

5.3.11

- **DW structure changes**
 - added new column to F_Interactions table:
 - PreviewTime
 - added new column to F_InteractionSegments table:
 - PreviewTime
- **2.01 Detailed Agent Interactions Report:**
 - Dataset Report_DetailedAgentInteractions, new fields:
 - PreviewTime
- **2.02 Agent Time Allocation Performance Report:**
 - Dataset Report_AgentTimeAllocationPerformance, new fields:
 - TotalPreviewTime
 - Dataset Report_AgentTimeAllocationPerformance_SubDs, new fields:
 - TotalPreviewTime
- **2.04 Agent Interaction Summary Report:**
 - Dataset Report_AgentInteractionSummary, new fields:
 - Previewed
 - PreviewTime
- **3.04 Interactions Detail Record Report:**
 - Dataset Report_InteractionsDetailRecord, new fields:
 - PreviewTime
- **5.02 Business Process Interaction Performance Report:**
 - Dataset Report_BusinessProcessInteractionPerformance, new fields:
 - TotalPreviewTime
 - TotalPreviewed
 - Dataset Report_BusinessProcessInteractionPerformance_SubDs, new fields:
 - TotalPreviewTime
 - TotalPreviewed
- **5.03 Business Process Callback Performance Report:**
 - Dataset Report_BusinessProcessCallbackPerformance, new fields:
 - TotalPreviewTime
 - TotalPreview
 - Dataset Report_BusinessProcessCallbackPerformance_SubDs, new fields:
 - TotalPreviewTime
 - TotalPreview
- **6.02 Campaign Time Frame Specific Statistics Report:**
 - Dataset Report_CampaignTimeFrameSpecificStatistics, new fields:
 - PreviewTime
 - Preview
 - Dataset Report_CampaignTimeFrameSpecificStatistics_SubDs, new fields:
 - PreviewTime
 - Preview
- **6.04 Completed Callback Interactions Report:**
 - Dataset Report_CompletedCallbackInteraction, new fields:
 - PreviewTime
- **7.01 Customer Experience Report:**
 - Dataset Report_CustomerExperience, new fields:
 - AvgPreviewTime
 - Dataset Report_CustomerExperience_Total, new fields:
 - AvgPreviewTime
- **7.03 Contact Center Performance Report:**
 - Dataset Report_ContactCenterPerformance, new fields:
 - AvgPreviewTime
 - Dataset Report_ContactCenterPerformance_Total, new fields:
 - AvgPreviewTime
- **7.05 Contact Center Performance By Demand Report:**
 - Dataset Report_ContactCenterPerformanceByDemands, new fields:
 - AvgPreviewTime
- **8.01 Calls Performance by BP and Destinations Report:**
 - Dataset Report_CallsPerformanceByBPandDestinations, new fields:
 - AvgPreviewTime

LOGIC CHANGES:

- **ETL db changes:**
 - changes procedures:
 - new field load:
 - dbo.Upload_F_Interactions(add PreviewTime load)
 - dbo.Upload_F_InteractionSegments(add PreviewTime load)
- **Users db procedures changes:**
 - dbo.spRpt_GetInteractionsDataset
- **1.01 Detailed Agent Activity Report:**
 - procedures changed:
 - DW.spRpt_DetailedAgentActivity
 - Chart Busy States: Status Name:

- Previous:
 - D_AgentStatus.AgentStatusName
where AgentStatusName in (Busy, Handle Outgoing, Backoffice, Waiting For XXX)
 - Current:
 - D_AgentStatus.AgentStatusName
where AgentStatusName in (Busy, Handle Outgoing, Backoffice, Waiting For XXX, Preview)
- **2.01 Detailed Agent Interactions Report:**
 - procedures changed:
 - DW.spRpt_DetailedAgentInteractions
 - Preview Time:
 - Previous:
 - -
 - Current:
 - F_Interactions.PreviewTime
- **2.02 Agent Time Allocation Performance Report:**
 - procedures changed:
 - DW.spRpt_AgentTimeAllocationPerformance
 - DW.spRpt_AgentTimeAllocationPerformance_SubDs1
 - Total Preview Time:
 - Previous:
 - -
 - Current:
 - sum((F_InteractionSegments.EndTime - F_InteractionSegments.StartTime) where InteractionState in ('Preview'))
- **2.04 Agent Interaction Summary Report:**
 - procedures changed:
 - DW.spRpt_AgentInteractionSummaryReport
 - Avg. Preview Time:
 - Previous:
 - -
 - Current:
 - sum(F_InteractionSegments.EndTime - F_InteractionSegments.StartTime) / count(distinct F_InteractionSegments.InteractionID)
- [Previewed]: F_InteractionSegments.InteractionState = 'Preview'
- **3.04 Interactions Detail Record Report:**
 - procedures changed:
 - DW.spRpt_InteractionsDetailRecord
 - Preview Duration:
 - Previous:
 - -
 - Current:
 - F_Interactions.PreviewTime
- **5.02 Business Process Interaction Performance Report:**
 - procedures changed:
 - DW.spRpt_BusinessProcessInteractionPerformance
 - DW.spRpt_BusinessProcessInteractionPerformance_SubDs1
 - Avg. Preview Time:
 - Previous:
 - -
 - Current:
 - sum(F_Interactions.PreviewTime)
- /

Count (F_Interactions.InteractionId)

where F_Interactions.PreviewTime > 0
- **5.03 Business Process Callback Performance Report:**
 - procedures changed:
 - DW.spRpt_BusinessProcessCallbackPerformance
 - DW.spRpt_BusinessProcessCallbackPerformance_SubDs1
 - Avg. Preview Time:
 - Previous:
 - -
 - Current:
 - sum(F_Interactions.PreviewTime)
- /

Count (F_Interactions.InteractionId)

where F_Interactions.PreviewTime > 0
- **6.02 Campaign Time Frame Specific Statistics Report:**
 - procedures changed:
 - DW.spRpt_CampaignTimeFrameSpecificStatistics
 - DW.spRpt_CampaignTimeFrameSpecificStatistics_SubDs1
 - Avg. Preview Time:
 - Previous:
 - -

- Current:
 - (sum(F_Interactions.PreviewTime)
 - /
 - Count (F_Interactions.InteractionId)
 - where F_Interactions.PreviewTime > 0)
 - where F_Campaigns.InteractionId = F_Interactions.InteractionId
- **6.04 Completed Callback Interactions Report:**
 - procedures changed:
 - DW.spRpt_CompletedCallbackInteraction
 - Preview Time:
 - Previous:
 - -
 - Current:
 - F_Interactions.PreviewTime
 - where F_Attempts.InteractionID = F_Interactions.InteractionID
- **7.01 Customer Experience Report:**
 - procedures changed:
 - dbo.spRpt_CustomerExperience
 - dbo.spRpt_CustomerExperience_Total
 - Avg. Preview Time:
 - Previous:
 - -
 - Current:
 - sum(F_Interactions.PreviewTime)
 - /
 - Count (F_Interactions.InteractionId)
 - where F_Interactions.PreviewTime > 0
- **7.03 Contact Center Performance Report:**
 - procedures changed:
 - dbo.spRpt_ContactCenterPerformance
 - dbo.spRpt_ContactCenterPerformance_Total
 - Avg. Preview Time:
 - Previous:
 - -
 - Current:
 - sum(F_Interactions.PreviewTime)
 - /
 - Count (F_Interactions.InteractionId)
 - where F_Interactions.PreviewTime > 0
- **7.05 Contact Center Performance By Demand Report:**
 - procedures changed:
 - DW.spRpt_ContactCenterPerformanceByDemand
 - Avg. Preview Time:
 - Previous:
 - -
 - Current:
 - sum(F_Interactions.PreviewTime)
 - /
 - Count (F_Interactions.InteractionId)
 - where F_Interactions.PreviewTime > 0
- **8.01 Calls Performance by BP and Destinations Report:**
 - procedures changed:
 - DW.spRpt_ContactCenterPerformanceByDemand
 - Avg. Preview Time:
 - Previous:
 - -
 - Current:
 - sum(F_Interactions.PreviewTime)
 - /
 - Count (F_Interactions.InteractionId)
 - where F_Interactions.PreviewTime > 0