



Integration Specification CommunityWFM Generic Staging Adapter

For CommunityWFM Software Version 4.4+/5.0+

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3400 Waterview Parkway, Suite 325
Richardson, Texas 75080

phone 877-668-6870
web CommunityWFM.com

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About this Document

The objective of this document is to outline the tables that allow 3rd party applications and integrators to push data into the CommunityWFM staging database. An integrated adapter will then pull data from the staging database and upload it to the relevant tables within CommunityWFM.

Applications for the Community Staging Database

The CommunityWFM staging database may be used for a variety of data collection scenarios. Typically, the mechanism would be used when a standard CommunityWFM adapter is not able to connect directly to a system's database or other direct connection for data retrieval. Cloud based ACDs, flat file integrations, and secured databases may all take advantage of integration via the staging database.

Data Types

Contact Data

Contact data populated in the Historical Collection table may be automatically populated or imported on demand through the application. A historical data collection service may be enabled to routinely capture and populate new data that is present in the table whether uploaded once a day, once a week, or every fifteen minutes.

Agent State Data

Agent state data, used for adherence reporting purposes and populated in the Agent Activity table, will be automatically populated to the application database. A real-time data collection service is enabled to routinely capture and populate new data that is present in the table.

Data will be available in the application in real-time as it is presented in the table and is suitable for real-time adherence applications. Batch uploads of agent state data will still provide robust adherence data, but on a delayed basis.

People Data

Agent data populated in the People table may be imported on demand through the application. Imported data is used to create new agent profiles.

Agent profiles may also be manually defined.

Collection Point Data

Collection Point or “Queue Name” data, populated in the Collection Point table, may be imported on demand through the application and is used to bind calls from a specific queue or skill to the contact data. The collection mechanism will only populate data for which there is a Collection Point defined.

Collection Points may also be manually defined.

Integrating to CommunityWFM using a Staging Database

The CommunityWFM staging database includes four distinct tables that represent various data requirements. Depending on the application, you may use some or all of the following tables to fulfill the integration requirements.

CommunityWFM professional services staff will work with your team to determine precisely which data is needed for your solution.

Historical Table Layout

The WFMSG.Staging database table HistoricalCollectionByInterval stores the interval based historical data. Data from this table is used for forecasting and historical contact volume comparisons.

HistoricalCollectionByInterval		
AccountId	PK, int, not null	Unique identifier per data source provided by CommunityWFM technical team.
CollectionPoint	PK, nvarchar(50), not null	Contains the queue name, skill, or collection point for a particular row of data.
Interval	PK, datetime, not null	Contains the date and time of the interval for the particular row of historical data. <i>Time zone can be local or UTC.</i> Intervals <u>must</u> be in a 15-minute increment on the 15 minute. Examples:

		2024-06-15 13:00 2024-06-15 13:15 2024-06-15 13:30 2024-06-15 13:45
ContactsOffered	bigint, not null	Number of contacts offered during this interval for the given skill.
ContactsNotHandled	bigint, not null	Number of contacts not handled during this interval for the given skill. Note that this value contains all contacts not handled, not simply those with a disposition of 'abandoned.'
TalkTime	Float, not null	Total number of seconds of talk time and wrap-up time for the interval and the given skill.
HoldTime *	Float, not null	Total number of seconds of hold time for the interval and the given skill. This field is optional and may be used if hold time is not included in the TalkTime column.
ServiceLevelPct *	Float, not null	Service level achievement percentage for a given skill. Data from this column is not currently utilized.
CollectionTimeStamp*	DateTime, null	The timestamp when the row is inserted into the staging database. <i>Time zone can be local or UTC.</i>
OutboundContacts*	bigint, null	Number of <i>outbound</i> contacts during this time interval for the given skill.
OutboundTimeStamp*	Float, null	Total number of seconds of talk time and wrap-up time for the interval and the given <i>outbound</i> skill. Note: Please disregard the name of the field it should not be filled with a DateTime time stamp
User Data 1* – User Data 10*	Any	Unique identifier provided by Customer.

*Optional columns that may or may not be required for a particular application.

AgentActivity Table Layout

The WFMSG.Staging database table AgentActivity stores the agent state transactions for each agent. Data in this table is used for schedule adherence purposes. Actual phone state data is compared to scheduled state to determine if agents are where they are expected to be. **Event times must be in UTC time.**

AgentActivity		
AccountId	PK, Int, not null	Unique identifier per data source provided by CommunityWFM technical team.
AgentId	PK, nvarchar(50), not null	Agent login ID from system, used to match transactions to agent name.
EventTime	PK, datetime, not null	Primary key, (start time of state; <u>MUST</u> be in UTC).
Activity	nvarchar(10), not null	State Code, the work state name (e.g., On a Call, wrap-up).
ReasonCode *	nvarchar(10), not null	Reason Code for secondary state description, (e.g., Aux with reason).
SequenceNumber	BigInt, not null	MS SQL Identity Column.

* Optional column that may or may not be required for a particular application

People Table Layout

The WFMSG.Staging database table People stores Agent name and login data. Data in this table is used to import agents into CommunityWFM.

People		
AccountId	PK, Int, not null	Unique identifier per data source provided by CommunityWFM technical team.
AgentId	PK, nvarchar(50), not null	Login ID from device that ties agent states to agent name.
FirstName	nvarchar(20), not null	First name of agent.
LastName	nvarchar(20), not null	Last name of agent.

CollectionPoints Table Layout

The WFMSG.Staging database table CollectionPoints stores the queue information for importing queue data into CommunityWFM.

CollectionPoints		
AccountId	PK, Int, not null	Unique identifier per data source provided by CommunityWFM technical team.
CollectionPointid	PK, nvarchar(50), not null	System ID of collection point (skill #, application #).
Description	nvarchar(255), not null	Description of collection point.