



Integration Specification

Twilio

For CommunityWFM Software Version 4.4+/5.0+

March 2024

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About this Document

The objective of this document is to outline the method and details of the CommunityWFM integration to Twilio. The document assumes that the reader has some basic understanding of Twilio and the different credentials that can be obtained from Twilio. Twilio's TaskRouter REST API and Flex Insights API are utilized in retrieving information from Twilio.

CommunityWFM and Twilio Integration

CommunityWFM integrates with the Twilio through its programming API that allows CommunityWFM the ability to retrieve the real-time data required. Twilio will meet data collection requirements to fully integrate the CommunityWFM application with the Twilio platform. Twilio's TaskRouter REST API and Flex Insights API are utilized in retrieving information from Twilio.

Historical Data Collection

CommunityWFM collects historical contact volume data from Twilio by using the Flex Insights API to download a custom report from Flex Insights. The Community Historical Data Collection Service (a .NET Windows service) executes the call for each defined data collection point every 15 minutes and loads the results into vendor-neutral tables inside the CommunityWFM product database.

The following is the configuration information needed for setting up the historical collection from Twilio.

Historical contact volume data collection

Account SID:	<input type="text" value="Valid Account SID"/>
Auth Token:	<input type="text" value="Valid Authorization Token"/>
Workspace Id:	<input type="text" value="Valid Workspace Id"/>
Username:	<input type="text" value="Valid Username"/>
Password:	<input type="text" value="Valid Password"/>
Project Id:	<input type="text" value="Valid Project Id"/>
Report Id:	<input type="text" value="Report Id of Custom Call Volume Report"/>

Agent State Transaction Data Collection

CommunityWFM collects agent state transactions from Twilio 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.

To retrieve data from Twilio TaskRouter REST API to retrieve Current Agent States.

The following is the required information needed to be able to receive that real-time data stream. **Note:** Proxy information is only necessary if a proxy server is being used, otherwise leave blank.

Real-time adherence integration

Account SID:

Auth Token:

Workspace Id:

Importing Configuration Data

CommunityWFM supports the ability to import agents directly from the Twilio instance via the TaskRouter REST API calls.