

EVOLVE P

EVOLVE CONTACT SUITE: CUSTOM REPORT GUIDE

Evolve Contact Suite: How to Build a Report May 2018 © Copyright Evolve IP 2017 All rights reserved.

Evolve IP® Guide

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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

	se/		P-¢ ∎H	ome - SQL Server 🗙 🏉	AIR-2136_2531 - 7.01 C.
SQL Server Reporting	g Services				
Favorites Browse				New	Upload
^{グゼ} Home				Folder	
Home				KPI	
				Mobile Report	
FOLDERS (11)	•••		•••	Paginated Repor	
1. Agent Management Reports	2. Agent Performance Reports	3. Audit		Dataset	
•••	•••		•••	Data Source	
6. Campaign Performance Reports	Admin	Data Sources		Datasets	
••••					
New Folder - Testing					

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).



_			
	We're opening Re		
	Did you run into issues? You	u'll need Report Builder installed on your computer.	
Agent Performance ports	Get Report Builder		5. Business Process Performance Repo
	Learn more		
lmin	Data Sources	Internet Explorer X	New
		Do you want to allow this website to open an app on your computer? From: http://10.10.14.47/reports/browse/	
		Allow Cancel	

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

Connect	to Report Server	×
	This report requires a connection to the report server https://ecs-reports.voip.evolveip.net:443/ReportServer. You have not connected to this report server before. Do you want to continue?	
	Yes No	

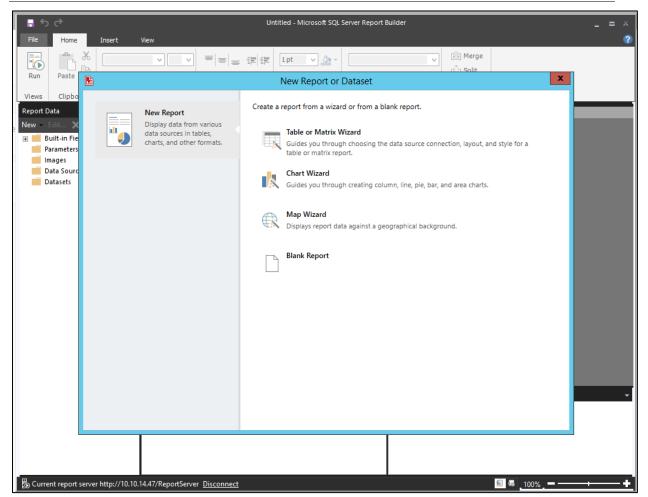
Click Yes.

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:

New Table or Matrix	x
Choose a dataset	
Choose a dataset	
Choose an existing dataset in this report or a shared dataset	
Dim Alert Types Total http://10.10.14.47/ReportServer/Datasets	
DimAgents http://10.10.14.47/ReportServer/Datasets	
Browse	
○ Create a dataset	
Help Sack Next > Cano	el

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

Select Dataset	x
Look in: 😥 http://10.10.14.47/ReportServer	 >
 1. Agent Management Reports 2. Agent Performance Reports 3. Audit 4. Business Process Interaction Reports 5. Business Process Performance Reports 6. Campaign Performance Reports Admin Data Sources Datasets New New Folder - Testing 	
Name:	Open
Items of type: Datasets (*.rsd)	Cancel



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

			New Table or Matrix	x
Choose a	dataset			
Choose a			Select Dataset	
€ Cł	Look in:	🛁 http://10.10	.14.47/ReportServer/Datasets	✓ 🧧
0 Gr	AllAlerts AllAlerts AllAttempts AllInteraction AllInteraction CommonPrmI CustomerDat DimAgents DimAlertType DimCampaigr DimCounterT DimCRMCont DimDialerTyp DimCreactor	Segments nsHandled Defaults tabseList tabseList_USER es Processes ns ypes tacts es	DimInteractionCreationTypes DimInteractionMediaTypes DimInteractionResults DimInteractionStates DimOriginatedFromTypes DimOriginatedFromTypes DimTimeSlices DimTimeZones	
	Name:	AllInteractions		Open
lelp	Items of type:	Datasets (*.rsd)	×	Cancel

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

New Table or Matrix	x
Choose a dataset	
Choose a dataset	
Ohoose an existing dataset in this report or a shared dataset	
Dim Alert Types http://10.10.14.47/ReportServer/Datasets	
Dim Agents Image in the part of	
AllInteractions http://10.10.14.47/ReportServer/Datasets	
Browse	
Create a dataset	
Help Next > Cancel	



_

- 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.

	New Table or Matrix	x
and down the page in row groups Available fields	vs, columns, or both, and choose values to display. Data expands across the page in column groups . Use functions such as Sum, Avg, and Count on the fields in the Values box. Column groups	
TelephonyTimeOutgoing TelephonyTimeExternalAgent TelephonyTimeExternalCons ExternalTransferDID EndedInRequestDNC MistreatedCode MistreatedTime MistreatedTimeSliceID VoiceMailAssignedAgentID VoiceMailAssignedAgentID VoiceMailAssignedAgent InteractionMediaID InteractionMedia AgentHandlingTime WasAbandoned CurrentSLThreshold IsDeferrable HoldTime NumberOfAttempts LastAttemptTimeSliceID DirectionID Direction	★ Row groups E Values InteractionID EndTime InteractionType InteractionType InteractionType InteractionType InteractionMedia Origin Destination DispositionCode V	
Help	< Back Next > Cancel	

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.





	New Table or Matrix	x
Choose the layout		
If you choose to show subtotals and gran structure with indented groups in the san	d totals, you can place them above or below the group. Stepped reports show hierarchical ne column.	
Options:	Preview	
Show subtotals and grand totals	Interaction I Start Time End Time Interaction Interaction T Interaction O	riç
 Blocked, subtotal below 	[InteractionID] [StartTime] [EndTime] [InteractionCrea [InteractionType [InteractionMed [Origin]	_
 Blocked, subtotal above 		
Stepped, subtotal above		
Expand/collapse groups		
Help	< Back Next > Cancel	

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



				New T	able or Ma	trix				x
Prev	view									
Previe	ew the report ite	em being creat	ed. You can cu	istomize the f	onts, color sch	emes and style	after you finis	sh the wizard.		
	Interaction I	Start Time	End Time	Interaction	Interaction T	Interaction	Origin	Destination	Disposition	
	[InteractionID]	[StartTime]	[EndTime]	[InteractionCrea	[InteractionType	[InteractionMed	[Origin]	[Des tination]	[Dis positionCod	
]
Help							< Back	Finish	>> Can	cel

i. Click Finish.

6. Work with the Report constructor

Now you can work with the report constructor.

ا ج	e co	Untitled - Microsoft SQL Server Report Builder	= ×
File	Home	Insert View	?
Run	Paste 🕹	▼ ▼ ▼ ●	
Views	Clipboard	Font 🕞 Paragraph 🔂 Border 🗔 Number 🗔 Layout	
Report D		×	8
€ ■ Β € ■ Ρ	Edit 🗙 🍙 Built-in Fields Parameters mages	Click to add title	
	Data Sources Datasets	Interaction I Start Time End Time Interaction C Interaction T Interaction Origin Destination [InteractionID] [StartTime] [EndTime] [InteractionCreal [InteractionType] [InteractionMed [Origin]] [Destination]	
		[&ExecutionTime]	



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

≣ 5∂	Untitled - Microsoft SQL Server Report Builder	= x
	Jnsert View	^
Run Clipboard	Segoe UI Light 28 Image Image Image Image B I U A A Image Image Image Font Font	text
Report Data	× · · · · · · · · · · · · · · · · · · ·	••••••
New - Edit X ♠ ■ Built-in Fields ■ Parameters Images		
Data Sources		estination
	- [InteractionID] [StartTime] [EndTime] [InteractionCrea [InteractionType] [InteractionMed] [Origin] [Defendence] -	estination]

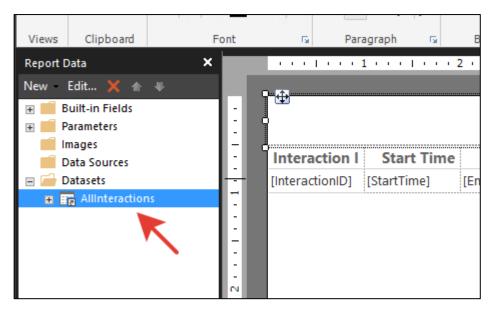
b. Also, stretch a textbox to the whole report width.

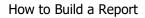
Interactions								
Interaction I	Start Time	End Time	Interaction C	Interaction T	Interaction	Origin	Destination	Disposition
[InteractionID]	[StartTime]	[EndTime]	[InteractionCrea	[InteractionType	[InteractionMed	[Origin]	[Destination]	[DispositionCod

7. Correct using of parameters.

Add some datasets for the correct using of parameters.

a. Double-click on the main dataset AllInteractions.







	Dataset Properties	
Query Fields	Choose query parameter values.	
Options	Add Delete	
Filters	Parameter Name Parameter Value	
Parameters	@DW_DBName [@DW_DBName]	✓ f _x ^
1	@StartTime [@StartTime]	✓ f _x
/	@EndTime [@EndTime]	✓ f _x
/	@Offset [@Offset]	✓ f _x
	@InteractionMedia [@InteractionMedia]	✓ f _x ≡
	@InteractionCreationType [@InteractionCreationType]	✓ f _x
	@InteractionType [@InteractionType]	 ✓ f_x
	@InteractionResult [@InteractionResult]	 ✓ f_x
	@TimeZone [@TimeZone]	 ✓ f_x
	@Campaign [@Campaign]	 ✓ f_x
	@Agent [@Agent]	✓ f _x
	@LastTreatingAgent [@LastTreatingAgent]	 ✓ f_x
	@LastTreatingBusinessProcess [@LastTreatingBusinessProc	tess] ∨ f x
	@LastTreatingInteractionChannel [@LastTreatingInteractionCh	hannel] ∨ f x
	@PreviousAgent [@PreviousAgent]	y f _x ⊻
Help		OK Cancel

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.

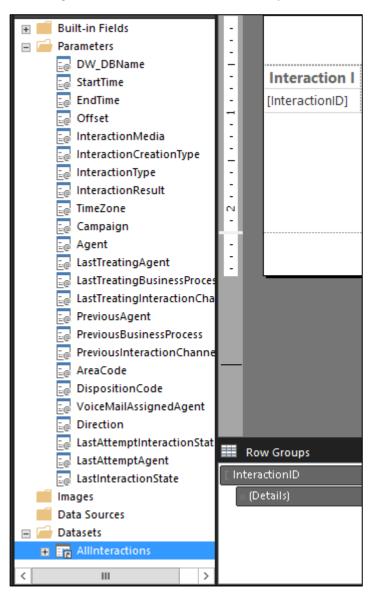


THE CLOUD STRATEGY COMPANY

Dataset Properties					Х
Fields	e query parameter values.				
Options Add	Delete 🕁 🥀				
	ter Name	Parameter Value			
Parameters @DW_	DBName	[@DW_DBName]	~	f _x	^
@Start	tTime	[@StartTime]	~	f _x	
@End]	Time	[@EndTime]	~	f _x	
@Inter	ractionMedia	[@InteractionMedia]	~	f _x	
@Inter	ractionCreationType	[@InteractionCreation]	[ype] v	f _x	
@Inter	ractionType	[@InteractionType]	~	f _x	
@Inter	ractionResult	NULL	~	f _x	
@Time	Zone	NULL	~	f _x	
@Cam	ipaign	NULL	~	f _x	
@Age	nt	NULL	~	f _x	
@Last	TreatingAgent	NULL	~	f _x	
@Last	TreatingBusinessProcess	NULL	~	f _x	
@Last	TreatingInteractionChannel	NULL	~	f _x	
@Prev	iousAgent	NULL	~	f _x	
@Prev	iousBusinessProcess	NULL	~	f _x	
@Prev	iousInteractionChannel	NULL	~	f _x	
@Area	aCode	NULL	~	f _x	
@Disp	oositionCode	NULL	~	f _x	
@Voic	eMailAssignedAgent	NULL	~	f x	~
Help			ОК	Can	cel



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

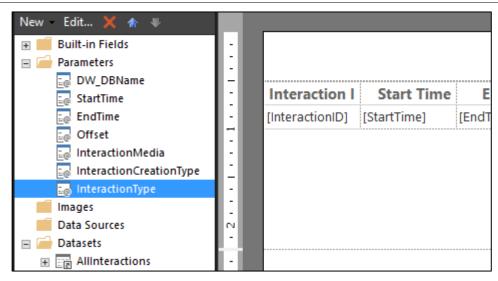


We need only 7 parameters, that's why all others should be deleted.

e. Use 🔀 button to delete extra parameters.

The correct number of parameters:

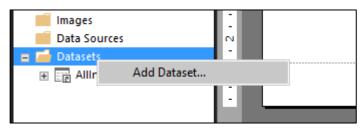




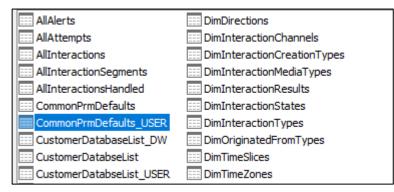
8. Add datasets for parameters

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.



	Dataset Pr	roperties	x	
Query Fields	Choose query parameter va	alues.		
Options Filters	Add Delete 🛊 寻			8
Parameters	Parameter Name ©UserName	Parameter Value [@UserName]	 ✓ f_x 	ation Dis
		Expression		×
	Set expression for: Value			
Help	Category: Constants Built-in Fields Parameters Fields (DW_DBs) Datasets Variables Operators Common Functions	Item: ExecutionTime Language OverallPageNumber OverallTotalPages PageName PageNumber RenderFormat.IsInteractive RenderFormat.IsInteractive ReportFolder ReportFolder ReportServerUrl TotalPages UserID	Description The ID of the user runni the report. Example	ng

The parameter will be next:

Dataset Properties				
Query	Choose query parameter values.			
Fields	choose query parameter value.	3.		
Options	Add Delete 🕸 🕀			
Filters	Parameter Name	Parameter Value		
Parameters	@UserID	[&UserID]	~ f x	

e. Set default value for the @EndTime parameter:



Report Parameter Proper	ties	×
General Available Values	Choose the default values for this parameter.	
Default Values Advanced	Select from one of the following options: No default value Specify values Get values from a query Dataset: (Warning: Possible performance impact)	
	Common_Defaults Value field: EndDate	~

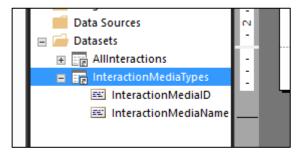
Now you should add a dataset for these parameters: @InteractionMedia, @InteractionCreationType, @InteractionType.

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



	Dataset Properties
Query Fields	Choose a data source and create a query.
Options	Name:
Filters	InteractionMediaTypes
Parameters	 Use a shared dataset. Use a dataset embedded in my report.
	DimInteractionMediaTypes http://10.10.14.47/ReportServer/Datasets
	AllInteractionSegments http://10.10.14.47/ReportServer/Datasets
	AllInteractions AllInteractions Image: All Interaction in the image of the i
	Dim Alert Types http://10.10.14.47/ReportServer/Datasets
	Dim Agents http://10.10.14.47/ReportServer/Datasets
	Browse Refresh Fields
Help	OK Cancel

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



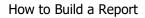
2. Allow multiple values

Report Parameter Proper	ties	×
General Available Values	Change name, data type, and other options.	
Default Values	Name:	
Advanced	InteractionMedia	
	Prompt:	
	Interaction Media	
	Data type: Text Allow blank value ("") Allow null value Allow multiple values Select parameter visibility: Visible Hidden Internal	
Help	OK Cance	el

Available Values:

	Report Parameter Properties			
General Available Values	Choose the available values for this parameter.			
Default Values Advanced	Select from one of the following options: None Specify values Get values from a query Dataset: (Warning: Possible performance impact)			
	Value field:			
	InteractionMedialD v			
	InteractionMediaName v	•		
Help	OK Cance	1		

And default value:



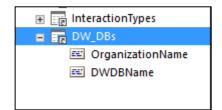


	Report Parameter Properties
General Available Values	Choose the default values for this parameter.
Default Values Advanced	Select from one of the following options: No default value Specify values Get values from a query Dataset: (Warning: Possible performance impact) InteractionMediaTypes Value field: InteractionMediaID
Help	OK Cancel

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.



	Dataset F	Properties	x	
Query Fields	Choose query parameter v	alues.		
Options Filters	Add Delete 🖈 🔻			8
Parameters	Parameter Name @UserName	Parameter Value [@UserName]	✓ f _x	ation Dis
		Expression		× Nis
Help	Category: Constants Built-in Fields Parameters Fields (DW_DBs) Datasets Variables Coperators Common Functions	Item: ExecutionTime Language OverallPageNumber OverallTotalPages PageName PageName PageNumber RenderFormat.IsInteractive RenderFormat.Name ReportFolder ReportFolder ReportFolder ReportName ReportServerUrl TotalPages UserID	Description The ID of the user runn the report. Example User!UserID	ing

c. Set next properties for the @DW_DBName parameter:

	Report Parameter Properties
General Available Values	Choose the available values for this parameter.
Default Values Advanced	Select from one of the following options: None Specify values Get values from a query Dataset: (Warning: Possible performance impact) DW_DBs Value field: DWDBName Label field: OrganizationName
Help	OK Cancel



	Report Parameter Properties
General Available Values	Choose the default values for this parameter.
Default Values Advanced	Select from one of the following options: No default value Specify values Get values from a query Dataset: (Warning: Possible performance impact) DW_DBs Value field: DWDBName
Help	OK Cancel

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

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



Save As Report			×	
Look in:	https://ecs	👷 https://ecs-reports.voip.evolveip.net/ReportServer 🗸 🎦		
Recent Sites and Servers Desktop My Documents My Computer	2. Agent Per 3. Audit 4. Business F 5. Business F 6. Campaign	s		
	Name:	Untitled.rdl	Save	
	Items of type:	Reports (*.rdl) V	Cancel	

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

Save As Report			×
Look in:	https://ecs	s-reports.voip.evolveip.net/ReportServer/Custom Reports	~ 🎦
Recent Sites and Servers Desktop Wy Documents My Computer	Crg_Reports		
	Name:	Sample Report‡rdl	Save
	Items of type:	Reports (*.rdl)	Cancel

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

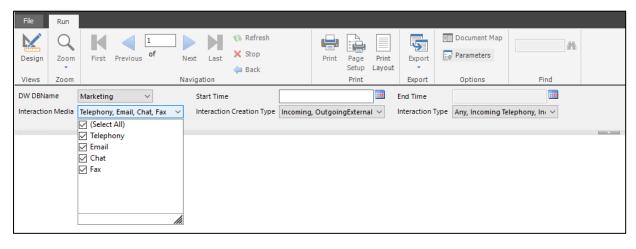


Save As Report			×
Look in:	https://ecs	s-reports.voip.evolveip.net/ReportServer/Custom Reports/Org_Reports	~ 🎦
			
Recent Sites and Servers			
Desktop			
My Documents			
My Computer			
	Name:	Sample Report.rdl	Save
	Items of type:	Reports (*.rdl) V	Cancel

11. Use Run menu item to preview the report.

File	Home	Insert	View		
			~	~	==
Run	Aste	BII			
Views	Clipboard		Font	5	Parag
Report	Data			~	
New	Edit 🗙 🛧	*			
± 🛑	Built-in Fields				
•	Parameters				

Preview:





- Default values are all values from combox 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.

DW DBName	Marketing \checkmark	Start Time	5/1/2018	End Time	5/19/2018	View Report
Interaction Media	Telephony, Email, Chat, Fax \sim	Interaction Creation Type	Incoming, OutgoingExternal \smallsetminus	Interaction Type	Any, Incoming Telephony, In $_{\rm C}$ \sim	

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**

Report Parameter Prope	Report Parameter Properties		
General Available Values	Change name, data type, and other options.		
Default Values Advanced	Name: DW_DBName Prompt: Customer Data type: Text \checkmark		

After changes:

Customer	AB009	~	Start Time		End Time		View Report
Interaction Media	Telephony, Email, (Chat, Fax 🗸 🗸	Interaction Creation Type	Incoming, OutgoingExternal $ \smallsetminus $	Interaction Type	Any, Incoming Telephony, In \sim	

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: <u>https://www.microsoft.com/en-us/download/details.aspx?id=53613</u>
- 2. Run the Installation Wizard. Click Next

Microsoft SQL Server 2016 Report Builder					
	Welcome to the Installation Wizard for Microsoft SQL Server 2016 Report Builder				
	Setup helps you install, modify or remove Microsoft SQL Server 2016 Report Builder. To continue, click Next. WARNING: This program is protected by copyright law and international treaties.				
	< Back Next > Cancel				

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

EVOLVE P THE CLOUD STRATEGY COMPANY"

How to Build a Report

Microsoft SQL Server 2016 Report Builder
License Agreement Please read the following license agreement carefully.
MICROSOFT SOFTWARE LICENSE TERMS
MICROSOFT SQL SERVER REPORT BUILDER FOR MICROSOFT SQL SERVER 2017
These license terms are an agreement between Microsoft Corporation (or based on where you live, one of its affiliates) and you. Please read them. They apply to the software named above, which includes the media on which you received it, if any. The terms also apply to any Microsoft
 I accept the terms in the license agreement I do not accept the terms in the license agreement
< Back Next > Cancel

4. Click Next

Microsoft SQL Server 2016 Report Builder	
Feature Selection Select the program features you would like to install.	
Click an icon in the following list to change how a feature is	installed.
Microsoft SQL Server Report Builder	Feature description Report Builder for Microsoft SQL Server Reporting Services
Installation path	
C: \Program Files (x86) \Microsoft SQL Server \	Browse
	Disk Cost
< Back N	lext > Cancel



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

Microsoft SQL Server 2016 Report	Builder ×
Default Target Server The following information will help configure your installation.	
Optional: Enter the default target server URL to host new reports. For example: http:// <servername>/reportserver for a report server running in native mode. http://<servername> for a report server running in SharePoint integrated mode. Leave this value empty if you do not want to specify a default target server. Default target server URL (optional):</servername></servername>	
< Back Next >	Cancel

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

Hicrosoft SQL Server 2016 Report Builder		
Completing the Microsoft SQL Server 2016 Report Builder installation		
Setup has installed Microsoft SQL Server 2016 Report Builder successfully. Click Finish to exit.		
	< Back Finish Cancel	



Datasets:

Dimensions

DimAgents

AgentID	Identifier
AgentName	Agent name

DimAlertTypes

AlertTypeID	Identifier
AlertTypeName	Name of the alert type

DimAreaCodes

AreaCodeID	Identifier
State	State
MajorCity	Major city

DimBusinessProcesses

BusinessProcessID	Identifier
BusinessProcessN ame	Business process name
ContactCenterNa me	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
BusinessProcessN ame	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
InteractionCreationTypeName	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

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TimeZonelD	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
TimeZonelD	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)



	BP name (when
LastTreatingBusinessProcess	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	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
	External agent time (Telephony time, where agent used external terminal (not the built in telephone)
TelephonyTimeExternalAgent)
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 teansfer 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
TimeZonelD	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



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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
	External agent time (Telephony time, where agent used external terminal (not the built in telephone)
TelephonyTimeExternalAgent)
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 teansfer 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

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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)