

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:
 - 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:
 - DW.spRpt_DispositionCodesDistribution
 - DW.spRpt_CampaignInspection_SubDs1
- Disposition Code Name -> Disposition Category Name > Disposition Sub-Category Name > Disposition Code Name:
 - Previous:
 - Count(F_Interactions.InteractionID)
 - (grouping by each F_Interactions.Disposition Code)
 - 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:
 - Previous:
[Disposition Code Name]/[Total Handled Interactions]
 - Current:
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:
 - Previous:
 - Count (F_Campaigns.CampaignInteractionID)
 - F_Campaigns.LastInteractionState = "Handled"
 - AND F_Campaigns.NumberOfAttempts = 1
 - AND F_Campaigns.AgentID is not null
 - 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
 - Current:
 - Count (F_Campaigns.CampaignInteractionID)
 - last F_InteractionSegments.InteractionState = "Handled"
 - AND F_InteractionSegments.AgentID is null
 - AND F_InteractionSegments.BusinessProcessID is not null