

Infinity Unified Reports (engine)

Major/minor version: **1.03**

Revision: **1.03.22**

Status: Interim revision

Changes: Made compatible with 64 bit systems.
Changed the version.

Revision: **1.03.21**

Status: Interim revision

Changes: Fixed issue with NurseTriage and OriginatingAccount options causing some calls to be attributed to wrong account in Account Statistics.
Moved dat file.

Revision: **1.03.20**

Status: Interim revision

Changes: Fixed CallEndStats calculations of NoOpTime and TTYNoOpTime when using the CapLongCalls option.
Fixed CallSegmentStats calculations of SecNoOpTime, ChkNoOpTime, NonLiveNoOpTime, and TTYNoOpTime when using the CapLongCalls option.

Revision: **1.03.19**

Status: Interim revision

Changes: Fixed Aspect - FST Overflow problem pertaining to the calculation of QAPercent with use of NCO, but checking if NCH > 0.

Revision: **1.03.18**

Status: Interim revision

Changes: Changed AccountCalculations calculation of PrcntHeld to include SecNoOp and CheckNoOp.
Changed AspectFSTStats to tally only calls that are a callkind of Sec, Chk-In, and OpChk-In. This should help correct NCO and NCH counts.

Revision: **1.03.17**

Status: Interim revision

Changes: Changed AspectFSTStats to calculate the QAPercent (Quick Answered Percent) based on the Number of Calls Offered (NCO) instead of the Number of Calls Handled (NCH).

Revision: **1.03.16**

Status: Interim revision

Changes: Changed AspectFSTStats to calculate the NCO (Number Calls Offered) to include ALL calls except Greeting Hangups.

Revision: **1.03.15**

Status: Interim revision

Changes: Changed TTYBillingStats to calculate for Duration Minutes, Seconds, and Tenths of Seconds.

Revision: **1.03.14**

Status: Interim revision

Changes: Changed TTYBillingStats to skip any calls that are less than 1 minute in duration.

Revision: **1.03.13**

Status: Interim revision

Changes: Changed Report Wizard to use newer Timestamp filtering.

Fixed problem with Previous button from Group Summary screen, when formula screen was skipped.

Revision: **1.03.12**

Status: Interim revision

Changes: Report Export fixed, to prevent Account Statistics viewers from going through Export setup screens twice.

Added support for new DiscOverTimeLimit field to Account Statistics generation code.

URE - Added DiscOverTimeLimitTime to end of tblAccountStatAll, tblAccountStatAllAMAC, tblAccountStatEvents, tblAccountStats, tblAccountStatsAMAC, and tblAccountStatsSum.

Fixed issue with Access data sources and Time intervals using seconds.

Fixed doubling of NCH in SQL Aspect Forecast Schedule Tracking Interface report.

Revision: **1.03.11**

Status: Interim revision

Changes: ** Compatible with v1.02.04 Unified Reports Suite.

Account Statistics - Fixed Percent Chk-In No Msg.

All Account Statistics - Fixed Percent Chk-In No Msg.

Op Overview - Added new CTE Events to report generation.

Additional TTYBilling changes to compensate for incomplete data, misdialed numbers, and missing ANI.

Added BatchNumber auto-incrementation to TTYBilling.

Revision: **1.03.10**

Status: Interim revision

Changes: GetLastRounding - Fixed issue with AllAccountStats not being able to look up previous rounding for a particular account, when dealing with Callouts.

CallEndStats - Added Conf time to PatchOpTime and RoundPatchOpTime.

Revision: **1.03.09**

Status: Interim revision

Changes: DBMaintenance - Fixed and enhanced the Data Copy and Data Purge.

CallEndStats - Added Conf time to Ptch time.

Changed TTYBilling to ONLY scan Dialouts.

Changed TTYBilling to support ANI field in Dial table.

Revision: **1.03.08**

Status: Interim revision

Changes: NurseTriage - CallSegmentStats - Fixed error caused by not correctly setting recordset to NEW.

Fixed GetTTYBillCode function.

Revision: **1.03.07**

Status: Interim revision

Changes: URE - Added TTYBillCode to end of tblTTYBilling.

Added TTYBillCode support for TTY Billing generation.

Developer Tool - Changed Report Revision Editor to check and revise subfolders too. (Update all using VERSION.URA in main report folder.)

Revision: **1.03.06**

Status: Interim revision

Changes: Corrected Aspect Agent Productivity report to check for CallKind and SegmentReason when calculating the NCH.
Added reference to AUR.DLL and pointed Timestamp2Date and Date2Timestamp conversion functions at DLLs functions.

Revision: **1.03.05**

Status: Interim revision

Changes: Rewrote Aspect reports (Agent Productivity, Forecast Scheduling and Tracking) to run in Engine and use new database fields (Park, Opname, SOStamp).
Changed DSN prompt to order choices alphabetically.
Changed Engine CTE reports (CTE Progress, Op Overview) to include new events (Answered, Hold, Dialout Start).

Revision: **1.03.04**

Status: Interim revision

Changes: Added Aspect's Forecast, Schedule, and Tracking Interface report generator to Engine.
Fixed Export not working with some reports.

Revision: **1.03.03**

Status: Interim revision

Changes: Fixed issue with parameters that do NOT use the ShowDescriptionOnly flag not generating for more than one option.

Revision: **1.03.02**

Status: Interim revision

Changes: Fixed Rounded Account Stats Patch Time problem.
Fixed Rounded Account Stats Dialout Time problem.
Fixed general export of non-code-generated reports.
Revised code to overwrite the URE DSN upon startup (must be in Engine's EXE folder).
Fixed Account Stats (Account zero record) issue.

Revision: **1.03.01**

Status: Interim revision

Changes: Fixed AMAC rounding to conform to Infinity's setup.
Fixed Account Stats export Browse code.

Revision: **1.03.00**

Status: Interim revision

Changes: URE - Changed qryCompAcctExportAMAC to correct field order.
Added support for TTYBilling report.
Changed URx databases to be located in same folder as UREngine.EXE.
Removed URS supporting code.
Corrected Callout rounding when using AMAC time rounding.