



Integration Specification Salesforce

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 Salesforce.com data. The document assumes that the reader has some basic understanding of the database layout and a working understanding of database layouts and schema.

CommunityWFM and Salesforce.com Integration

CommunityWFM does not natively integrate with the Salesforce.com platform. However, using direct queries against either a discrete SQL Server database or a view from the existing Salesforce SQL Server data warehouse, data can be retrieved for use in CommunityWFM.

Connection

CommunityWFM will connect to the SQL database using a native .net SQL provider. No additional connection configuration, such as ODBC, will be required.

Authentication

CommunityWFM will authenticate to the database or view using variables for the database name, login and password. A read-only SQL login and password will be required for access. Trusted connections are not supported.

Data Table or View Specification

The following attributes describe the record set expected for the data collection services in CommunityWFM. The source object can be either a table or view; the important requirement is that the data be summarized by 15-minute time interval and device skill.

The following table provides a typical schema for the most direct and robust data collection mechanism given the internal characteristics of the CommunityWFM data collection system.

Attribute Name	Data Type (SQL Server)	Description
Time Interval	datetime	Indicates the date and time of the interval data. Based on 15-minute interval size.
Device SkillId	varchar(50)	Provides the device skill / queue / split identifier for the interval row.
Contacts Offered	int (Not Null)	Total number of contacts offered during the 15-minute interval range.
Contacts Not Handled	int (Not Null)	Indicates the number of contacts that are offered to the skill / queue / split but are not handled by agents in that group. This count should include any call that is not handled by an agent in the group for any reason, such as abandoned, transferred, etc.
Total Talk Time	int (Not Null)	Total number of seconds, including any wrap-up time, required to resolve all the calls in the 15-minute time interval.