

5.3.9

DW structure changes

- added new column to F_Interactions table:
 - Survey

New Report 9.01 PCS Detail:

- Dataset Report_PCSDetail, fields:
 - InteractionID
 - StartTime
 - EndTime
 - Origin
 - BPName
 - AgentName
 - HoldTime
 - QueueTime
 - TalkTime
 - CrmFirstName
 - CrmLastName
 - surveyName
 - answers_shortName
 - answers_type
 - answers_text
 - answers_selection
 - answers_file
 - answers_endingReason
 - answers_index
- Dataset Report_PCSDetail, parameters:
 - @DW_DBName
 - @StartTime
 - @EndTime
 - @Offset
 - @Agents
 - @BusinessProcessName
 - @OriginName
 - @Current_User
 - @TimeZone
 - @IncludeCRM
- CSV Export, fields:
 - Origin
 - InteractionID
 - StartTime
 - EndTime
 - BPName
 - surveyName
 - AgentName
 - CrmFirstName
 - CrmLastName
 - QueueTime
 - TalkTime
 - HoldTime
 - Question
 - Answer

New Report 9.02 PCS Summary Agent:

- Dataset Report_PCSSummaryAgent, fields:
 - BPName
 - AgentName
 - surveyName
 - AverageScore
- Dataset Report_PCSSummaryAgent, parameters:
 - @DW_DBName
 - @StartTime
 - @EndTime
 - @Offset
 - @Agents
 - @BusinessProcessName
 - @Current_User
 - @TimeZone

- CSV Export, fields:
 - OptInBusinessProcess
 - AgentName
 - AverageScore

New Report 9.03 PCS Summary BP:

- Dataset Report_PCSSummaryBP, fields:
 - BPName
 - surveyName
 - AverageScore
- Dataset Report_PCSSummaryBP, parameters:
 - @DW_DBName
 - @StartTime
 - @EndTime
 - @Offset
 - @Agents
 - @BusinessProcessName
 - @Current_User
 - @TimeZone
- CSV Export, fields:
 - OptInBusinessProcess
 - SurveyName
 - AverageScore

LOGIC CHANGES:

- ETL db changes:
 - changes procedures:
 - optimization:
 - dbo.Upload_F_Attempts
 - dbo.Upload_F_Callbacks
 - new field load:
 - dbo.Upload_F_Interactions(add Survey load)
- Users db procedures changes:
 - dbo.Prepare_For_Deploy
 - dbo.Prepare_For_Export
 - dbo.spRpt_GetInteractionsDataset
- Users db new procedures:
 - DW.spRpt_CampaignTimeFrameSpecificStatistics.sql
 - DW.spRpt_CampaignTimeFrameSpecificStatistics_SubDs1.sql
 - DW.spRpt_CampaignInspection.sql
 - DW.spRpt_CampaignInspection_SubDs1.sql
 - DW.spRpt_BusinessProcessAgentPerf.sql
 - DW.spRpt_PCSSummaryAgent.sql
 - DW.spRpt_PCSSummaryBP.sql
 - DW.spRpt_PCSDetail.sql
- Users db delete procedures:
 - dbo.spRpt_CampaignInspection_SubDs1.sql
 - dbo.spRpt_CampaignInspection.sql
 - dbo.spRpt_CampaignTimeFrameSpecificStatistics_SubDs1.sql
 - dbo.spRpt_CampaignTimeFrameSpecificStatistics.sql
 - dbo.spRpt_BusinessProcessAgentPerf.sql

1.06 Staffing:

- procedures changed:
 - dbo.spRpt_APCStaffing
- Total Online:
 - Previous:
 - Count(distinct F_AgentLife.AgentID)
where (dbo.F_AgentLife.StartTime >= D_TimeSlice.BeginTime and dbo.F_AgentLife.StartTime < D_TimeSlice.EndTime
or dbo.F_AgentLife.EndTime >= D_TimeSlice.BeginTime and dbo.F_AgentLife.EndTime < D_TimeSlice.EndTime
or D_TimeSlice.BeginTime between dbo.F_AgentLife.StartTime and dbo.F_AgentLife.EndTime)
 - Current:
 - Count(distinct F_AgentLife.AgentID)
where (dbo.F_AgentLife.StartTime >= D_TimeSlice.BeginTime and dbo.F_AgentLife.StartTime < D_TimeSlice.EndTime
or dbo.F_AgentLife.EndTime >= D_TimeSlice.BeginTime and dbo.F_AgentLife.EndTime < D_TimeSlice.EndTime
or D_TimeSlice.BeginTime between dbo.F_AgentLife.StartTime and dbo.F_AgentLife.EndTime)
and
(
 @BusinessProcessName = '- ALL -'
 OR
 (@BusinessProcessName = F_AgentBpTime.BusinessProcessName and F_AgentBpTime.isAssigned = 1)

)

- Total Available:
 - Previous:
 - Count(distinct F_AgentLife.AgentID)
where D_AgentStatus.AgentStatusName in ('Busy','Dialing','WaitingForOffline','WaitingForBreak',
'WaitingForBackofficeAdministrative',
'WaitingForHandlingOutgoingInteractions','Ready','Offered')
and (dbo.F_AgentLife.StartTime >= D_TimeSlice.BeginTime and dbo.F_AgentLife.StartTime < D_TimeSlice.EndTime
or dbo.F_AgentLife.EndTime >= D_TimeSlice.BeginTime and dbo.F_AgentLife.EndTime < D_TimeSlice.EndTime
or D_TimeSlice.BeginTime between dbo.F_AgentLife.StartTime and dbo.F_AgentLife.EndTime)
 - Current:
 - Count(distinct F_AgentLife.AgentID)
where D_AgentStatus.AgentStatusName in ('Busy','Dialing','WaitingForOffline','WaitingForBreak',
'WaitingForBackofficeAdministrative',
'WaitingForHandlingOutgoingInteractions','Ready','Offered')
and (dbo.F_AgentLife.StartTime >= D_TimeSlice.BeginTime and dbo.F_AgentLife.StartTime < D_TimeSlice.EndTime
or dbo.F_AgentLife.EndTime >= D_TimeSlice.BeginTime and dbo.F_AgentLife.EndTime < D_TimeSlice.EndTime
or D_TimeSlice.BeginTime between dbo.F_AgentLife.StartTime and dbo.F_AgentLife.EndTime)
and
(
@BusinessProcessName = '- ALL -'
OR
(@BusinessProcessName = F_AgentBpTime.BusinessProcessName and F_AgentBpTime.isAssigned = 1)
)

2.04 Agent Interaction Summary:

- procedures changed:
 - DW.spRpt_AgentInteractionSummaryReport
- Ready Idle:
 - Previous:
 - F_AgentLife.EndTime - F_AgentLife.StartTime where AgentState in ('Ready', 'Offered')
 - Current:
 - F_AgentBpTime.Ready + AgentBpTime.Offered
- Break:
 - Previous:
 - F_AgentLife.EndTime - F_AgentLife.StartTime where AgentState in ('Break')
 - Current:
 - F_AgentBpTime.Break
- Busy:
 - Previous:
 - F_AgentLife.EndTime - F_AgentLife.StartTime
F_AgentLife.EndTime - F_AgentLife.StartTime
where AgentState in ('Busy', 'Dialing', 'WaitingFor%')
or (AgentState in ('Backoffice - Administrative') and F_AgentLife.InteractionId is not null)
or (AgentState in ('Handling - Outgoing Interactions') and F_AgentLife.InteractionId is not null)
 - Current:
 - F_AgentBpTime.Busy + F_AgentBpTime.Dialing + F_AgentBpTime.WaitingFor + F_AgentBpTime.BackOfficeBusy
+ F_AgentBpTime.HandlingOutgoingIntBusy
- Staffed:
 - Previous:
 - max(F_AgentLife.EndTime) - min(F_AgentLife.StartTime) within a shift
 - Current:
 - F_AgentBpTime.LoginTime
- No Answer:
 - Previous:
 - F_AgentLife.EndTime - F_AgentLife.StartTime
where AgentState in ('No Answer')
 - Current:
 - F_AgentBpTime.NoAnswer
- BackOffice Idle:
 - Previous:
 - F_AgentLife.EndTime - F_AgentLife.StartTime
where AgentState in ('Backoffice - Administrative')
and F_AgentLife.InteractionId is null
 - Current:
 - F_AgentBpTime.BackOfficeIdle
- Handle Outgoing Idle:
 - Previous:

