5.3.10

4.13 Disposition Code Distribution Report:

- Dataset Report_DispositionCodesDistribution, new fields:
 - DispositionCodeCategory
 - DispositionCodeSubCategory
- Parameter: @ShowCategoryDetails:
 - Default = False the report will display only showing the Disposition Code value
 - = True the report would display both the Disposition Category Name and Disposition Sub-Category Name Format = Category Name > Sub Category Name > Disposition Code
- Parameter: @HandledByAgentOnly:
 - O Default = False the report will display with current denominator in % calculation of Total Handled Interactions
 - = True the percentage denominator would change from "Total Handled Interactions" to "Non-Campaign Handled by Agent".

LOGIC CHANGES:

4.13 Disposition Code Distribution Report:

- · procedures changed:
 - $^{\circ} \ \ \mathsf{DW.spRpt_DispositionCodesDistribution}$
 - DW.spRpt_CampaignInspection_SubDs1
- Disposition Code Name -> Disposition Category Name > Disposition Sub-Category Name > Disposition Code Name:
 - o Previous:
 - Count(F_Interactions.InteractionID)
 (grouping be each F_Interactions.Disposition Code)
 - o Current:
 - Count(F_Interactions.InteractionID)

if @ShowCategoryDetails = false

(grouping by each F_Interactions.Disposition Code)

if @ShowCategoryDetails = true

(grouping by F_Interactions.DispositionCodeCategory,

F_Interactions.DispositionCodeSubCategory,

F_Interactions.Disposition Code)

- · % Interactions by Disposition Code:
 - o Previous:
 - [Disposition Code Name]/[Total Handled Interactions]
 - Current:
 - $\quad \text{if } @ HandledByAgentOnly = false \\$

[Disposition Code Name]/[Total Handled Interactions]

if @HandledByAgentOnly = true

[Disposition Code Name]/[Non-Campaign Handled by Agent]

6.03 Campaign Inspection Report:

- · procedures changed:
 - DW.spRpt_CampaignInspection
 - DW.spRpt_CampaignInspection_SubDs1
- Successfully Handled By Agent:
 - o Previous:
 - Count (F_Campaigns.CampaignInteractionID)
 F_Campaigns.LastInteractionState = "Handled"

AND F_Campaigns.NumberOfAttempts = 1

- AND F_Campaigns.AgentID is not null
- o Current:
 - Count (F_Campaigns.CampaignInteractionID)
 last F_InteractionSegments.InteractionState = "Handled"
 AND F_InteractionSegments.AgentID is not null
- Successfully Handled By BP:
 - Previous:
 - Count (F_Campaigns.CampaignInteractionID)
 F_Campaigns.LastInteractionState = "Handled"

AND F_Campaigns.NumberOfAttempts = 1

AND F_Campaigns.AgentID is null

AND F_Campaigns.BusinessProcessId is not null

- o Current:
 - Count (F_Campaigns.CampaignInteractionID)

last F_InteractionSegments.InteractionState = "Handled"

AND F_InteractionSegments.AgentID is null

AND F_InteractionSegments.BusinessProcessId is not null