Integration Specification Zoom

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 a Zoom system. The document assumes that the reader has some basic understanding of the Zoom contact center platform.

CommunityWFM and Zoom Integration

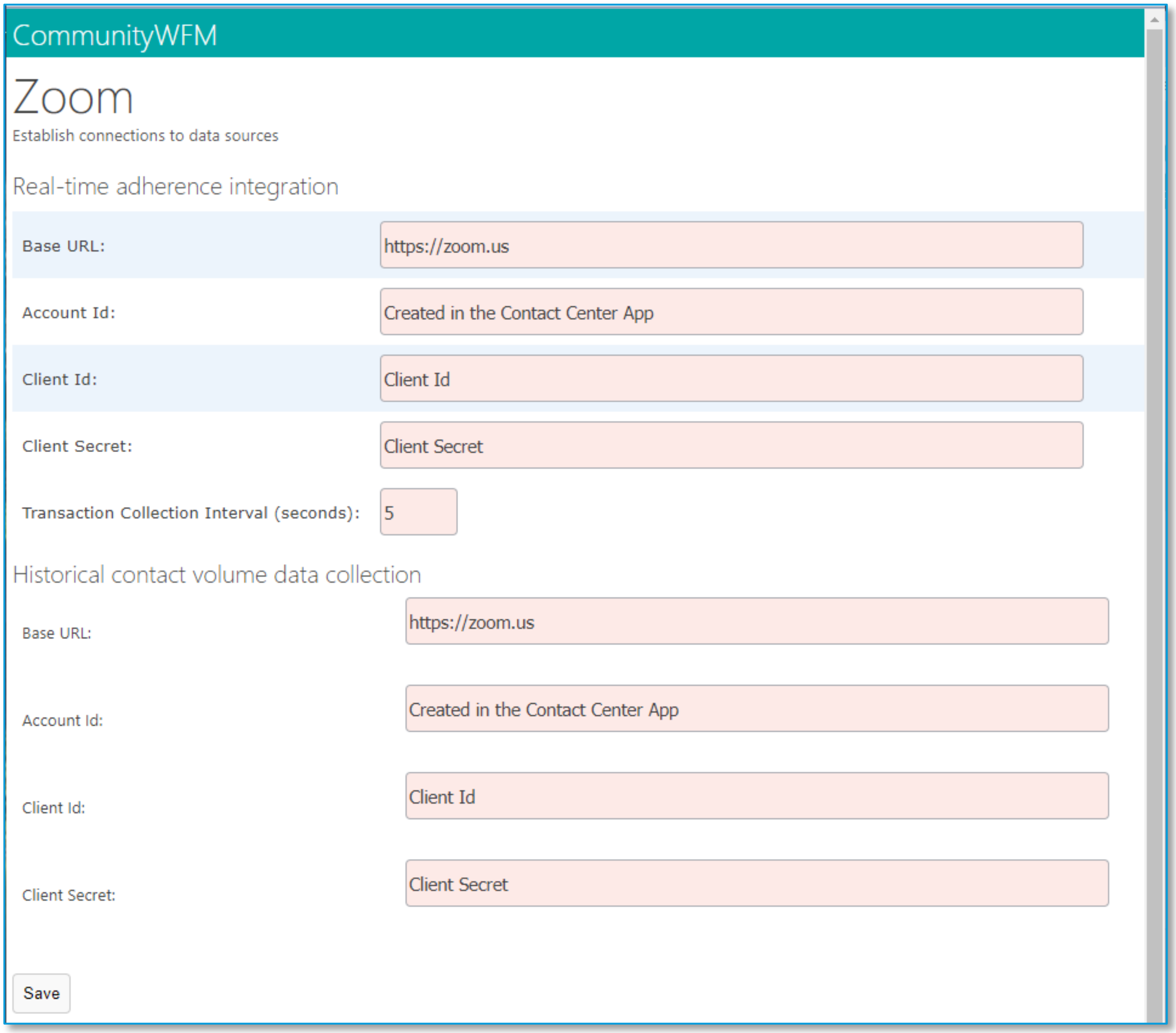
CommunityWFM integrates with the Zoom platform using the Zoom Contact Center API.

The Zoom Contact Center API makes HTTP requests to communicate with the contact center platform. The communication to Zoom consists of sending in an account ID, client ID, and client secret to request a token for authentication (provided by Zoom). The token retrieved is then used to retrieve all the other data required for this implementation.

All times are returned in Unix time UTC.

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

Zoom Configuration Page



Historical Data Collection

CommunityWFM collects call volume data from the Zoom Contact Center API 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 request every 15 minutes and loads the results into vendor-neutral tables inside the Community product database.

The data retrieved from this call (historical) includes the following columns:

sumHandleTime – Total handle time during the 15-minute window

enteredCount – Total number of call during the 15-minute window

abandonedCount – Total number of abandoned calls during the 15-minute window`

Agent State Transaction Data Collection

CommunityWFM collects agent state transactions from the Zoom Contact Center API to compare against scheduled intervals to provide agent schedule adherence reporting. The Community Adherence Collection Service (a .NET Windows service) executes the request based upon the interval time configured in the UI. The adapter then loads the results into vendor-neutral tables inside the CommunityWFM product database.

The data retrieved from this call (realTime) includes the following columns:

- agent-id – Unique identifier for the agent
- agent-status – Agent state
    - Possible states include:
        - Offline
        - Ready
        - Not Ready
        - Occupied
        - Any custom states a customer creates.

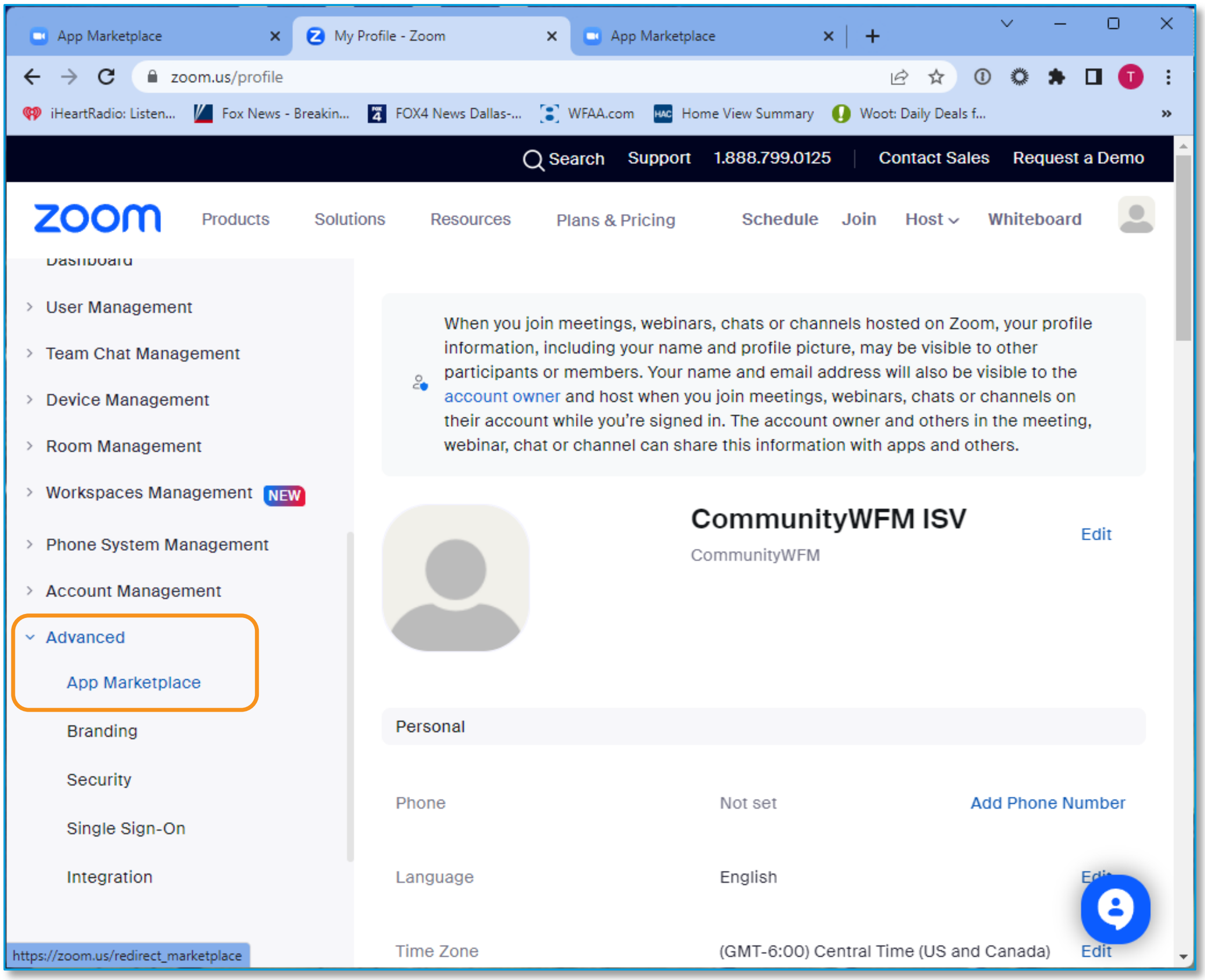
Importing Configuration Data

CommunityWFM supports the ability to import queue information and agents directly from the Zoom system into CommunityWFM. Configuration data is retrieved by making RESTful API calls to pull back the data.

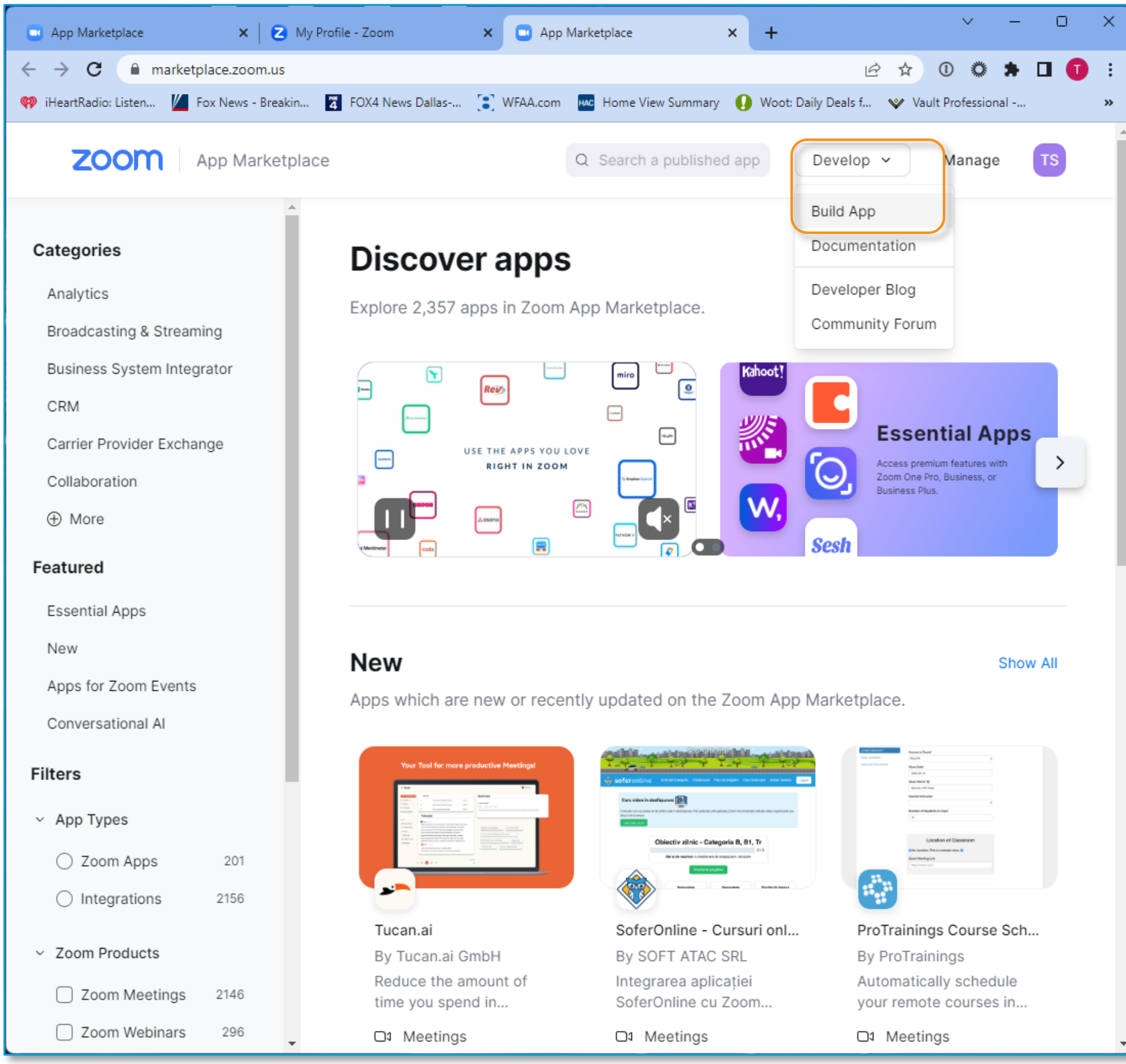
Configuring Zoom to get Account ID, Client ID, and Client Secret

To create the required credentials to be provided to Community:

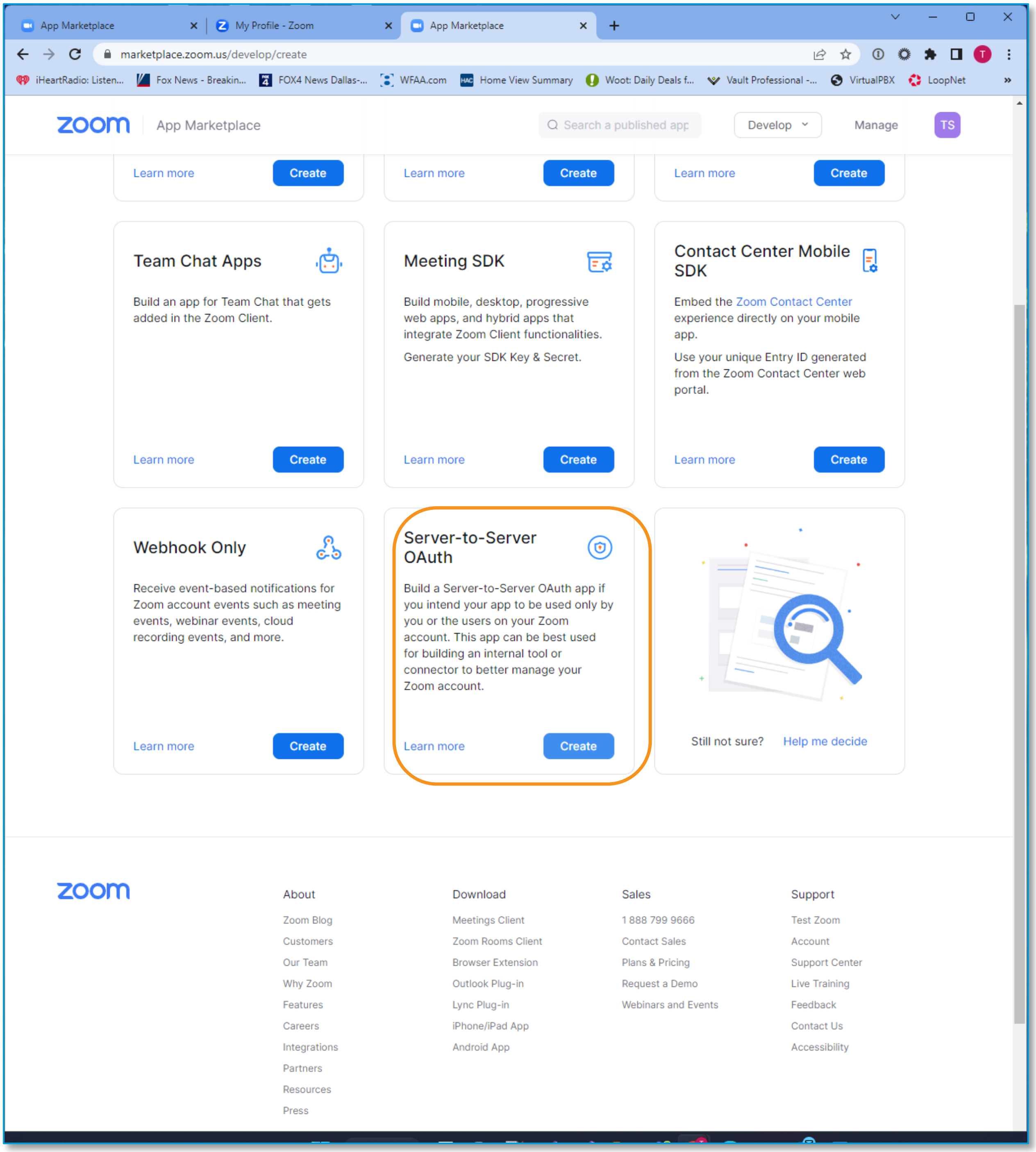
1. Have an administrator of the Zoom system login into [https://zoom.us.](https://zoom.us)
2. Under the Admin section, choose *Advanced* then choose *App Marketplace*.



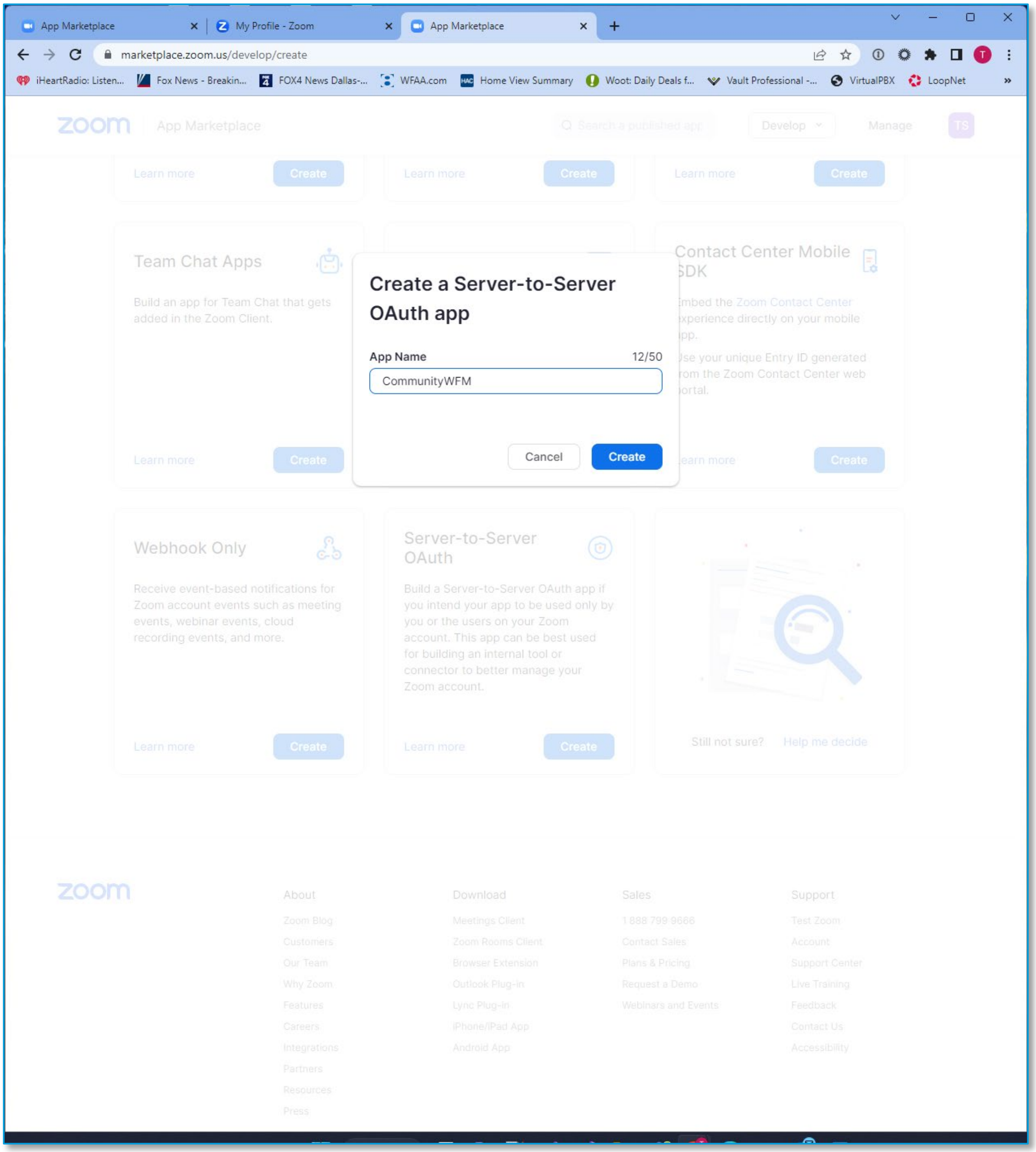
3. In the App Marketplace *Develop* dropdown menu choose *Build App*.



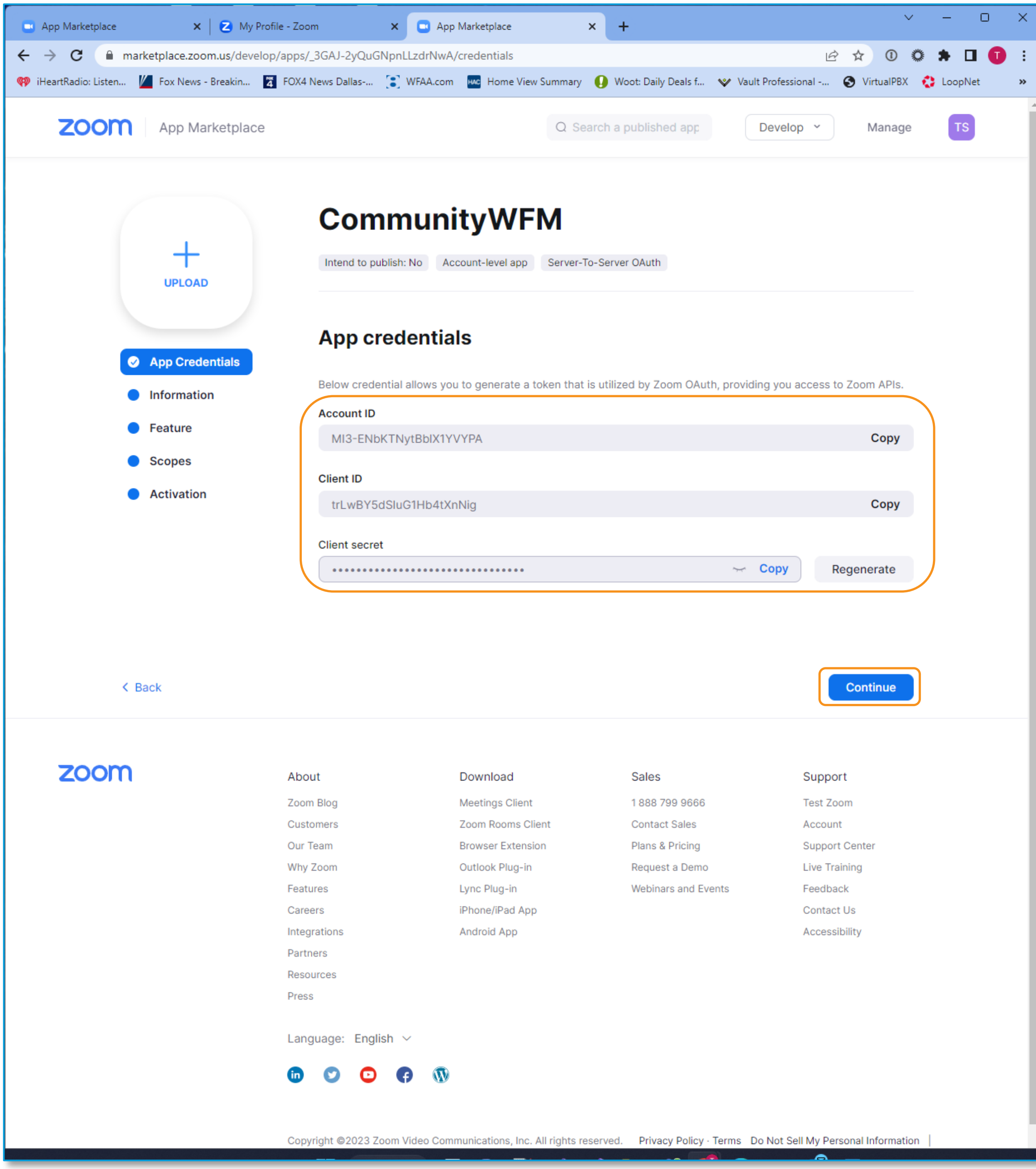
4. Find the app type Server-to-Server OAuth and click *Create*.



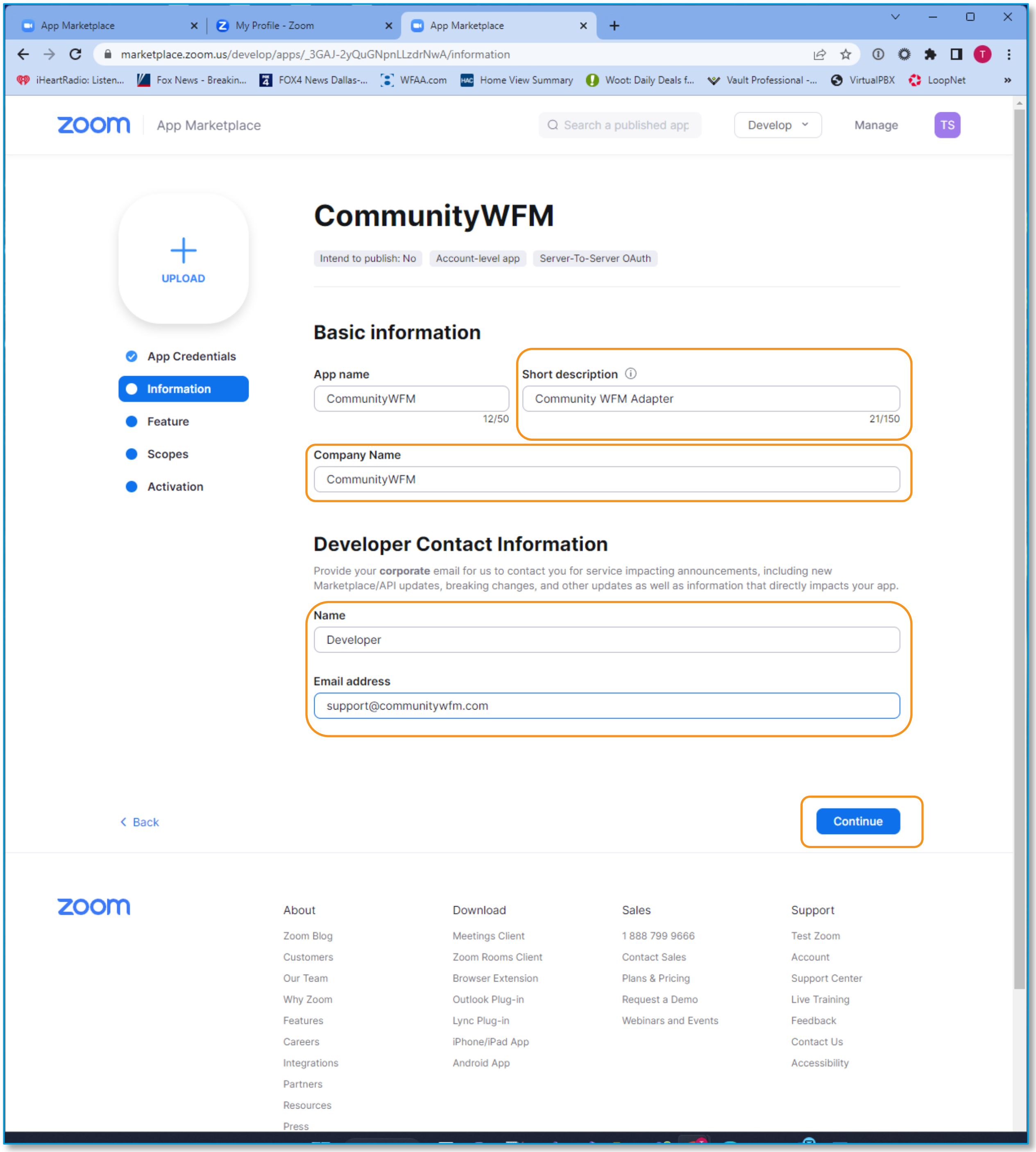
5. Give your app a name (e.g.,“CommunityWFM”) then click *Create*.



6. Copy and save the Account ID, Client ID, and Client Secret, then click *Continue*.

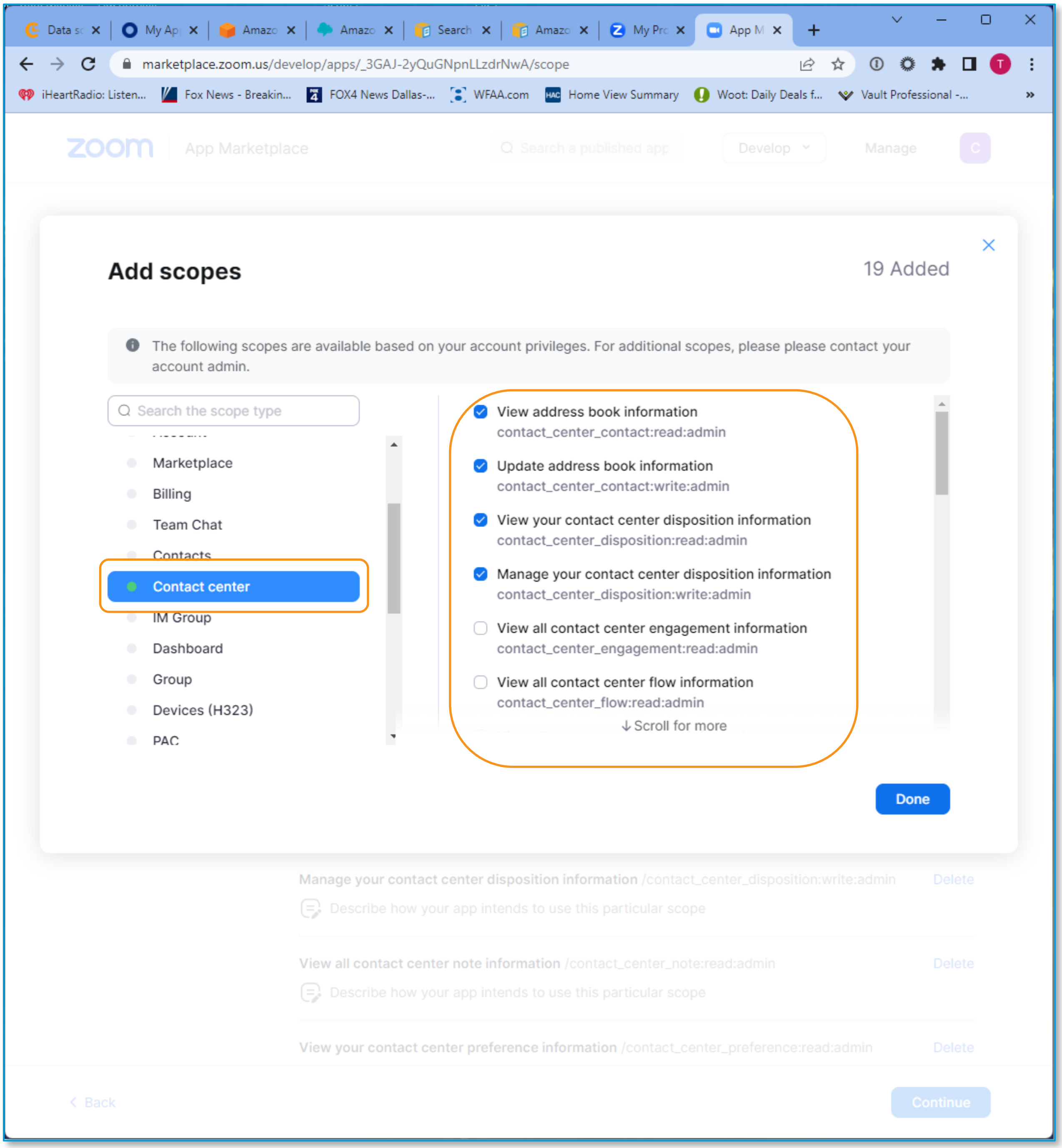


7. Add a Short Description, Company Name, Developer Name and Email address, then click *Continue*.

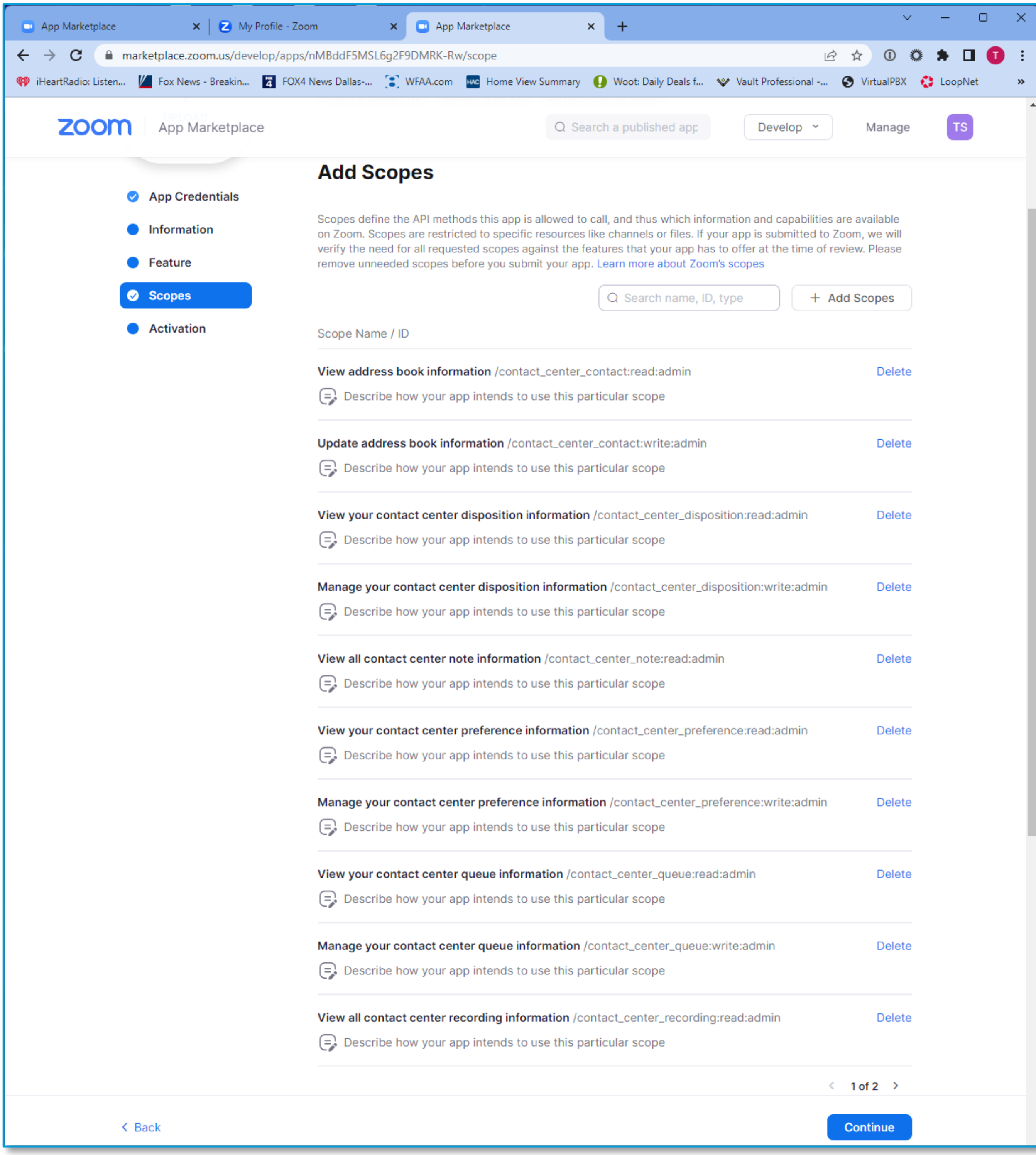


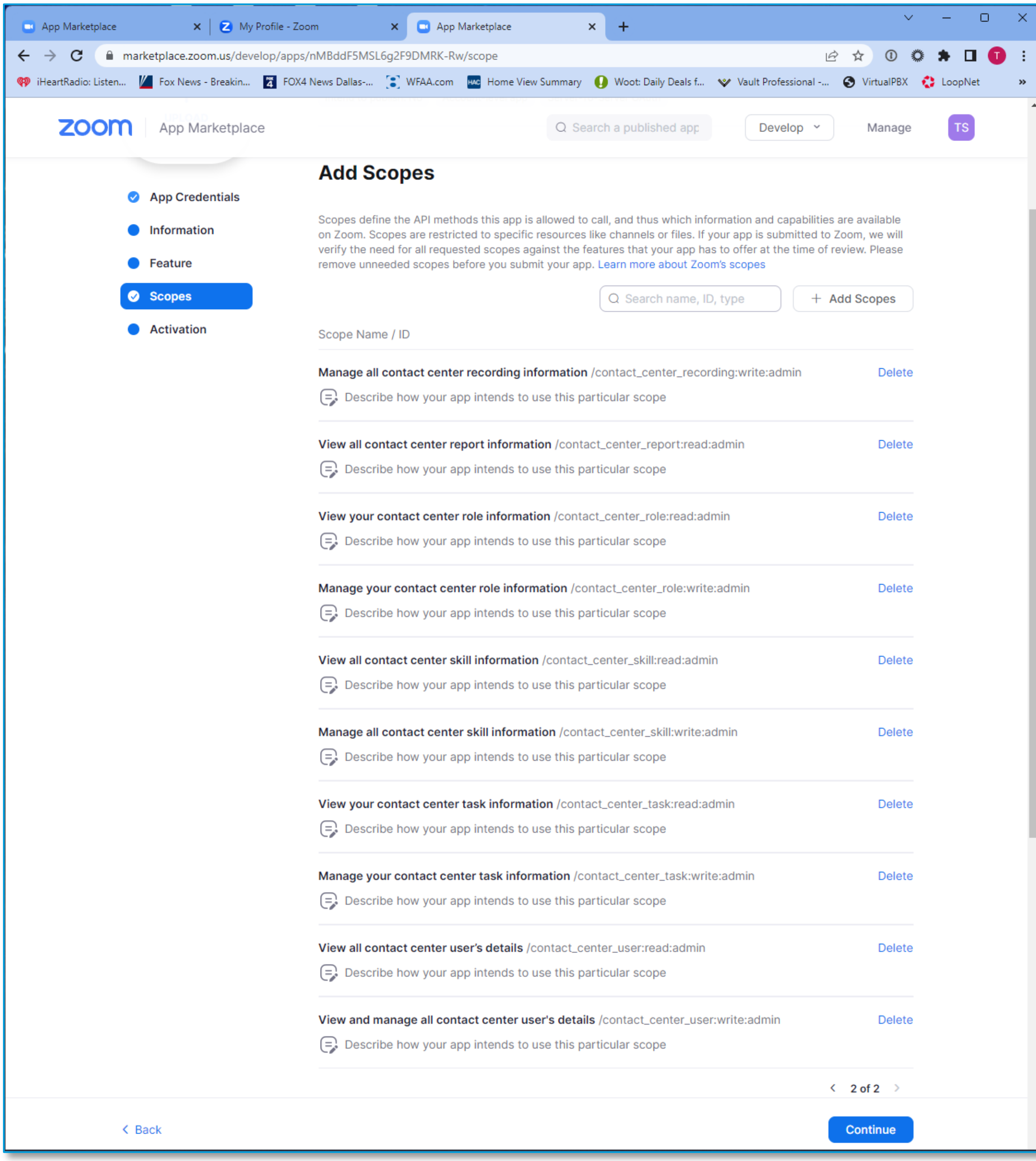
8. On the Add Feature page, click *Continue*.

9. On the Add Scopes page, select Contact Center and check the box for each scope.



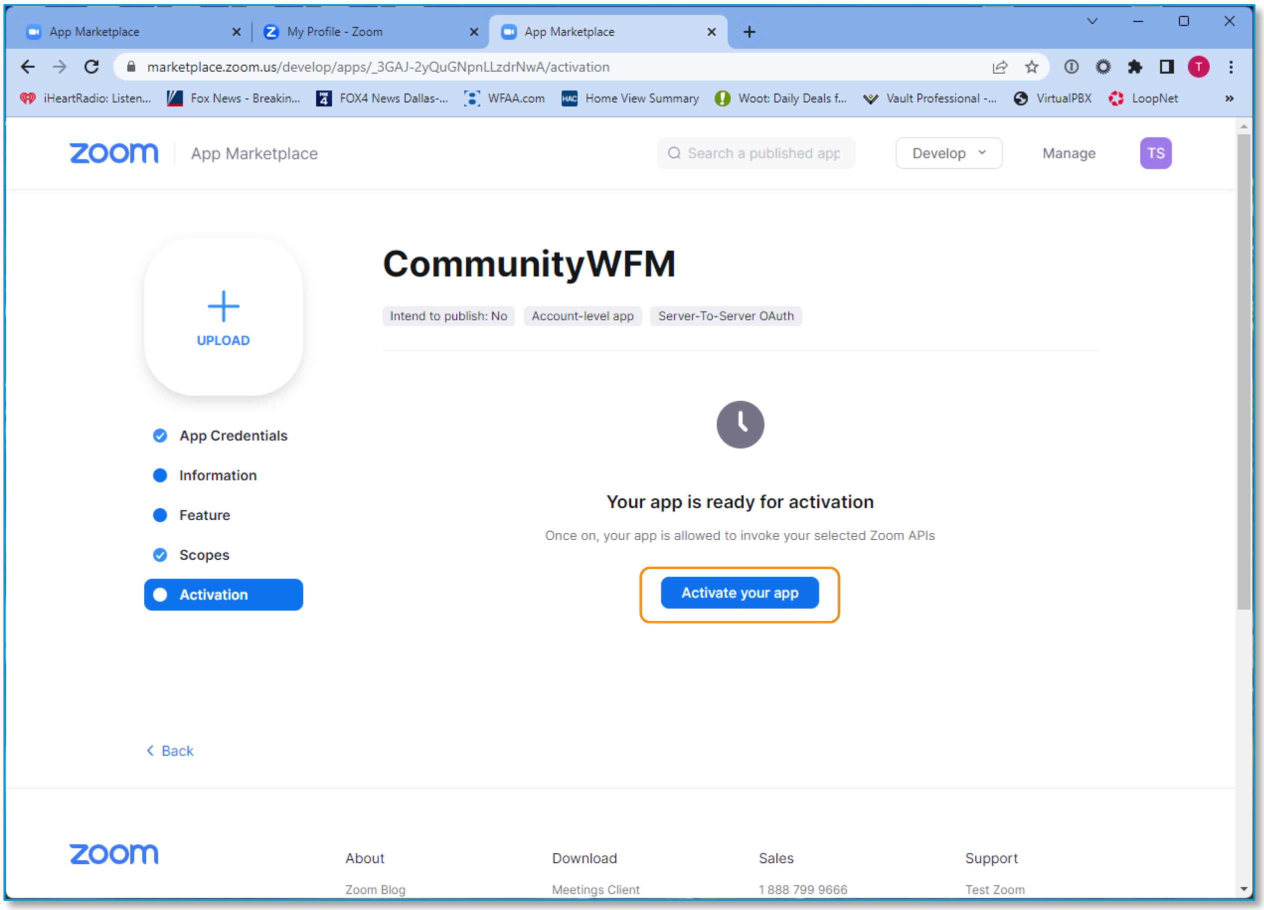
10. Choose the following scopes (there are two pages):





11. After making the selections click *Continue*.

12. Click *Activate your app*.



13. Use the credentials you gathered in the adapter setup page to finish.