

## 5.3.8

### DW structure changes

- added new F\_AgentBpTime table with fields:
  - Id
  - TimeSliceld
  - AgentId
  - BusinessProcessId
  - Ready
  - Offered
  - Break
  - NoAnswer
  - Dialing
  - WaitingFor
  - Busy
  - BackOffice
  - HandlingOutgoingInt
  - LoginTime
  - HandlingTime
  - CreatedLogID
  - UpdatedLogID
  - HandlingOutgoingIntIdle
  - HandlingOutgoingIntBusy
  - BackofficeIdle
  - BackofficeBusy
  - InConference
  - Consulting
  - Handling
  - IsAssigned
  - OutgoingBreakExists
  - IsInternal
- changes F\_InteractionDelegated table:
  - InteractionGUID -> InteractionGUIDID
- added new column to F\_Interactions table:
  - CampaignInteractionLastStateId
- 1.01 Detailed Agent Activity:
  - Parameter: @ChartOptions
    - Busy States - The agent states pie chart while being busy (Ready, Handle Outgoing Busy, Backoffice Busy, Waiting For XXX)
    - Busy Time - The agent time pie chart spent while being busy in any state (Talk, Ringing, Dialing, Wrap-up, Hold)
    - Idle States - The agent states pie chart while being idle (Ready, Offered, Handle Outgoing Idle, Backoffice Idle, No Answer, Break)
  - Parameter: @DisplayOptions(Show Chart Only)
    - Previous:
      - Chart and Table - Default
      - Chart Only
    - Current:
      - Chart and Table - Default
      - Chart Only
      - Table Only
  - New fields:
    - Added "Interaction GUID"
    - Added "Remote Party"
  - Dataset Report\_DetailedAgentActivity, new fields:
    - InteractionGUIDID
    - RemoteParty
    - InteractionId
    - IdleState
    - BusyState
    - BusyTime
  - CSV Export, new fields:
    - InteractionGUIDID1
    - RemoteParty1
- 2.02 Agent Interaction Summary:
  - CSV Export, changed fields:
    - TotalHandlingOutgoingInteractionsIdle -> TotalHandlingOutgoingInteractionsIdleTime
    - TotalBackOfficeTimeIdle -> TotalBackOfficeIdleTime
- 2.04 Agent Interaction Summary:
  - Parameter: @DisplayTimeInSeconds
    - default = false - if true all time fields will display in seconds
- 4.05 Delegated Interactions:
  - Dataset Report\_DelegatedInteractions, new parameters (optional):
    - @DWDBName
- 5.01 Business Process Agent Performance:
  - Dataset Report\_BusinessProcessAgentPerformance, new parameters (optional):
    - @DWDBName

- 6.01 Completed Campaign Interactions:
  - Dataset Report\_BusinessProcessAgentPerformance, new parameters (optional):
    - @DWDBName
- LOGIC CHANGES:
  - ETL db changes:
    - new procedures:
      - fill new collected statistic table:
        - dbo.Upload\_F\_AgentBpTime
  - Users db new procedures:
    - DW.spRpt\_BusinessProcessAgentPerf
    - DW.spRpt\_CompletedCampaignInteraction
  - Users db delete procedures:
    - dbo.spRpt\_BusinessProcessAgentPerf
    - dbo.spRpt\_CompletedCampaignInteraction
  - 1.01 Detailed Agent Activity:
    - procedures changed:
      - DW.spRpt\_DetailedAgentActivity
  - 5.01 Business Process Agent Performance:
    - procedures changed:
      - DW.spRpt\_BusinessProcessAgentPerf
  - 6.01 Completed Campaign Interactions:
    - procedures changed:
      - DW.spRpt\_CompletedCampaignInteraction
  - 6.04 Completed Callback Interactions:
    - Agent Name:
      - Previous:
        - F\_Attempts.AgentID F\_Attempts.AgentName
      - Current:
        - last(F\_InteractionSegments.AgentID)  
     where InteractionState in ('Handling', 'Consulting', 'In Conference')  
     if last agent not exists then  
     F\_Attempts.AgentID F\_Attempts.AgentName
    - procedures changed:
      - DW.spRpt\_CompletedCallbackInteraction