



Integration Specification RingCentral – RingCX

For CommunityWFM Software Version 25.x

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About this Document

The objective of this document is to outline the method and details of the CommunityWFM integration with a RingCentral RingCX system. The purpose of the integration is to retrieve data and statistics that are essential for workforce management. The document assumes that the reader has some basic understanding of the RingCentral RingCX contact center platform.

CommunityWFM and RingCentral Integration

CommunityWFM integrates with the RingCentral platform using their RingCX APIs. The RingCentral APIs being used are the “RingCX Voice API” which uses HTTP requests to communicate with the contact center platform. The communication to RingCentral consists of sending in a tenet id and a data request token for authentication (provided by RingCentral) and the request for the data retrieval on an interval basis. Realtime agent state data is pushed to a webhook.

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

Connectivity and Authentication

This collector conforms to RingCentral’s JWT auth flow and requires a JWT to be created for a RingCX user that will act as the credential for the CommunityWFM collector to access the RingCentral API. We recommend creating a stand-alone application/service account within RingCentral for this purpose and not using an actual person’s account credentials. This service account user must have enable access to WEM selected. JWT credentials can only be created by users who have a valid admin account or role. Further information on creating the JWT can be found here: <https://developers.ringcentral.com/guide/getting-started/create-credential>

RingCentral Developer Portal page:

Create JWT

Credential

Label *

What apps are permitted to use this credential? *

☐ All apps created by developers within my organization
Allow this credential to be used to authenticate to any application built by your organization.

☒ Only specific apps of my choice
Allow this credential to be used only by select applications identified by their client ID.

Expiration Date (UTC)



When creating the credential within the Ring Central developer portal, select “Only specific apps of my choice” and enter the provided Client ID. Please leave the Expiration Date blank.

Once the JWT is created, find the newly created credential in your credential list, click the “click to see” link, copy the resulting JWT, and provide it to the CommunityWFM project manager.

Additional information you will need to provide:

- Base URL of your RingCentral instance if different from <https://platform.ringcentral.com/>
- RingCX URL if different than <https://ringcx.ringcentral.com/>
- Your RingCentral Main Account ID (also known as the UID)
Note: This is not the RingCX main account id
- Your RingCX Sub Account ID

CommunityWFM Configuration Pages for RingCentral

Historical Data Collection

CommunityWFM collects call volume data from the RingCentral QueueStatistics Report API to be used in volume and handle time reports and for future forecasting. The CommunityWFM Historical Data Collection Service executes the request every 15 minutes and loads the results into vendor-neutral tables inside the CommunityWFM product database.

Historical Data Collection
Real-Time Data Collection

Configure connection settings for historical data collection.

Connection for Historical Data Collection

Base URL

https://platform.ringcentral.com/

RingCX URL

https://ringcx.ringcentral.com/

RingCentral Main Account Id

1234567890

RingCX Sub Account

98765432

Client Id

287U5UE66xvdBkAd5IC000

Client Secret

9nH9lcTbobJdlBIFh7VSnW32XgxKA2VLhciVnhlQTaaA

JWT

aaAraWQiOil4NzYyZjU5OGQwNTk0NGRiODZiZjVjYTk3ODA0NzYwOCIsInR5cCI6IkpXVCIsImFsZyI6IiJTMjU2In0.eyJhdWQiOiJodHRwczov

Save

CommunityWFM uses the

Historical Data Collection
Real-Time Data Collection

Configure connection settings for real-time data collection.

Connection for Real-Time Data Collection

Transaction Collection Interval (minutes)

1 minute

Save

<https://ringcx.ringcentral.com/voice/api/cx/integration/v3/accounts/{mainAccountID}/sub-accounts/{AccountID}/agg-queue-stats> endpoint.

CommunityWFM collects:

Return JSON key name	CommunityWFM use
dateTimeFrom	Interval (Slot)
queue	queue ID
(offdDirectIxnCnt + overflowInIxnCnt) - overflowOutIxnCnt)	Calls Offered
abandIxnCnt	Abandoned
talkingIxnDur + wrapUpDur	Handle Time

Agent State Transaction Data Collection

CommunityWFM receives agent state transactions from a push to a Community Cloud Connect (CCC) webhook from RingCentral RingCX to compare against scheduled intervals to provide agent schedule adherence reporting. The webhook is configured by a CommunityWFM system engineer, using the following location (to be modified).

<https://{customersubdomainhere}.my.communitywfm.com/api/webhook/RingCentral/RingCentralAgentData>

The webhook process places the received data into an intermediate database table. The CommunityWFM Adherence Collection Service executes a request from the intermediate table 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 received from this push (realTime) includes the following columns:

Return JSON key name	CommunityWFM use
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agentId	loginId
baseStateId + " " + stateId	adapter_state_id
eventTime	starttime

Importing Configuration Data

CommunityWFM supports the ability to import queue information and agents directly from the RingCentral API into CommunityWFM. Agent list is provided by calls to Agent Group and Agent Endpoints. Queue information is from calls to Gate Groups and Gates.