



Integration Specification Avaya CMS

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 Avaya CMS. The document assumes that the reader has some basic understanding of the CMS database layout and a working understanding of SQL query syntax.

CommunityWFM and Avaya CMS Integration

CommunityWFM integrates with the Avaya CMS platform using direct queries against the primary Avaya CMS database. Tables within the database satisfy the data historical collection requirements to fully integrate the CommunityWFM application with the Avaya CMS platform.

One of two additional mechanisms will be used for the purpose of collecting real-time agent transactional data. CommunityWFM utilizes distinct data feed methods from CMS depending on the underlying hardware platform for the CMS server. This is outlined below in the Agent State Transaction Data Collection portion of this document.

Each component of data collection and the required databases and tables are described below.

Historical Data Collection

CommunityWFM collects historical contact volume data from the CMS Informix database to be used in volume and handle time reports and for future forecasting. The Community 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 Community product database.

Historical Collection

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

```
SELECT row_date AS Startdate, INTRVL AS IntervalDuration, starttime AS Slot, split AS Skill, SUM(CallsOffered) AS CallVolume, SUM(abncalls + othercalls) AS Abandoned, SUM(acdtime + holdtime + acwtime) AS HandleTime FROM hsplit ; GROUP BY row_date, INTRVL, starttime, split ORDER BY StartDate ASC, Slot ASC, Skill ASC
```

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 a socketed connection to the CMS using Avaya RT Socket.

CommunityWFM will install a custom report, designed by Avaya, that pushes data via TCP/IP to a user definable port. A collection service then monitors the IP address and port and captures that data continuously.

The collection process extracts the information from the pipe delimited report and feeds it to the CommunityWFM Adherence Database.

Root level access is required to configure the CMS report.

CommunityWFM captures all defined agent states, such as ACD, RING, ACW, and additionally the interface may be configured to capture AUX reason codes.

Importing Configuration Data

Community supports the ability to import agent and skill data directly from the Avaya database into CommunityWFM. Configuration data is retrieved from the CMS Informix database using the DSN provided by the end user.

Agent Profile Data

Community imports the agent profile data using the following query:

```
SELECT item_name AS 'Last_Name', item_name AS 'First_Name', value AS 'Employee_Id'  
FROM synonyms WHERE item_type='agname' ORDER BY item_name
```

Contact Types Data

For skills, CommunityWFM imports the data using the following query:

```
SELECT item_name AS 'Name', value AS 'ACDSkillID' FROM synonyms WHERE  
item_type='split' ORDER BY item_name
```

Port Configuration

CommunityWFM interfaces to Avaya CMS through two distinct methods. An ODBC connection to the Informix database and a TCP streaming report interface for agent real-time events.

Historical interface

CommunityWFM interfaces using Informix ODBC drivers over port 50,000 or 50,001.

Real-time interface

CommunityWFM interfaces using configurable port options, but typically 6999.

Configuration

Limited configuration is required for Avaya CMS, this is accomplished via telnet over port 23.