



# Integration Specification Thrio

For CommunityWFM Software Version 4.4+/5.0+

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## About This Document

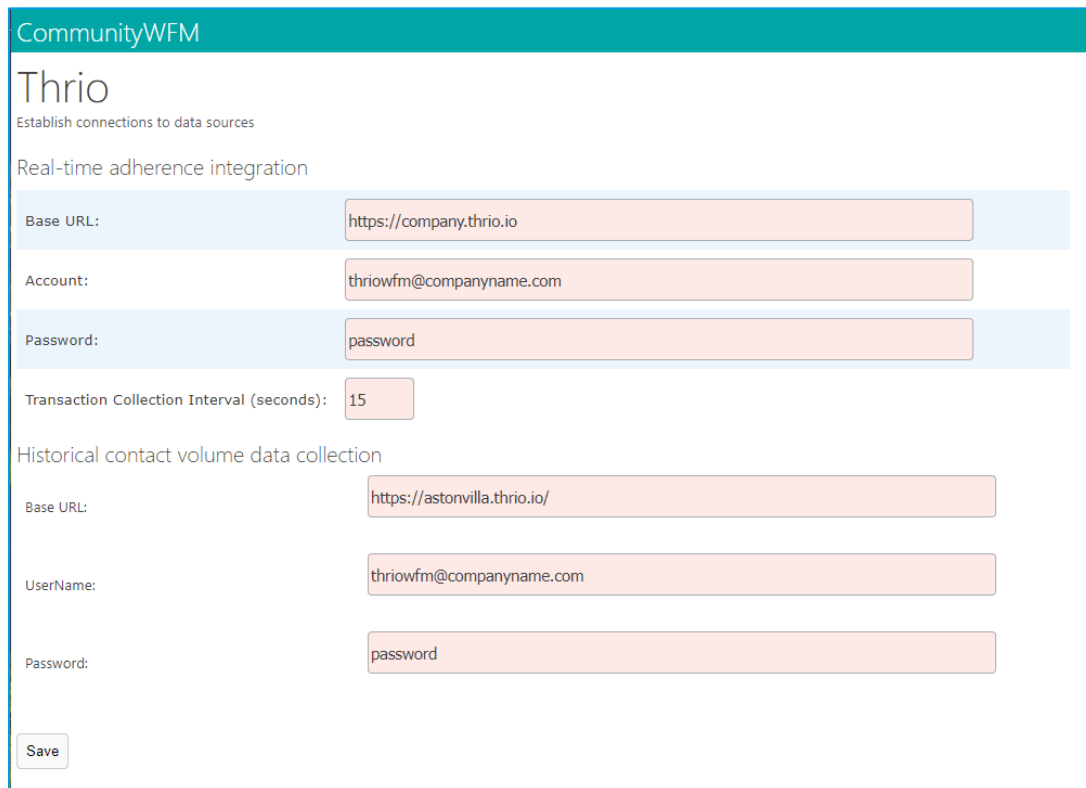
The objective of this document is to outline the method and details of the CommunityWFM integration to a Thrio system. The document assumes that the reader has some basic understanding of the Thrio contact center platform.

## CommunityWFM and Thrio Integration

CommunityWFM integrates with the Thrio platform using their REST APIs written for WFM integrations. The Thrio API being used is the "Community WFM Integration," which uses HTTP requests to communicate with the contact center platform. The communication to Thrio consists of sending in a username and password to request a token for authentication (provided by Thrio). The token retrieved is then used to retrieve all the other data required for this implementation. All times are returned in Unix time UTC.

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

## Thrio Configuration Page



CommunityWFM

### Thrio

Establish connections to data sources

Real-time adherence integration

Base URL:

Account:

Password:

Transaction Collection Interval (seconds):

Historical contact volume data collection

Base URL:

UserName:

Password:

## Historical Data Collection

CommunityWFM collects call volume data from the Thrio REST API 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 request every 15 minutes and loads the results into vendor-neutral tables inside the CommunityWFM product database.

The data retrieved from this call (historical) 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 Thrio REST API to compare against scheduled intervals to provide agent schedule adherence reporting. The Community Adherence Collection Service (a .NET Windows service) executes the request based upon the interval time configured in the UI. The adapter then loads the results into vendor-neutral tables inside the CommunityWFM product database.

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

- agent-id – Unique identifier for the agent
- agent-status – Agent state
  - Possible states include:
    - Available
    - Busy
    - Logged out
    - Logged in
    - Working
    - Wrapup
    - No Answer
    - (Any custom states a customer creates)

## Importing Configuration Data

CommunityWFM supports the ability to import queue information and agents directly from the Thrio system into CommunityWFM. Configuration data is retrieved by making RESTful API calls to pull back the data.