



# Integration Specification NEC Global Navigator (GNAV)

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

## CommunityWFM and NEC GNAV Integration

Community integrates with the NEC GNAV platform using direct queries against the NEC GNAV database via a .net native SQL provider. Tables within the database satisfy the data collection requirements to fully integrate the CommunityWFM application with the NEC GNAV 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 NEC GNAV 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 the query for each defined data collection point every 15 minutes and loads the results into vendor-neutral tables inside the Community product database.

### Contact Queue Historical Collection

For queue-based data collection, the query runs against the RawHistData\_RouterCallDataView and RawHisData\_ACWDataView views and is implemented as follows:

#### GNAV default contact historical query

```
SELECT DATEADD(MINUTE, DATEDIFF(minute, 0, DateTimeCallArrivedAtThisModule) / 15 * 15, 0)
AS 'Slot'

        ,RCDV.RouterName AS 'Skill'
        ,COUNT(*) AS 'ContactsOffered'
        ,MAX(ISNULL(ABANS.NotHandled, 0)) AS 'NotHandled'
        ,SUM(DATEDIFF(SECOND, DateTimeCallAnsweredAtUserPhone,
DateTimeCallEndedAtUserPhone)) AS 'TalkTime'
```

```

,MAX(ISNULL(ACW.ACW, 0)) AS 'ACW'
,SUM(DATEDIFF(SECOND, DateTimeCallAnsweredAtUserPhone,
DateTimeCallEndedAtUserPhone)) + MAX(ISNULL(ACW.ACW, 0)) AS 'TotalHandlingTime'
FROM dbo.RawHistData_RouterCallDataView RCDV
LEFT JOIN ( SELECT COUNT(*) AS 'NotHandled'
,RouterName
,DATEADD(MINUTE, DATEDIFF(minute, 0,
DateTimeCallArrivedAtThisModule) / 15 * 15, 0) AS 'Slot'
FROM dbo.RawHistData_RouterCallDataView ABS
WHERE UPPER(CallResult) IN ('ABANDONED', 'ERROR',
'NOAGENT', 'TIMEOUT')
GROUP BY RouterName
,DATEADD(MINUTE, DATEDIFF(minute, 0,
DateTimeCallArrivedAtThisModule) / 15 * 15, 0)) ABANS ON ABANS.Slot = DATEADD(MINUTE,
DATEDIFF(minute, 0, DateTimeCallArrivedAtThisModule) / 15 * 15, 0) AND ABANS.RouterName =
RCDV.RouterName
LEFT JOIN ( SELECT SUM(DATEDIFF(second, ACWStartTime, ACWEndTime)) AS 'ACW'
,RouterName
,DATEADD(MINUTE, DATEDIFF(minute, 0,
ACWStartTime) / 15 * 15, 0) AS 'Slot'
FROM dbo.RawHistData_ACWDataView
GROUP BY DATEADD(MINUTE, DATEDIFF(minute, 0,
ACWStartTime) / 15 * 15, 0)
,RouterName) ACW ON ACW.Slot =
DATEADD(MINUTE, DATEDIFF(minute, 0, DateTimeCallArrivedAtThisModule) / 15 * 15, 0) AND
ACW.RouterName = RCDV.RouterName
WHERE UPPER(CallResult) IN ('ANSWERED', 'ABANDONED')
GROUP BY RCDV.RouterName
,DATEADD(MINUTE, DATEDIFF(minute, 0, DateTimeCallArrivedAtThisModule) / 15
* 15, 0)
ORDER BY RCDV.RouterName, Slot

```

**Note:** The historical collection service implements replacement characters for the WHERE condition (not included above). The data collection service resolves these replacement tokens when it executes the query for individual queues.

## Agent State Transaction Data Collection

CommunityWFM collects agent state transactions from the NEC GNAV database to compare against schedule intervals in order to provide agent schedule adherence reporting. The Community Adherence Collection Service (a .NET Windows service) executes the query on a user-defined interval (typically between 5 and 30 seconds) and loads the results into vendor-neutral tables inside the CommunityWFM product database.

**Note:** The agent state collection service implements replacement characters for the WHERE condition. The data collection service resolves these replacement tokens when it executes the query.

The state transaction collection service executes the following query against the RawHistData\_AgentGlobalStatusView view:

```

SELECT UserLoginName
       ,DateTimeUserStateStarted
       ,CONVERT(nvarchar, StateId) + ISNULL(UserNotReadyReason, '') AS 'State'
FROM   dbo.RawHistData_AgentGlobalStatusView
ORDER BY UserLoginName, DateTimeUserStateStarted
  
```

**Note:** The FormatDateTime(m\_last\_dt) is c# code that formats the last read time into an SQL string to only pull transactions that occur after the last time the service was executed.

## Importing Configuration Data

Community supports the ability to import Queue information and Agents directly from the NEC GNAV database into CommunityWFM. Configuration data is retrieved from the database using the database credentials provided by the end user.

### Queue Data Collection

```

SELECT rtr_Description AS ACDSkillId, rtr_Description AS Name FROM RouterView
  
```

### Agent Information

```

SELECT LoginName AS 'Employee_ID', FirstName AS First_Name, LastName AS
Last_Name FROM RawData_UserNameAndRolesView ORDER BY Last_Name ASC
  
```