



Integration Specification T-Metrics

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 T-Metrics Contact Center system. The document assumes that the reader has some basic understanding of the T-Metrics Contact Center solution and a working understanding of SQL query syntax.

CommunityWFM and T-Metrics Integration

CommunityWFM integrates with the T-Metrics platform using direct queries against the T-Metrics Contact Center via a .net native SQL provider. The T-Metrics database is stored in an Amazon instance therefore proper authentication is required. Tables within the database satisfy the data collection requirements to integrate the CommunityWFM application with the T-Metrics Contact Center for real-time agent state information and historical data.

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 T-Metrics 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 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 T-Metrics database table CallsRolledTo15m (a custom table added to the T-Metrics database).

Default historical query

```
SELECT
    Slot
    , Skill
    , OfferedCalls AS CallVolume
```

```
, AbandonedCalls AS Abandoned
, HandleTime, TimeEntered
FROM CallsRolledTo15m
WHERE Skill = '#Skill#' and Slot >= '#DtStart#'
ORDER BY Slot ASC, Skill ASC
```

Agent State Transaction Data Collection

CommunityWFM collects agent state transactions from the T-Metrics Amazon database to compare against schedule intervals in order to provide agent schedule adherence reporting. The Community Adherence Collection Service (a .NET Windows service) queries the database at a regular interval and loads the results into vendor-neutral tables inside the CommunityWFM product database.

T-Metrics customers are required to obtain database credentials and make sure that the required tables are available for data collection.

Importing Configuration Data

CommunityWFM supports the ability to import queue information directly from the T-Metrics Contact Center database into CommunityWFM. Configuration data is retrieved from the database using the database credentials provided by the end user.

Queue Data Collection

```
SELECT DISTINCT Skill AS 'Name', Skill AS 'ACDSkillId' FROM RAM_Skill ORDER BY Skill
```