

Announcing: Adding a new field `rep_unassignment_ts` to `rep_activity`

Note: The following updates has been planned to be rolled out on 05/30/2024

Summary of Change:

It was determined that there was a gap in the information provided by the `rep_activity` export. Some ASAPP customers were using a combination of the existing fields in order to calculate the time where an agent enters a status and they are no longer assigned to a contact. By adding this new `rep_unassignment_ts` field, we can provide this timestamp in a reliable way.

By adding the new `rep_unassignment_ts` field to the `rep_activity` export, we can remove the necessity of using `linear_ute_time` in the calculations for when an agent has effectively entered a new status and is no longer assigned to a contact.

More details:

- Agent "Status update" timestamps in Historical reports (from `rep_activity`) are being calculated using `in_status_starting_ts + linear_ute_time` to correctly match the time the agent enters a specific status and they are no longer assigned to any customer. It was determined that `linear_ute_time` may not be accurate for this calculation, and it will not match the time reported by the real-time connector for the status update.
- `rep_unassignment_ts` represents the timestamp at which the rep gets unassigned for a given rep status started at a given time. E.g., 2024-05-10 14:24:00

For more information, please refer to [Export Schema Documentation](#)

Happy Analyzing! 🚀📊