WFM Historical and Real-time Adherence Integration

One of the most valuable tools for agent scheduling and productivity in the contact center is Workforce Management (WFM), and several vendors throughout the contact center industry offer proven WFM solutions. The problem is, different vendors devise different integration paths for the WFM products they offer, making it challenging to implement them to any other communications platform.

Interactive Intelligence helps ensure successful third-party WFM product integration to its Customer Interaction Center® (CIC) contact center platform with WFM Historical Integration, and WFM Real-time Adherence Integration. Put these services to work in your contact center and you open the door to WFM solutions of all kinds.

WFM Historical Integration
This service is designed for data abstraction and is required to integrate validated third-party workforce management products to CIC. WFM Historical Integration runs as a Microsoft® Windows®-based service on any available server that can access both the CIC logging server (using standard ODBC) and the drop spot for WFM input data.

As a process, WFM Historical Integration extracts data from the CIC logging server on a scheduled basis and utilizes an XSL style sheet to transform and map extracted data into the various WFM products and versions CIC integrates to. This service can also automatically recover if reporting intervals are missed.

WFM Real-time Adherence Integration
Because real-time adherence is an optional component with most WFM vendors, the WFM Real-time Adherence Integration also is optional. Like WFM Historical Integration, the Workforce Management Real-time Adherence module is a Windows-based service, and is designed to deliver user status, user login and user log-out information to a WFM system to track schedule adherence in real-time.

Server Requirements
- Microsoft Windows 2000 Server SP2 or later, Windows 2003 Server, Windows XP
- 512MB Ram
- Microsoft .NET 2.0 framework

Suggested installation locations
- Database server
- WFM vendor server (if approved by vendor)
- Do not install on CIC server

Server load
WFM Historical Integration utilizes very little CPU, in that it pulls data every 30 minutes (configurable), creates historical files, and then returns to sleep mode until the next interval.

CPU utilization for the WFM Real-Time Adherence service is highly dependent on the number of agents in the configuration being monitored. The application watches agent status changes only. Consider a separate server for agent counts over 300.

Availability
Interactive Intelligence offers its WFM integration services for the following third-party vendors and products.

WFM Solution	WFM Historical Integration		WFM Real-time Adherence Integration
	Historical Group Statistics	Agent Productivity Statistics	
IEX TotalView	√	√	√
GMT	√	√	√
Blue Pumpkin	√	√	√
Aspect eWFM	√	√	√

Contact Interactive Intelligence for planned WFM integration offerings

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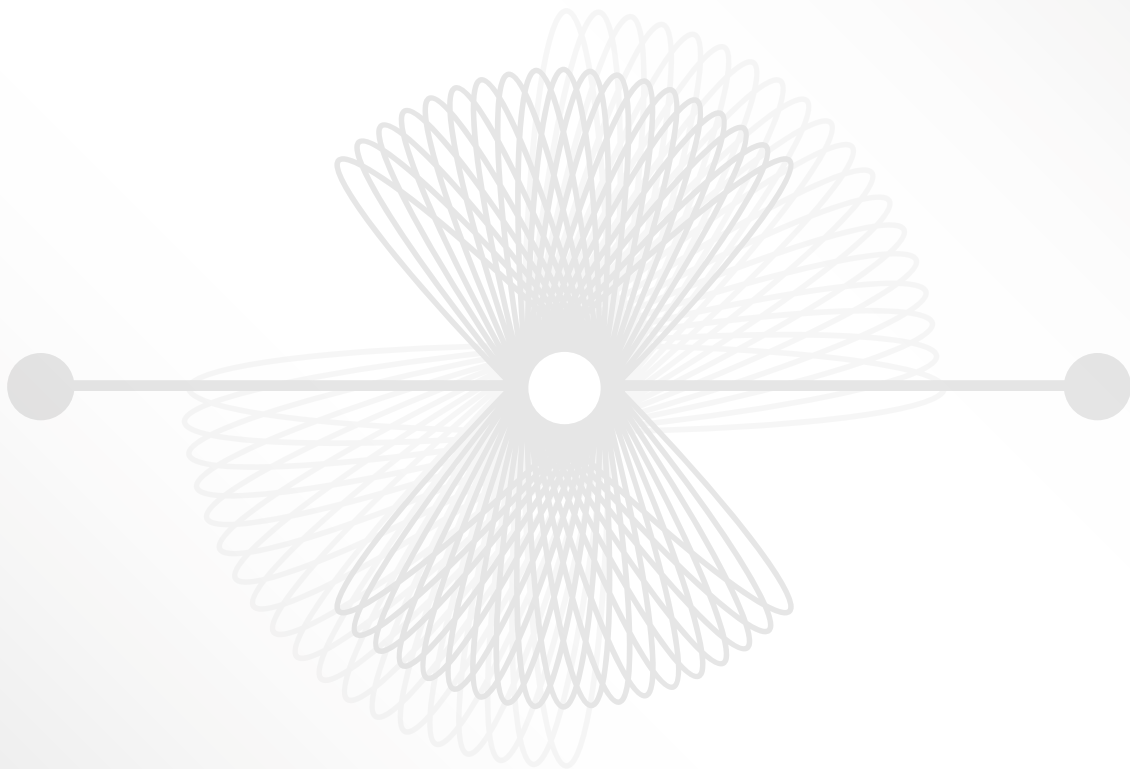
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At Interactive Intelligence, it's what we do.

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