



Integration Specification Genesys Cloud

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 integrating the CommunityWFM solution with a Genesys Cloud system. This document assumes that the reader has some basic understanding of the Genesys Cloud contact center platform.

CommunityWFM and Genesys Cloud Integration

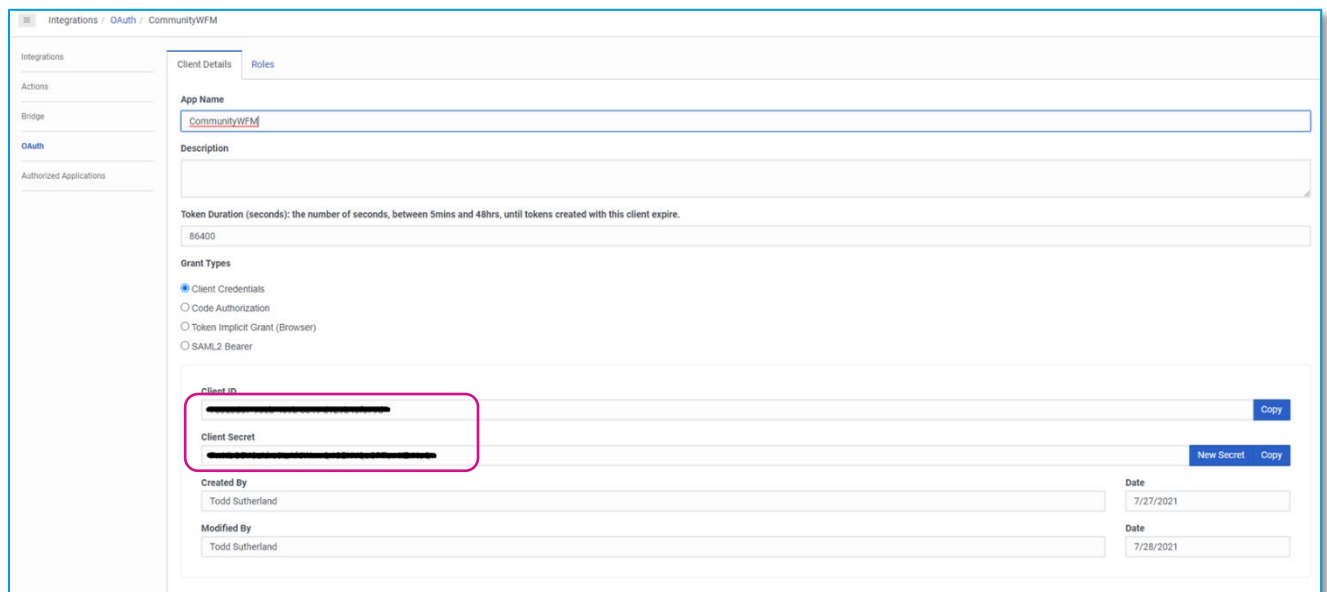
CommunityWFM integrates with the Genesys Cloud platform using their Analytics API, Users API, Routing API, and Notifications API. The communication to Genesys Cloud consists of sending a Client ID (Access Key) and Client Secret (Secret) for authentication (provided by the customer) and the request for the data retrieval on an interval basis.

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

Genesys Setup and Required Permissions

Below are depictions of how to create an application interface in Genesys.

This is where to retrieve the ClientID and Client Secret for use in the Genesys Cloud Adapter.



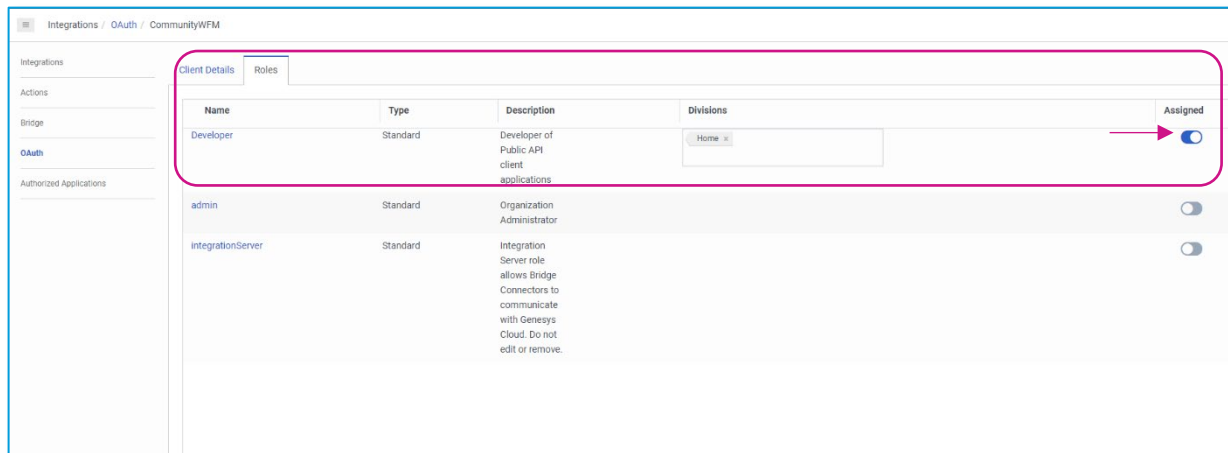
The screenshot displays the 'Integrations > OAuth > CommunityWFM' page in the Genesys Cloud Admin console. The 'Client Details' tab is active, showing the following information:

- App Name:** CommunityWFM
- Description:** (Empty text area)
- Token Duration (seconds):** 86400
- Grant Types:** Client Credentials (selected), Code Authorization, Token Implicit Grant (Browser), SAML2 Bearer
- Client ID:** [Redacted] [Copy]
- Client Secret:** [Redacted] [New Secret] [Copy]
- Created By:** Todd Sutherland, **Date:** 7/27/2021
- Modified By:** Todd Sutherland, **Date:** 7/28/2021

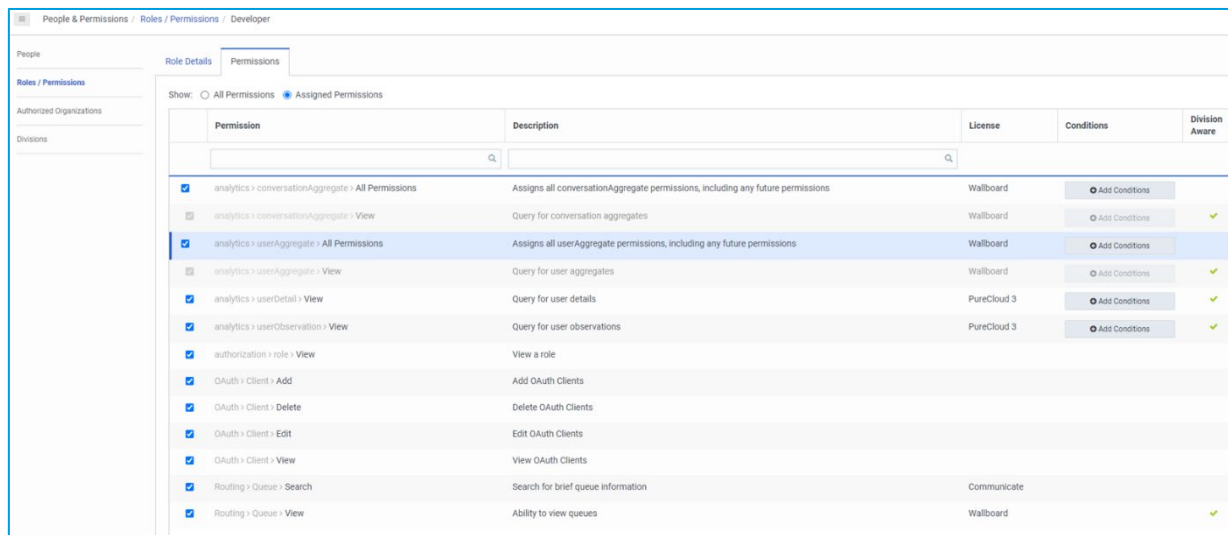
Developer Permission

This shows setting up permission for the Developer role, which is required for the API calls to work properly.

Toggle the *Assigned* button to *on* for Developer.

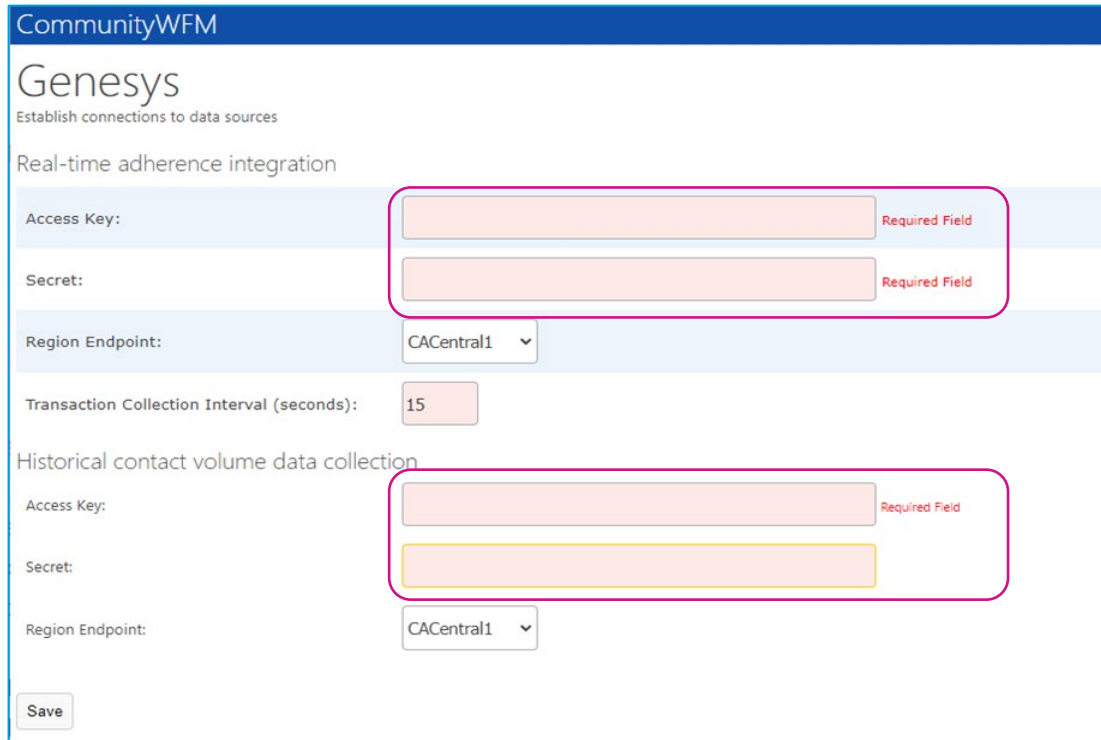


Click *Developer* in the Roles tab to open the Permissions tab. Select all available permissions for the Developer role.



Genesys Cloud Adapter Configuration Page

Enter the Access Keys and Secrets and select the correct Region Endpoint for your system.



CommunityWFM

Genesys

Establish connections to data sources

Real-time adherence integration

Access Key: Required Field

Secret: Required Field

Region Endpoint: CACentral1

Transaction Collection Interval (seconds):

Historical contact volume data collection

Access Key: Required Field

Secret:

Region Endpoint: CACentral1

Save

Historical Data Collection

CommunityWFM collects call volume data from the Genesys Cloud API to use in call volume and handle time reports and for 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 CommunityWFM product database.

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

- **sumHandleTime** Total handle time during the 15-minute window.
- **enteredCount** Total number of calls 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 Real-Time Statistics Reporting API for Genesys Cloud to compare to scheduled intervals and report agent schedule adherence. The Community Adherence Collection Service (a .NET Windows service) executes the request based on the interval time configured in the UI. The adapter then loads the results into vendor-neutral tables inside the Community product database.

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

- agent-id Unique identifier for the agent
- agent-status Agent state