



Integration Specification

LiveVox

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 a LiveVox system. The document assumes that the reader has some basic understanding of the LiveVox cloud contact center solution and a working understanding of SQL query syntax.

CommunityWFM and LiveVox Integration

CommunityWFM integrates with the LiveVox platform using a RESTful API. The LiveVox RESTful API (also known as a RESTful web service) is an application program interface (API) that uses HTTP requests to communicate with the cloud contact center solution. The communication to LiveVox consists of sending in credentials for authentication, receiving a data token to be used in future requests, and then requesting data on an interval basis.

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

Historical Data Collection

CommunityWFM uses the Real-time adapter to also collect raw call volume data. This raw call volume data is stored in a database table and then normalized to 15-minute interval data by the Historical adapter. This data can then 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 every 15 minutes and loads the results into vendor-neutral tables inside the CommunityWFM product database.

Contact Queue Historical Collection

For queue-based data collection, the query runs against the CommunityWFM database table `t_adapter_call_event_data`:

Default historical query

with raws as

```
(
  select *
    , case when operator_transfer = 1 and operator_transfer_successful = 0 then 1 else 0 end
      as [Abandoned]
    ,dbo.fnDateTimeToSlotTimeEx(start_time, 15) as [SlotTime]
  from t_adapter_call_event_data
  where service_id = '#Skill#'
  and call_event_type = 'CALL_TERMINATION'
  and call_center_id = '#CallCenterId#'
  and start_time >= '#StartDateTime#'
  and start_time < '#EndDateTime#'
)
select SlotTime as [Slot]
  ,service_id as [Skill]
  ,count(*) as [CallVolume]
  ,sum(duration) as [HandleTime]
  ,sum(Abandoned) as [Abandoned]
from rows
group by service_id, SlotTime
order by SlotTime asc;
```

Agent State Transaction Data Collection

CommunityWFM collects agent state transactions from the LiveVox RESTful API to compare against schedule intervals in order to provide agent schedule adherence reporting. The Community Adherence Collection Service (a .NET Windows service) continuously monitors the feed from the RESTful web service and loads the results into vendor-neutral tables inside the CommunityWFM product database.

LiveVox customers are required to know the following information. **Note:** Passwords are commonly set to expire every 90 days.

Real-time adherence integration

Base URL:	<input type="text" value="https://api.na4.livevox.com"/>
Version:	<input type="text" value="v6.0"/>
Client Name:	<input type="text"/>
Account:	<input type="text"/>
Password:	<input type="password"/>
Access Token:	<input type="text"/>
Transaction Collection Interval (seconds):	<input type="text" value="0"/>

Importing Configuration Data

CommunityWFM Supports the ability to import queue information and agents directly from the LiveVox cloud contact center solution into CommunityWFM. Configuration data is retrieved by making RESTful API calls to pull back the data.