



Integration Specification Nice inContact

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 the inContact cloud ACD. The document assumes that the reader has some basic understanding of the SQL Query syntax and a basic understanding of the inContact cloud architecture.

CommunityWFM and inContact Integration

Community integrates with the inContact platform, called inSideWS, using a web service interface that pulls data from the cloud and stores the data in an intermediate database. Tables within the intermediate database satisfy the requirements to fully integrate the Community application with the inContact platform.

inContact Web Service Connector

A Web connector runs inside a Windows Service continuously retrieving detailed transactional data from the inContact hosted platform and placing the data in one of four tables in an intermediate database. Contact data, agent state data along with configuration data such as agents and queues are placed in their individual tables in the database.

The real-time nature of the web service connector is such that only about 24 hours' worth of data may be retrieved if the collection process is stopped.

Authentication to Web Service

The CommunityWFM inContact integration requires specific credentials from inContact to authenticate and retrieve customer data from inSideWS.

The required fields are:

- **Business Number** – 1234567*
- **Partner GUID** – ZX9876ZY-99ZY-12A0-0A0A-Z01Z123456Z1*
- **Partner Password** – AB1234AB-00AB-12A0-0A0A-A01A123456A1*

*sample formatting

Historical Data Collection

CommunityWFM collects historical contact volume data from the intermediate 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 vendor-neutral tables inside the Community product database.

Historical Collection

The default historical data collection, the query runs against a summarized view of the t_contact table. CommunityWFM will look back into and repopulate prior intervals as needed to ensure that all records have been captured.

The query is implemented as follows:

```
SELECT StartDateSlot AS 'Slot', SkillNo AS 'Skill', contacts_offered AS 'CallVolume',  
contact_abandoned AS 'Abandoned', talk_time AS 'HandleTime' from IntervalSummary  
WHERE BusinessNo=#BusNo# AND SkillNo=#SkillId# AND StartDateSlot >  
DATEADD(HOUR, -2, '#DtStart#') AND StartDateSlot < '#DtEnd#'
```

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 data for adherence purposes from the intermediate database. The Community Real-time Data Collection Service (a .NET Windows service) executes a query against the RTAAgentState table approximately every ten seconds and loads the results into vendor-neutral tables inside the CommunityWFM product database.

Port Configuration

CommunityWFM interfaces to inContact using a web service interface. The web service interface must be able to communicate over Port 80.