- Common\_DateRangeByPeriod
- Common\_DialerTypes
- Common\_Language
- Common\_MainAccumulatedByTable

- Common\_SubAccumulatedByTable
- Common\_TimePeriod
- Common\_TimeZoneDefault
- Common\_TimeZoneList
- CommonPrmDefaults\_USER
- CustomerDatbaseList\_USER

#### ☰ 6.04 Completed Callback Interaction Report

- Report\_CompletedCallbackInteraction
- Common\_AllTimeZoneList
- Common\_AttemptState
- Common\_BPNameList
- Common\_DateRange
- Common\_DateRangeByPeriod
- Common\_EndedState
- Common\_Language
- Common\_TimePeriod
- Common\_TimeZoneDefault
- Common\_TimeZoneList
- CommonPrmDefaults\_USER
- CustomerDatbaseList\_USER

#### ☰ Admin. Customers Comparative Voice Minutes Report

- Report\_AdminCustomersComparativeVoiceMinutes
- Common\_AllTimeZoneList
- Common\_DateRangeAdmin
- Common\_Language
- Common\_TimePeriod
- CommonPrmDefaults
- CustomerDatbaseList\_USER

#### ☰ 7.01 Customer Experience Report

- Report\_CustomerExperience



- Report\_CustomerExperience\_Total
- Common\_AllTimeZoneList
- Common\_BPNameList\_DW
- Common\_DateRange
- Common\_DateRangeByPeriod
- Common\_Demands\_DW
- Common\_Language
- Common\_MediaNameList\_DW
- Common\_TimePeriod
- Common\_TimeZoneDefault\_DW
- Common\_TimeZoneList\_DW
- CommonPrmDefaults\_USER
- CustomerDatabseList\_USER

 **7.02 Customer Experience Trends**

- Report\_CustomerExperienceTrends
- Common\_AllTimeZoneList
- Common\_BPNameList\_DW
- Common\_DateRange
- Common\_DateRangeByPeriod
- Common\_Language
- Common\_MediaNameList\_DW
- Common\_TimePeriod
- Common\_TimeZoneDefault\_DW
- Common\_TimeZoneList\_DW
- CommonPrmDefaults\_USER
- CustomerDatabseList\_USER

 **7.03 Contact Center Performance Report**

- Report\_ContactCenterPerformance
- Report\_ContactCenterPerformance\_Total
- Common\_AllTimeZoneList
- Common\_BPNameList\_DW

- Common\_DateRange
- Common\_DateRangeByPeriod
- Common\_Demands\_DW
- Common\_Language
- Common\_MediaNameList\_DW
- Common\_TimePeriod
- Common\_TimeZoneDefault\_DW
- Common\_TimeZoneList\_DW
- CommonPrmDefaults\_USER
- CustomerDatbaseList\_USER

#### **8.01 Calls Performance by BP and Destinations**

- Report\_CallsPerformanceByBPandDestinations
- Common\_BPNameList\_DW
- Common\_DateRange
- Common\_DateRangeByPeriod
- Common\_InteractionCreationTypeList\_DW
- Common\_Language
- Common\_TimePeriod
- Common\_TimeZoneDefault\_DW
- Common\_TimeZoneList\_DW
- CommonPrmDefaults\_USER
- CustomerDatbaseList\_USER