



Integration Specification Enghouse Interactive

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 Enghouse Interactive Communications Center (EICC). The document assumes that the reader has some basic understanding of EICC and a working understanding of SQL query syntax.

CommunityWFM and EICC Integration

CommunityWFM integrates with the EICC platform using direct queries against an EICC plugin export database for historical data and utilizes a TCPip data feed from EICC for Agent State Transaction Data Collection to facilitate real-time data collection.

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

EICC prerequisite

The EICC requires a plugin extension called WFM Generic Interface, part number SW0028-5. The plugin must be installed and enabled for the CommunityWFM interface to be fully functional.

Data Collection

CommunityWFM collects historical contact volume data from the EICC Generic Workforce Management interface export database. 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 Data Collection

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

```
SELECT Queue as 'Skill', Date as 'Date', Period as 'TimePeriod', Calls AS 'CallVolume',  
Abandons as 'Abandoned', ATT as 'TalkTime', Timestamp FROM [dbo].[Export] WHERE  
Queue='#AcdSkill#' AND Timestamp > '#DtStart#' AND Timestamp < '#DtEnd#' order  
by Timestamp 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 TCP/ip connection to EICC. The Community Real-time collection service activates and maintains a connection to the stream from EICC.

Individual states including Agent login, logout, break, and worktime are passed via the steam. CommunityWFM collects, timestamps, and stores the transactions as they are presented.

Importing Configuration Data

CommunityWFM supports the ability to import Agent and Queue data directly from EICC into CommunityWFM. Configuration data is retrieved from the EICC Core database using a native .net provider.

Agent Profile Data

CommunityWFM imports the agent profile data using the following query:

```
select pn.LoginID as 'Employee_Id', n.FirstName as 'First_Name', n.LastName as  
'Last_Name' from pn_user pn join names n on n.UniqueID=pn.NameID order by  
n.LastName, n.FirstName;
```

Contact Types Data

Finally for skills, CommunityWFM imports the data using the following query:

```
select Number AS 'ACDSkillID', Name AS 'Name' from pn_virtual where MediaSupport IN  
(1, 3, 9) order by Name;
```

Port Configuration

CommunityWFM interfaces to EICC through two distinct methods. A Native .net SQL provider to the SQL databases and a TCP streaming feed interface for agent real-time events.

Real-time interface

CommunityWFM interfaces using configurable port options, but the default port is 6003.