



Integration Specification

8x8

For CommunityWFM Software Version 4.4+/5.0+

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About this Document

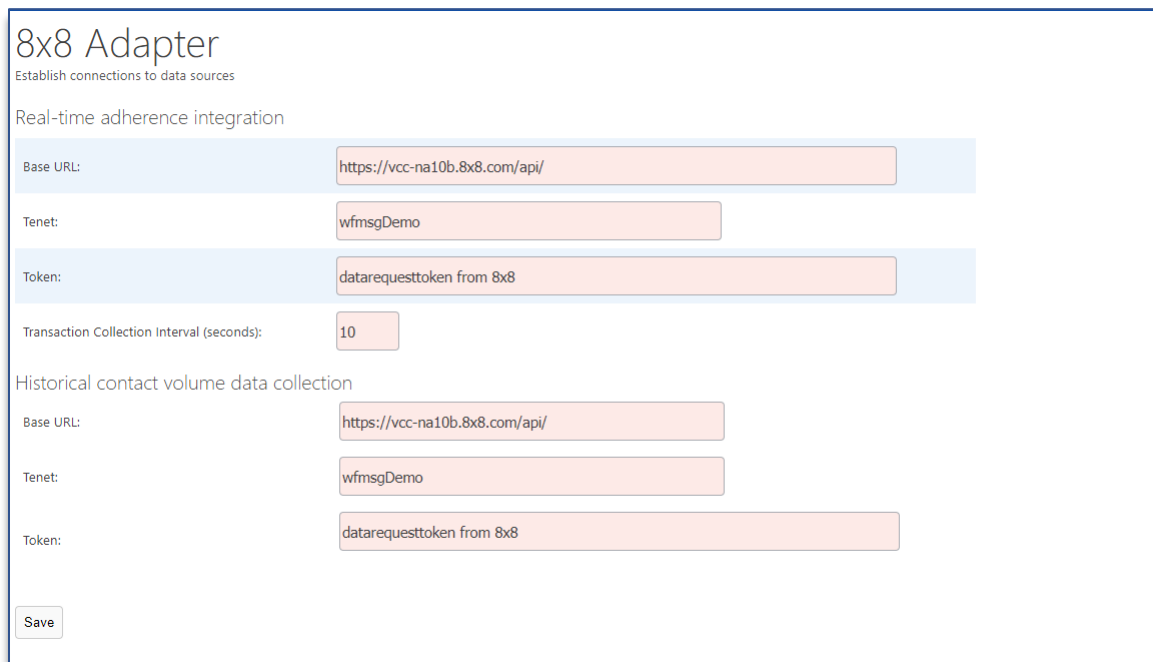
The objective of this document is to outline the method and details of the CommunityWFM integration to an 8x8 system. The document assumes that the reader has some basic understanding of the 8x8 contact center platform.

Community and 8x8 Integration

CommunityWFM integrates with the 8x8 platform using their Virtual Contact Center APIs. The 8x8 APIs being used are the "8x8 Contact Center Statistics Reporting API" and "Real Time Statistics Reporting API for 8x8 Contact Center," which uses HTTP requests to communicate with the contact center platform. The communication to 8x8 consists of sending in a tenet id and a data request token for authentication (provided by 8x8) and the request for the data retrieval on an interval basis.

Each component of data collection and the required database and table are described below.

8s8 Configuration Page



8x8 Adapter
Establish connections to data sources

Real-time adherence integration

Base URL:	<input type="text" value="https://vcc-na10b.8x8.com/api/"/>
Tenet:	<input type="text" value="wfmsgDemo"/>
Token:	<input type="text" value="datarequesttoken from 8x8"/>
Transaction Collection Interval (seconds):	<input type="text" value="10"/>

Historical contact volume data collection

Base URL:	<input type="text" value="https://vcc-na10b.8x8.com/api/"/>
Tenet:	<input type="text" value="wfmsgDemo"/>
Token:	<input type="text" value="datarequesttoken from 8x8"/>

Historical Data Collection

CommunityWFM collects call volume data from the 8x8 Contact Center Statistics Reporting API to be used in volume and handle time reports and for future forecasting. The CommunityWFM Historical Data Collection Service (a .NET Windows service) executes the request every 15 minutes and loads the results into vendor-neutral tables inside the CommunityWFM product database.

The data retrieved from this call (historical) includes the following columns:

sumHandleTime – Total handle time during the 15-minute window

enteredCount – Total number of call during the 15-minute window

abandonedCount – Total number of abandoned calls during the 15-minute window`

Agent State Transaction Data Collection

CommunityWFM collects agent state transactions from the Real-Time Statistics Reporting API for 8x8 Contact Center to compare against scheduled intervals to provide agent schedule adherence reporting. The CommunityWFM Adherence Collection Service (a .NET Windows service) executes the request based upon the interval time configured in the UI. The adapter then loads the results into vendor-neutral tables inside the Community product database.

The data retrieved from this call (realTime) includes the following columns:

- agent-ID – Unique identifier for the agent
- agent-status – Agent state

Possible states include:

- 0: available
- 1: transaction offered
- 2: busy
- 3: post processing
- 4: on break
- 5: work offline
- 9: logged out