



Integration Specification BroadWorks

For CommunityWFM Software Version 4.4+/5.0+

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3400 Waterview Parkway, Suite 325
Richardson, Texas 75080

phone 877-668-6870
web CommunityWFM.com

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About this Document

The objective of this document is to outline the method and details of the CommunityWFM integration to BroadWorks ACD reporting platform. The document assumes that the reader has some basic understanding of the BroadWorks database layout and a working understanding of SQL query syntax.

CommunityWFM and BroadWorks Integration

CommunityWFM integrates with the BroadWorks platform using direct queries against the BroadWorks database via a .net native provider. Tables within the database satisfy the data collection requirements to integrate the CommunityWFM application with the BroadWorks platform.

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

Historical Data Collection

CommunityWFM collects historical contact volume data from the BWECCR 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 the query for each defined data collection point every 15 minutes and loads the results into vendor-neutral tables inside the Community product database.

Contact Queue Historical Collection

For queue based data collection, the query runs against the BWECCR.ECCR_CC_CALL_DETAILS table view and is implemented as follows:

BroadWorks default contact historical query

```
SELECT V.CALL_CENTER_USERID, nvl(COUNT(*), 0) callvolume,
nvl(SUM(V.TALK_TIME + v.HOLD_TIME + V.WRAPUP_TIME), 0) HandleTime,
trunc(V.CC_ENTRY_TIME, 'hh') + floor(to_char(V.CC_ENTRY_TIME,
'mi')/15)*15/1440 Slot, nvl(MAX(V2.Nohandled), 0) Abandoned FROM
BWECCR.ECCR_CC_CALL_DETAILS V LEFT JOIN (SELECT
CALL_CENTER_USERID, trunc(CC_ENTRY_TIME, 'hh') +
floor(to_char(CC_ENTRY_TIME, 'mi')/15)*15/1440 Slot, COUNT(*) NotHandled
```

```

FROM BWECCR.ECCR_CC_CALL_DETAILS WHERE CALL_CENTER_USERID =
'#AcdSkill#' AND CC_ENTRY_TIME >=
TO_TIMESTAMP('#DtStart#', 'yyyy-mm-dd HH24:MI:SS.FF') + INTERVAL '-2' hour
AND CC_ENTRY_TIME < TO_TIMESTAMP('#DtEnd#', 'yyyy-mm-dd HH24:MI:SS.FF') AND
(CALL_RESULT IN ('Abandoned') ) GROUP
BYCALL_CENTER_USERID,trunc(CC_ENTRY_TIME,'hh') +
floor(to_char(CC_ENTRY_TIME, 'mi')/15)*15/1440) V2 ON V.CALL_CENTER_USERID
= V2.CALL_CENTER_USERID ANDtrunc(V.CC_ENTRY_TIME,'hh') +
floor(to_char(V.CC_ENTRY_TIME, 'mi')/15)*15/1440 = V2.slot WHERE
V.CALL_CENTER_USERID = '#AcdSkill#'
AND V.CC_ENTRY_TIME >= TO_TIMESTAMP('#DtStart#', 'yyyy-mm-dd
HH24:MI:SS.FF') + INTERVAL '-2' hour AND CALL_RESULT IN ('Answered', 'Abandoned')
GROUP BY V.CALL_CENTER_USERID,trunc(V.CC_ENTRY_TIME,'hh') +
floor(to_char(V.CC_ENTRY_TIME, 'mi')/15)*15/1440
  
```

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

Agent State Transaction Data Collection

CommunityWFM collects agent state transactions from the BWECCR database to compare against schedule intervals to provide agent schedule adherence reporting. The Community 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 CommunityWFM product database.

The state transaction collection service executes the following query against the BWECCR.ECCR_CC_AGENT_ACTIVITY_DETAILS table view.

BroadWorks default adherence query

```

select * from ( select AGENT_USERIDlogin_id, ACTIVITY_TIMEeventDateTime,
ACTIVITY_DETAILeventTypefrom BWECCR.ECCR_CC_AGENT_ACTIVITY_DETAILS where
ACTIVITY_TYPE = 'State' AND ACTIVITY_TIME > TO_TIMESTAMP('#dtStart#', 'yyyy-mm-dd
HH24:MI:SS.FF') order by ACTIVITY_TIME) where ROWNUM < #maxRecs#
  
```

Importing Configuration Data

CommunityWFM does not support the ability to import Contact Queue information and Agents directly from the BroadWorks database into CommunityWFM.

Contact Queue Data

Not available

Agent Information

```
SELECT AGENT_UID Employee_ID, AGENT_NAME_FIRST First_Name, AGENT_NAME_LAST  
Last_Name from BWECCR.agents
```