



Integration Specification

TCN

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 TCN. The document assumes that the reader has some basic understanding of TCN and the credentials required to connect to TCN. TCN's REST API and TCN's ability to FTP a file to the CommunityWFM server will be utilized in retrieving information from TCN.

CommunityWFM and TCN Integration

Community integrates with TCN cloud contact center solution with the TCN API and is dependent on TCN to FTP the call volume data to a directory on the CommunityWFM server every 15 minutes. TCN will meet data collection requirements to fully integrate the CommunityWFM application with the TCN platform. The adapter retrieves agent states, call volume history, agent importing and skill importing.

Historical Data Collection

CommunityWFM collects historical contact volume data from TCN by reading the call volume file that TCN sends via FTP on a 15-minute interval. The Community Historical Data Collection Service (a .NET Windows service) executes the call for each defined data collection point every 15 minutes and loads the results into vendor-neutral tables inside the Community product database.

Below is the configuration information needed for setting up the historical collection from Twilio.

Historical contact volume data collection

Historical contact volume data collection

Base URL:

Username:

Password:

Path to Files:

Agent State Transaction Data Collection

Community collects agent state transactions from TCN to compare against schedule intervals to provide agent schedule adherence reporting. The Community Adherence Collection Service (a .NET Windows service) executes the query on a user-defined interval (TCN this interval is set to 15 minutes) and loads the results into vendor-neutral tables inside the Community product database.

Below is the required information needed to be able to receive that real-time data stream.

Real-time adherence integration

Base URL:

Username:

Password:

Transaction Collection Interval (minutes):

Importing Configuration Data

CommunityWFM supports the ability to import agents directly from the TCN instance via the TCN REST API calls.