

5.3.2

- **3.01 Mistreated Interactions:**
 - Dataset Report_MistreatedInteractions, new parameters (optional):
 - @DWDBName
- **3.02 Query Interactions By Origin or Destination:**
 - Dataset Report_QueryInteractionsByOriginOrDestination, new parameters (optional):
 - @DWDBName
- **3.05 Conversations:**
 - Dataset Report_Conversations, new fields:
 - BusinessProcessName
 - CSV Export, new fields:
 - BPName
- **4.13 Disposition Codes Distribution:**
 - Dataset Report_DispositionCodesDistribution, new fields:
 - InboundHandledBPChannel
 - NonCampaignHandledAgent
 - CampaignHandled
 - CSV Export, new fields:
 - InboundHandledBPChannel
 - NonCampaignHandledAgent
 - CampaignHandled
- **Admin. Platform Usage by Organization:**
 - Dataset Report_PlatformUsageByOrganization, fields:
 - Customer
 - Duration
 - Date
 - CreateDate
 - Calls
 - Incoming
 - OutgoingExternal
 - Campaign
 - IncomingCalls
 - OutgoingExternalCalls
 - CampaignCalls
 - IncomingEmails
 - IncomingChats
 - StaffedAgents
 - Supervisor
 - Dataset Report_PlatformUsageByOrganization, parameters:
 - @StartDate
 - @EndDate
 - @Offset
 - @Current_User