



Integration Specification Mitel MiConnect

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 Mitel MiContact Center. The document assumes that the reader has some basic understanding of the MiContact database layout and a working understanding of SQL query syntax.

CommunityWFM and MiContact Center Integration

CommunityWFM integrates with the Mitel MiContact platform using a two-phase approach.

CommunityWFM uses direct queries against the MiContact CCMDData database. Tables within the database satisfy the historical data collection requirements to fully integrate the CommunityWFM application for forecasting and reporting purposes.

Additionally, CommunityWFM utilizes the Mitel Workforce Connector for the purposes of Real-time agent state data collection.

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

Historical Data Collection

CommunityWFM collects historical contact volume data from custom reporting views in the CCMDData database to be used in volume and handle time reports and for future forecasting. The Community 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 device-neutral tables inside the CommunityWFM product database.

Historical Collection

The default historical data collection query is executed against the Queue Performance by PeriodStats view:

```
SELECT MidnightStartDate as 'Slot', QueueID as 'Skill', QueueOffered as 'CallVolume',  
QueueAbandoned as 'Abandoned', QueueTalkTimeTotal as 'HandleTime' FROM  
QueuePerformanceByPeriodStats WHERE QueueID='#SkillId#' AND MidnightStartDate >  
DATEADD(hour, -2, '#DtStart#') AND MidnightStartDate < '#DtEnd#' order by  
MidnightStartDate asc
```

Note: This query implements 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 using a socketed connection from the Mitel Workforce Connector over port 6999.

The collection process extracts the agent state data from a continuous comma delimited feed and passes it to the Community Adherence Database.

CommunityWFM captures all available Agent States.

Importing Configuration Data

CommunityWFM supports the ability to import agent and skill data directly from the Mitel database views into CommunityWFM. Configuration data is retrieved from the MiContact CCMdata database.

Agent Profile Data

Community imports the agent profile data using the following query:

```
SELECT Reporting AS 'Employee_ID', FirstName AS First_Name, LastName AS Last_Name  
FROM tblConfig_Agent ORDER BY Last_Name ASC
```

Contact Types Data

Community imports skill data using the following query:

```
SELECT Name, Pkey AS 'ACDSkillID' FROM tblConfig_Queue ORDER BY Name ASC
```

Port Configuration

CommunityWFM interfaces to Mitel MiContact through two distinct methods: A .Net SQL provider connection to the CCMDData database and a TCP streaming report interface for agent real-time events.

Historical interface

Community interfaces using a .Net SQL provider, typically over port 1433.

Real-time interface

Community interfaces using configurable port options, but the default port is 6999 dit.