



Integration Specification Avaya Aura Contact Center

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 Avaya Aura Contact Center. The document assumes that the reader has some basic understanding of the CC database layout and a working understanding of SQL query syntax.

CommunityWFM and Avaya Aura CC Integration

CommunityWFM integrates with the Avaya Aura CC platform using direct queries against the primary Avaya CC's Cache database. Tables within the database satisfy the data collection requirements to fully integrate the CommunityWFM application with the Avaya Aura platform.

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

Historical Data Collection

CommunityWFM collects historical contact volume data from the Cache database to be used in volume and handle time reports and for future forecasting. The CommunityWFM 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 CommunityWFM product database.

Historical Collection

Historical data collection is achieved by running queries against the iApplicationStat table and is implemented as follows:

Contact Volume

```
SELECT S.Timestamp AS Slot, S.ApplicationID AS Skill, SUM(S.CallsOffered) AS  
CallVolume, SUM(S.CallsAbandoned) AS Abandoned FROM iApplicationStat S WHERE  
S.Timestamp >= '#DtStart#' AND S.Timestamp < '#DtEnd#' AND  
S.ApplicationID=#AcdSkill# GROUP BY S.Timestamp, S.ApplicationID ORDER BY  
S.Timestamp ASC, S.ApplicationID ASC
```

Handling Time

```
SELECT S.Timestamp AS Slot, S.ApplicationID AS Skill, SUM(S.TalkTime) +
SUM(S.PostCallProcessingTime) AS HandleTime FROM iAgentByApplicationStat S WHERE
S.Timestamp >= '#DtStart#' AND S.Timestamp < '#DtEnd#' AND
S.ApplicationID=#AcdSkill# GROUP BY S.Timestamp, S.ApplicationID ORDER BY
S.Timestamp ASC, S.ApplicationID ASC
```

Note: These queries implement 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 connection to the Aura using the RSM data feed from Aura. A collection service monitors the IP address and port and captures data continuously.

The collection process then extracts the information from the data stream and feeds it to the CommunityWFM Adherence Database.

Importing Configuration Data

CommunityWFM supports the ability to import agent and skill data directly from the Avaya database into CommunityWFM. Configuration data is retrieved from the Aura Cache database using the following queries.

Agent Profile Data

CommunityWFM imports the agent profile data using the following query:

```
SELECT SurName AS 'Last_Name', GivenName AS 'First_Name', Title AS 'Title',
TelsetLoginID AS 'Employee_Id' FROM Agent ORDER BY SurName ASC
```

Contact Types Data

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

```
SELECT Name AS 'Name', ApplicationID AS 'ACDSkillIID' FROM Application ORDER BY
Name ASC
```