



Integration Specification

Altigen

MaxCS

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 CommunityWFM integration to Altigen MaxCS. The document assumes that the reader has some basic understanding of the MaxCS database layout and a working understanding of SQL query syntax.

Historical Data Collection

CommunityWFM collects historical contact volume data from the SQL Server database to be used in volume and handle time reports and for future forecasting. The CommunityWFM Historical Data Collection Service (a .NET Windows service) executes a single query for each defined data collection point every 15 minutes and loads the results into vendor-neutral tables inside the CommunityWFM product database.

Historical Collection

The default historical data collection, the query runs against the WGSUMMARY table and is implemented as follows:

```
'SELECT DATEADD(second, StartTime, "1970-01-01") AS "Slot", WGNum AS "Skill",  
NumInWGCall AS "CallVolume", DurInTalk + DurInWrapUp AS "HandleTime",  
NumInAbnDuringRing + NumInAbnInQ + NumInAbnToApp AS "Abandoned" FROM  
WGSUMMARY WHERE StartTime >= "#DtStart#" AND EndTime <= "#DtEnd#" AND  
WGNum="#AcdSkill#" ORDER BY Slot'
```

Note: This query implements replacement characters for the WHERE condition. The data collection service resolves these replacement tokens when it executes the query for individual skills.

Agent State Transaction Data Collection

CommunityWFM collects agent state transactions from the MaxCS database to compare against schedule intervals in order to provide agent schedule adherence reporting. The CommunityWFM Adherence Collection Service (a .NET Windows service) executes the query on a user-defined interval (typically between 5 and 30 seconds) and loads the results into vendor-neutral tables inside the Community product database.

The state transaction collection service executes the following query against the AGENTACTIVITY table:

```
SELECT DISTINCT #rec_limit_clause# DATEADD(SECOND, Time_Stamp, '1970-01-01') AS  
'Event_Time', AgentNum, CONVERT(nvarchar, Activity) + CONVERT(nvarchar, Reason) AS  
'EventType' FROM AGENTACTIVITY WHERE Time_Stamp > '#dtStart#' ORDER BY  
AgentNum, 'Event_Time';
```

Importing Configuration Data

CommunityWFM supports the ability to import agents directly from the MaxCS database into CommunityWFM. Configuration data is retrieved from the MaxCS SQL Server database using the .net SQL provider.

Agent Profile Data

Community imports the agent profile data using the following query:

```
SELECT DISTINCT ExtNum AS 'employee_id', FirstName AS 'First_Name', LastName AS  
'Last_Name' FROM EXTINFORMATION ORDER BY LastName
```