

5.3.1

- New Dataset Common_InteractionUsageTypeList:
 - New Dataset Common_ClientsList_DW:
 - New Dataset Common_InboundCampaignsList_DW:
 - New Dataset Common_ProductsList_DW:
 - New Dataset Common_ProductTypesList_DW:
 - Dataset DimCRMContacts, new fields:
 - Dataset Common_CampaignNameList, new fields:
 - Dataset Common_CampaignNameList_DW, new fields:
 - 1.02 Agent Detailed Alert:
 - 2.01 Detailed Agent Interactions Report:
 - 2.04 Agent Interaction Summary:
 - New Report 3.05 Conversations Report:
 - 4.01 Detailed Business Entity Report:
 - 4.02 Destination Trace Report:
 - 4.03 Interaction Disposition Code Report:
 - 4.04 Voice Billing Report:
 - 4.06 Incoming Calls By Area Code:
 - 4.07 Voice Billing Report by Business Process:
 - 4.08 Voice Billing Report by Business Process - No Abandoned Calls:
 - 4.09 Voice Billing Report - summary only:
 - 4.10 Inbound Interactions Distribution Report:
 - 4.11 Interactions Analysis Report:
 - 4.13 Disposition Codes Distribution Report:
 - 4.14 Demand Interval Distribution Report:
 - 5.02 Business Process Interaction Performance:
 - 6.01 Completed Callback Interaction Report:
 - 6.02 Campaign Time Frame Specific Statistics Report:
 - 6.03 Campaign Inspection Report:
 - 6.04 Completed Callback Interaction Report:
 - 7.01 Customer Experience Report:
 - 7.03 Contact Center Performance Report:
 - New Report 7.04 Abandoned Interaction Report:
 - New Report 7.05 Contact Center Performance Report by Demand
 - Admin. Customers Comparative Report was renamed to Admin. Organization Volume by Day Report (not for customer use):
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- New Dataset Common_InteractionUsageTypeList:
 - Parameters:
 - @DW_DBName
 - Fields:
 - InteractionUsageTypeName
 - New Dataset Common_ClientsList_DW:
 - Parameters:
 - @DW_DBName
 - Fields:
 - ClientName
 - New Dataset Common_InboundCampaignsList_DW:
 - Parameters:
 - @DW_DBName
 - Fields:
 - InboundCampaignName
 - New Dataset Common_ProductsList_DW:
 - Parameters:
 - @DW_DBName
 - Fields:
 - ProductName
 - New Dataset Common_ProductTypesList_DW:
 - Parameters:
 - @DW_DBName
 - Fields:
 - ProductTypeName
 - Dataset DimCRMContacts, new fields:
 - Text01
 - Text02
 - Text03
 - Text04
 - Text05
 - Text06
 - Text07
 - Text08
 - Text09
 - Text10
 - Text11
 - Text12
 - Text13

- Text14
- Text15
- Text16
- Text17
- Text18
- Text19
- Text20
- Text21
- Text22
- Text23
- Text24
- Text25
- Text26
- Text27
- Text28
- Text29
- Text30
- Number01
- Number02
- Number03
- Number04
- Number05
- Number06
- Boolean01
- Boolean02
- Boolean03
- Boolean04
- Date01
- Date02
- Date03
- Date04
- Time01
- Time02
- Time03
- Time04
- Dataset Common_CampaignNameList, new fields:
 - Id
- Dataset Common_CampaignNameList_DW, new fields:
 - Id
- 1.02 Agent Detailed Alert:
 - CSV Export, changes:
 - No2 No
 - StartTime2 StartTime
 - EndTime2 EndTime
 - Duration2 Duration
 - Severity2 Severity
 - Value2 Value
 - AgentName2 AgentName
 - CounterTypeName2 CounterTypeName
- 2.01 Detailed Agent Interactions Report:
 - Dataset Report_DetailedAgentInteractions, new parameters (optional):
 - @ClientName
 - @InboundCampaignName
 - @ProductName
 - @ProductType
 - Dataset Report_DetailedAgentInteractions, new fields:
 - RoutingClientName
 - RoutingInboundCampaignName
 - RoutingProductName
 - RoutingProductType
 - CSV Export, changes:
 - Agent_Name AgentName
 - Textbox135 irrelevant, removed
 - Textbox19 irrelevant, removed
 - Sequence_Interaction InteractionID
 - StartTime_Interaction StartTime
 - EndTime_Interaction EndTime
 - MediaType1 MediaType
 - Interaction_Type InteractionType
 - FirstName CRMFirstName
 - LastName CRMLastName
 - Origin_Interaction Origin
 - Destination_Interaction Destination
 - BP BusinessProcess
 - Demand1 Demand
 - EndingStatus InteractionResult
 - Textbox58 Remarks
 - Disposition_Code Disposition
 - Call_Time Duration

- AgentHandlingTime_Interaction AgentHandlingTime
 - HoldTime_Interaction HoldTime
 - WrapUpTime_Interaction WrapUpTime
 - External_Number_Time ExternalNumberTime
 - External_Transfer_DID ExternalTransferDID
 - ClientName new field
 - InboundCampaignName new field
 - ProductName new field
 - ProductType new field
- 2.04 Agent Interaction Summary:
 - CSV Export, new fields:
 - Callback
 - Voice
 - Chat
 - Email
- New Report 3.05 Conversations Report:
 - Dataset Report_Conversations, parameters:
 - @DW_DBName
 - @StartTime
 - @EndTime
 - @Offset
 - @Agents
 - @MediaType
 - @BusinessProcessName
 - @DispositionCode
 - @Demands
 - @InteractionResult
 - @TimeZone
 - @OriginDestination
 - @OriginallyOriginatedBy
 - Dataset Report_Conversations, fields:
 - InteractionID
 - InteractionMediaName
 - GroupField
 - StartTime
 - EndTime
 - TotalMessages
 - Origin
 - Destination
 - Result
 - AgentHandlingTime
 - Subject
 - MessageTime
 - OriginDetailed
 - DestinationDetailed
 - MessageText
 - Seq
 - CSV Export, fields:
 - GroupField
 - InteractionID
 - MediaType
 - StartTime
 - EndTime
 - Duration
 - TotalMessages
 - Origin
 - Destination
 - Result
 - AgentHandlingTime
 - Sequence
 - DateTime
 - OriginatorDetailed
 - DestinationDetailed
 - Subject
 - Text
- 4.01 Detailed Business Entity Report:
 - Dataset Report_DetailedBusinessEntity, new parameters (optional):
 - @ClientName
 - @InboundCampaignName
 - @ProductName
 - @ProductType
 - Dataset Report_DetailedBusinessEntity, new fields:
 - RoutingClientName
 - RoutingInboundCampaignName
 - RoutingProductName
 - RoutingProductType
 - Dataset Report_DetailedBusinessEntity_SubDs, new parameters (optional):
 - @ClientName
 - @InboundCampaignName

- @ProductName
 - @ProductType
 - Dataset Report_DetailedBusinessEntity_SubDs, new fields:
 - RoutingClientName
 - RoutingInboundCampaignName
 - RoutingProductName
 - RoutingProductType
 - CSV Export, new fields:
 - ClientName new field
 - InboundCampaignName new field
 - ProductName new field
 - ProductType new field
- 4.02 Destination Trace Report:
 - Dataset Report_DestinationTrace, new parameters (optional):
 - @ClientName
 - @InboundCampaignName
 - @ProductName
 - @ProductType
 - Dataset Report_DestinationTrace, new fields:
 - RoutingClientName
 - RoutingInboundCampaignName
 - RoutingProductName
 - RoutingProductType
 - CSV Export, new fields:
 - ClientName new field
 - InboundCampaignName new field
 - ProductName new field
 - ProductType new field
- 4.03 Interaction Disposition Code Report:
 - Dataset Report_InteractionDispositionCodes, change:
 - Parameter: @CampaignName
 - Previous state: list of campaign names divided by a delimiter, like: |Campaign1|Campaign2|
 - Current state: list of campaign **ids** divided by a delimiter, like: |12|54|
- 4.04 Voice Billing Report:
 - Datasets Report_VoiceBilling, Report_VoiceBilling_SubDs, new parameters (optional):
 - @DWDBName
- 4.06 Incoming Calls By Area Code:
 - Datasets Report_IncomingCallsByAreaCode_ByAreaCode, Report_IncomingCallsByAreaCode_ByAreaCodeGroupByDestination, Report_IncomingCallsByAreaCode_ByState, Report_IncomingCallsByAreaCode_ByStateGroupByDestination, new parameters (optional):
 - @DW_DBName
- 4.07 Voice Billing Report by Business Process:
 - Datasets Report_VoiceBillingByBusinessProcess, Report_VoiceBillingByBusinessProcess_SubDs, new parameters (optional):
 - @DWDBName
- 4.08 Voice Billing Report by Business Process - No Abandoned Calls:
 - Datasets Report_VoiceBillingByBusinessProcessNoAbandonedCalls, Report_VoiceBillingByBusinessProcessNoAbandonedCalls_SubDs, new parameters (optional):
 - @DW_DBName
- 4.09 Voice Billing Report - summary only:
 - Dataset Report_VoiceBillingSummaryOnly, new parameters (optional):
 - @DW_DBName
- 4.10 Inbound Interactions Distribution Report:
 - Dataset Report_InboundInteractionsDistribution, new parameters (optional):
 - @DWDBName
 - @ClientName
 - @InboundCampaignName
 - @ProductName
 - @ProductType
- 4.11 Interactions Analysis Report:
 - Dataset Report_InteractionsAnalysis, new parameters (optional):
 - @DWDBName
 - @ClientName
 - @InboundCampaignName
 - @ProductName
 - @ProductType
- 4.13 Disposition Codes Distribution Report:
 - Dataset Report_DispositionCodesDistribution, new parameters (optional):
 - @DWDBName
 - Dataset Report_DispositionCodesDistribution, change:
 - Parameter: @CampaignName
 - Previous state: list of campaign names divided by a delimiter, like: |Campaign1|Campaign2|
 - Current state: list of campaign **ids** divided by a delimiter, like: |12|54|
- 4.14 Demand Interval Distribution Report:
 - Dataset Report_DemandIntervalDistribution, change:
 - Parameter: @CampaignName
 - Previous state: list of campaign names divided by a delimiter, like: |Campaign1|Campaign2|
 - Current state: list of campaign **ids** divided by a delimiter, like: |12|54|

- 5.02 Business Process Interaction Performance:
 - Dataset Report_BusinessProcessInteractionPerformance, new parameters (optional):
 - @ClientName
 - @InboundCampaignName
 - @ProductName
 - @ProductType
 - Dataset Report_BusinessProcessInteractionPerformance_SubDs, new parameters (optional):
 - @ClientName
 - @InboundCampaignName
 - @ProductName
 - @ProductType
- 6.01 Completed Callback Interaction Report:
 - Dataset Report_CompletedCallbackInteraction, change:
 - Parameter: @Campaign
 - Previous state: list of campaign names divided by a delimiter, like: [Campaign1|Campaign2]
 - Current state: list of campaign **ids** divided by a delimiter, like: [12|54]
- 6.02 Campaign Time Frame Specific Statistics Report:
 - Datasets Report_CampaignTimeFrameSpecificStatistics, Report_CampaignTimeFrameSpecificStatistics_SubDs, change:
 - Parameter: @CampaignName
 - Previous state: list of campaign names divided by a delimiter, like: [Campaign1|Campaign2]
 - Current state: list of campaign **ids** divided by a delimiter, like: [12|54]
- 6.03 Campaign Inspection Report:
 - Datasets Report_CampaignInspection, Report_CampaignInspection_SubDs, change:
 - Parameter: @CampaignName
 - Previous state: list of campaign names divided by a delimiter, like: [Campaign1|Campaign2]
 - Current state: list of campaign **ids** divided by a delimiter, like: [12|54]
- 6.04 Completed Callback Interaction Report:
 - Dataset Report_CompletedCallbackInteraction, new fields:
 - HandlerName
- 7.01 Customer Experience Report:
 - Dataset Report_CustomerExperience, new parameters (optional):
 - @ClientName
 - @InboundCampaignName
 - @ProductName
 - @ProductType
 - Dataset Report_CustomerExperience_Total, new parameters (optional):
 - @ClientName
 - @InboundCampaignName
 - @ProductName
 - @ProductType
- 7.03 Contact Center Performance Report:
 - Dataset Report_ContactCenterPerformance, new parameters (optional):
 - @ClientName
 - @InboundCampaignName
 - @ProductName
 - @ProductType
 - Dataset Report_ContactCenterPerformance_Total, new parameters (optional):
 - @ClientName
 - @InboundCampaignName
 - @ProductName
 - @ProductType
- New Report 7.04 Abandoned Interaction Report:
 - Dataset Report_AbandonedInteraction, parameters:
 - @DW_DBName
 - @StartTime
 - @EndTime
 - @Offset
 - @BusinessProcessName
 - @MediaName
 - @DisplayOptions
 - @EmptyRows
 - @AbandonThreshold1
 - @TimeZone
 - @AbandonThreshold2
 - @AbandonThreshold3
 - @AbandonThreshold4
 - @AbandonThreshold5
 - Dataset Report_AbandonedInteraction, fields:
 - ChannelType
 - TimeSliceID
 - Inbound
 - ServiceLevel
 - Time
 - Abandoned
 - CallsAbandonedThreshold1
 - PrctCallsAbandonedThreshold1
 - CallsAbandonedThreshold2
 - Answered

- PrctCallsAbandonedThreshold2
 - CallsAbandonedThreshold3
 - PrctCallsAbandonedThreshold3
 - CallsAbandonedThreshold4
 - PrctCallsAbandonedThreshold4
 - CallsAbandonedThreshold5
 - PrctCallsAbandonedThreshold5
 - AvgAbandonTime
 - BusinessProcessID
 - BusinessProcessName
 - tDate
 - tDateGr
 - SortGr
 - WeekGr
- CSV Export:
 - ChannelType
 - BPName
 - Date
 - Time
 - InboundCount
 - CallsAnswered
 - ServiceLevel
 - CallsAbandoned
 - AvgAbandonTime
 - CallsAbandonedThreshold1
 - PrctCallsAbandonedThreshold1
 - CallsAbandonedThreshold2
 - PrctCallsAbandonedThreshold2
 - CallsAbandonedThreshold3
 - PrctCallsAbandonedThreshold3
 - CallsAbandonedThreshold4
 - PrctCallsAbandonedThreshold4
 - CallsAbandonedThreshold5
 - PrctCallsAbandonedThreshold5
- New Report 7.05 Contact Center Performance Report by Demand
 - Dataset Report_ContactCenterPerformanceByDemands, parameters:
 - @DW_DBName
 - @StartTime
 - @EndTime
 - @Offset
 - @BusinessProcessName
 - @MediaName
 - @DisplayOptions
 - @SLGoal
 - @Demands
 - @EmptyRows
 - @TimeZone
 - Dataset Report_ContactCenterPerformanceByDemands, fields:
 - ChannelType
 - TimeSliceID
 - Inbound
 - ServiceLevel
 - AnsweredWithinSL
 - Time
 - Requested
 - Received
 - Transferred
 - Abandoned
 - AvgSpeedAnswer
 - Disconnected
 - Answered
 - Overflowed
 - Missed
 - Queued
 - AnswerRate
 - TalkTime
 - MaxDelay
 - WrapUpTime
 - Completed
 - StaffedAgents
 - Rescheduled
 - Handled
 - Backlog
 - AvgAgentResponse
 - AvgAbandonTime
 - ProcentInterval
 - BusinessProcessID
 - BusinessProcessName
 - BPCount

- OutBound
 - tDate
 - AvgHoldTime
 - AHT
 - TalkTimePrct
 - HoldPrct
 - WrapUpPrct
 - AgentOutExternalCalls
 - AbandonmentRate
 - TransferredAgent
 - TransferredAgentPrct
 - WeekGr
 - SortGr
 - tDateGr
 - RequestedNonQueued
 - Demand
- CSV Export, fields:
 - Demand
 - ChannelType
 - BPName
 - Date
 - Time
 - InboundCount
 - CallsAnswered
 - AnswerRate
 - CallsAbandoned
 - AbandonmentRate
 - AvgAbandonTime
 - OverflowedCount
 - EmailsRescheduled
 - VoicemailsReceived
 - Backlog
 - AnsweredWithinSL
 - ServiceLevel
 - PercentInterval
 - AvgSpeedAnswer
 - AvgTalkTime
 - AvgHoldTime
 - AvgWrapUpTime
 - AvgHandleTime
 - TalkTimePrct
 - HoldPrct
 - WrapUpPrct
 - CallbacksRequested
 - CallbacksRequestedNonQueued
 - CallbacksCompleted
 - MissedCount
 - TransferredAgent
 - TransferredAgentPrct
 - LongestWait
 - OutboundCount
 - StaffedAgents
- Admin. Customers Comparative Report was renamed to Admin. Organization Volume by Day Report (**not for customer use**):
 - Dataset Report_AdminOrganizationVolumebyDay, parameters:
 - @StartDate
 - @EndDate
 - @Offset
 - Dataset Report_AdminOrganizationVolumebyDay, fields:
 - Customer
 - Duration
 - Date
 - create_date
 - Calls