



CommunityWFM

Integration Specification LinkLive (Journey Engine or CEP)

For CommunityWFM Software Version 26.x

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About This Document

The objective of this document is to outline the method and details of the CommunityWFM integration with a LinkLive Journey Orchestration Engine (JEO) or legacy (CEP) systems. The document assumes that the reader has some basic understanding of the LinkLive JEO or CEP contact center platform.

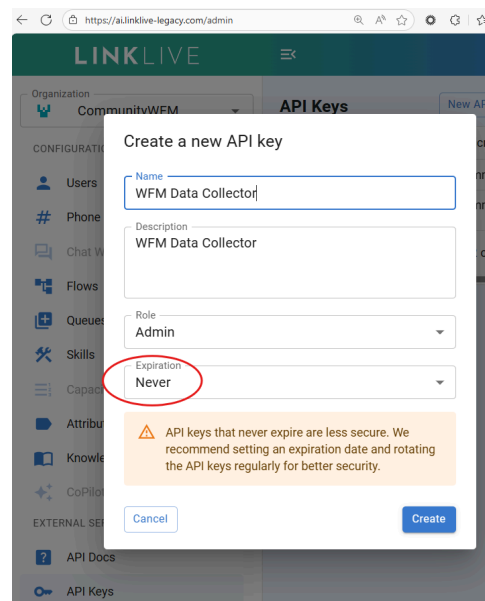
CommunityWFM and LinkLive Integration

CommunityWFM integrates with the LinkLive platform using the LinkLive REST APIs. The LinkLive APIs being used are users, queues, userstates and queueEngagementIntervals, all which use HTTP requests to communicate with the contact center platform. The communication to LinkLive consists of sending in an authorization token for authentication. LinkLive also calls this an API Key. The API Key is created from within the LinkLive Admin experience. All times are requested to be returned in Universal time UTC.

LinkLive Admin API Key Creation

In the Link Live Admin experience, select API Keys from the left navigation bar then select “New API Key”. The new key should be configured with the Admin role and to never expire. After selecting the “create” button be sure to make an immediate note for the provided key.

After you navigate away from the page by dismissing the dialog you will never be able to display the key again.





LinkLive JEO or CEP Data Source Configuration Page

CommunityWFM

LinkLive

LinkLive

Historical Data Collection

Real-Time Data Collection

Configure connection settings for historical data collection.

Connection for Historical Data Collection

Base URL

https://api.linklive-legacy.com/v2/organizations/

Organization ID

999f98ab1d53f401298602b9

Auth Header

ApiKey llapi_99c546bd3e25dd91c582913453aaf620a16d0eb696ae1222

Save

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The base URL should be <https://api.linklive-legacy.com/v2/organizations/> for JEO or <https://api.linklive-prod.com/integrations/v1/privateGroups/> should be used for CEP environments.

The Customer should obtain their **Organization ID** from LinkLive.

The api key written to the **Auth Header** parameter must start with “ApiKey llapi_”

The real time and historical configuration information is usually the same and must be written to each tab individually.

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

Historical Data Collection

CommunityWFM collects call volume data from the LinkLive REST Reporting Data API, `queueEngagementIntervals`, to be used in volume and handle time reports and for future forecasting. The Community Historical Data Collection 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:

- `totalHandleTimeMs` – Total handle time during the 15-minute window
- `enqueuedCount` – 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 LinkLive REST Reporting Data, `userStates` API to compare against scheduled intervals to provide agent schedule adherence reporting. The Community Adherence Collection 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:

- `userId` – Unique identifier for the agent
- `agent-status` = `presenceStatus` + `activity` + `allocationStatus`
 - Possible states include:
 - `online_unavailable_not_allocated`
 - `online_available_fully_allocated`
 - `offline_unavailable_partially_allocatedAvailable`
- `startTimestamp` – time agent entered state



Importing Configuration Data

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