



*WFM Connector
Integration Requirements
and
Functional Design Document*

Version 01

June 07, 2019

Table of Contents

Table of Contents	2
Version History	3
1.0 Introduction.....	4
2.0 Scope of the Project.....	4
3.0 Definitions	4
4.0 System Architecture.....	5
4.1 General System Architecture.....	5
5.0 WFM Connector Configuration.....	6
5.1 Historical Adherence.....	6
5.2 FTP/Folder Configuration	6
6.0 Aspect Data Collection from WFM Connector	7
6.1 Historical Statistical Integration.....	7
6.2 Report Generation	7
6.3 Report Delivery	8
7.0 Genesys/Cisco to Aspect WFM System Statistics Mapping.....	9
7.1 Agent Productivity Report.....	9
7.1.1 Sample Report	9
7.1.2 Data Elements.....	10
7.2 Forecasting/Scheduling Report	11
7.2.1 Sample Report	11
7.2.2 Data Elements.....	12
8.0 Real-Time Adherence / Agent State Monitoring.....	13
8.1 Architectural Design.....	13
8.2 RTA Configuration	13
8.3 Implementing the Aspect Real-time Phone State Data Capture	14
8.4 Data lines.....	14
8.5 Data Blocks.....	14
8.6 Example	15
8.7 Connection Management.....	17
8.8 Notes.....	17
8.9 Aspect Staten ID values	17
8.10 Additional Notes.....	19
9.0 Revision & Sign-off Sheet.....	20
9.1 Change Record.....	20
9.2 Reviewers	20
9.3 Distribution	20
9.4 Document Properties	21

Version History

<i>Date</i>	<i>Version</i>	<i>Author</i>	<i>Description</i>
	01		Created the draft



1.0 Introduction

The objective of the document is to provide a specification of historical and real-time data integration between Genesys/Cisco Contact Routing System and the Aspect Workforce Management Tool using the Max Data WFM RTS Connector application.

2.0 Scope of the Project

The WFM RTS Connector will be used to collect historical and real-time Workforce Management related statistics from the Genesys/Cisco Call Center Environment and deliver the statistics to the Aspect Workforce Management Tool. The delivered statistics will enable (5/15/30/45/60) historical interval reports call volumes and patterns and real-time data to be used by Aspect to forecast and project future comparable intraday historical call volumes and patterns for future scheduling periods.

The project includes gathering the requirements, creation and approval of the specification, integration design and development, deployment, testing and validation. WFM RTS Connector data output will be validated by Customer as well as by Aspect. Once the WFM RTS Connector functionality has been successfully validated and accepted by the Customer, continued technical support of this application will be provided as per the existing technical support agreement.

3.0 Definitions

The following terms and definitions apply to this document:

Agent Login Id – The numeric digit sequence used to identify an agent within the Genesys framework, and within TotalView. The PBX Logon ID.

Queue ID – The alphanumeric digit sequence used to identify a *Virtual Queue* within the Genesys framework, and to identify a *Queue* within the TotalView system.

RTA – TotalView Real time Adherence

ACD – Automatic Call Distributor

Routing Strategy – A programmatic script utilized by the Genesys/Cisco Enterprise Routing Server to distribute interactions (contacts) to agents.

Target – A routing object, such as a Skill, Agent, or Agent Group that can be comprised of one or more agents but is always resolved to a specific agent (the one that will receive the interaction) based on some criteria such as agent availability.

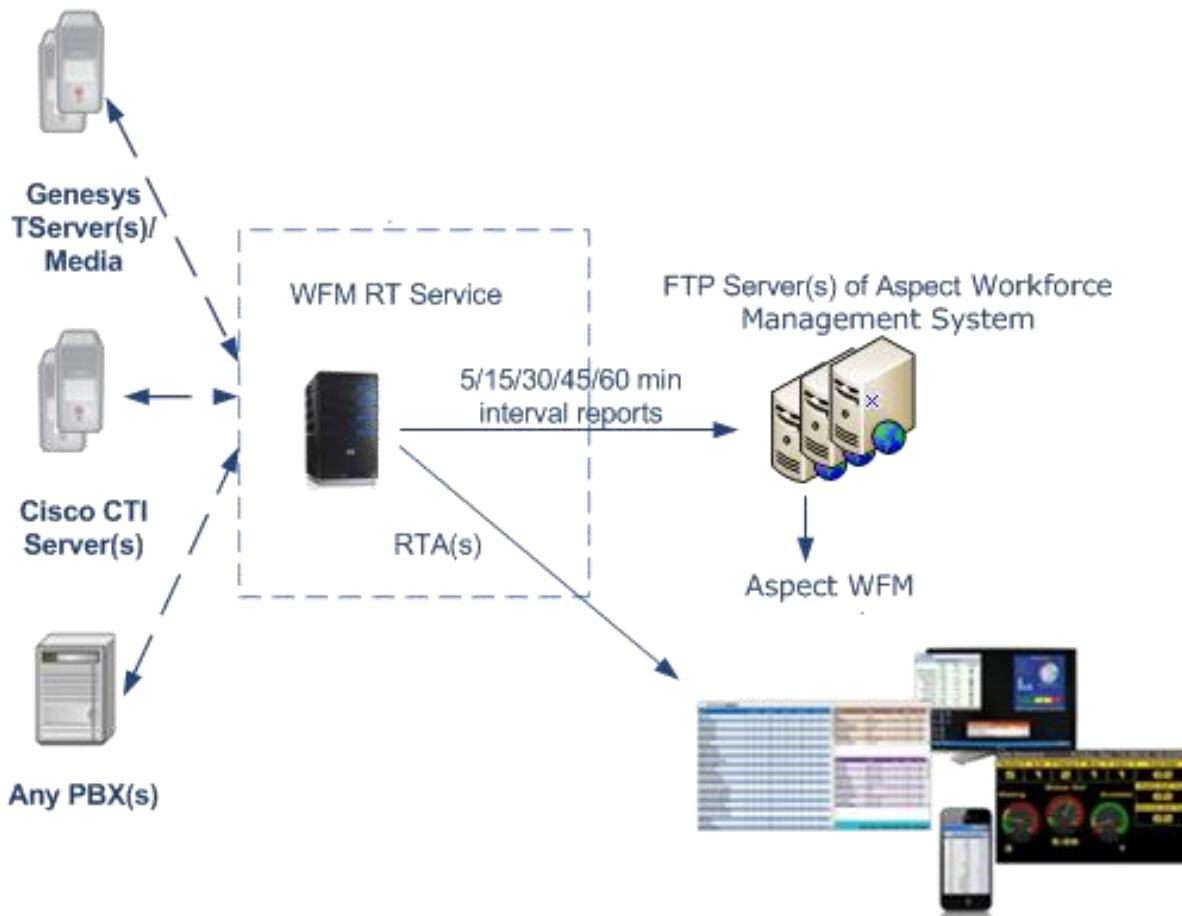
Virtual Queue – A virtual object created in the Genesys environment and used solely for reporting purposes. Virtual Queues do not actually queue interactions to agents. Instead, they provide a means by which a Routing Strategy can generate queuing events to provide custom statistics in the WFM Connector application.

Genesys/Cisco softphone Agent States – The Genesys/Cisco CTI agent phone states used to control Agent activities as defined within the Genesys/Cisco CTI communication messaging.

4.0 System Architecture

WFM RTS Connector (commonly referred to as a WFM Adapter) is a module offered as part of the Info-Bridge Reporting Solution installed in the Customer's call center environment. Below is the diagram showing the WFM RTS Connector deployed as part of the overall architectural design.

4.1 General System Architecture



5.0 WFM Connector Configuration

5.1 Historical Adherence

WFM Service Configuration

Service Level: Abandoned SRV: Interval: Daily

WFM Vendors

Teleopti
 NICE
 Aspect
 Verint
 GMT

Max Data LTD WFM Connector will derive the necessary historical statistics within (5/15/30/45/60) min time interval that enable the Aspect Workforce Management System.

5.2 FTP/Folder Configuration

Remote FTP Configuration

IP/Folder	FTP Directory	Port
<input checked="" type="checkbox"/> C:\2002\FTP		
<input checked="" type="checkbox"/> 127.0.0.1	WFM	0

FTP

FTP

IP Address: Directory: Port:

User Name: PSW:

Folder:

6.0 Aspect Data Collection from WFM Connector

6.1 Historical Statistical Integration

The following section describes interval report generation and delivery, and how it is accomplished by the WFM Connector.

6.2 Report Generation

The WFM Connector will generate the following (5/15/30/45/60) minutes interval reports for the Aspect system:

- [Agent Productivity Report](#)
- [Forecasting/Scheduling Report](#)

The files generated by WFM RTS Connector will contain one (5/15/30/45/60) minutes interval report and will be named according to the following format:

AspectAgentProductivity.YYYY.MM.DD.HH.MM. parse2_agent_prod.

The time stamp information will be based on the system time (in the local time zone) of the server where the report generator is running.

The Customer will supply the FTP transfer information or the network folder path at the time of implementation.

6.3 Report Delivery

The WFM Connector will support both anonymous and username/password FTP transfers. *Customer* is expected to indicate the FTP username/password at the time of the WFM Connector implementation.

Remote FTP Configuration

IP/Folder	FTP Directory	Port
<input checked="" type="checkbox"/> C:\2002\FTP		
<input checked="" type="checkbox"/> 127.0.0.1	WFM	0

FTP

FTP

IP Address: Directory: Port:

User Name: PSW:

Folder:

Remote FTP Configuration

IP/Folder	FTP Directory	Port
<input checked="" type="checkbox"/> C:\2002\FTP		
<input checked="" type="checkbox"/> 127.0.0.1	WFM	0

FTP

FTP

IP Address: Directory: Port:

User Name: PSW:

Folder:

Name	Date modified	Type	Size
AspectAgentProductivity.2016.08.17.08.15.parse2_agent_prod	8/17/2016 8:20 AM	PARSE2_AGENT_PROD File	1 KB
AspectAgentProductivity.2016.08.17.08.20.parse2_agent_prod	8/17/2016 8:25 AM	PARSE2_AGENT_PROD File	1 KB

7.0 Genesys/Cisco to Aspect WFM System Statistics Mapping

The following section provides a list of the data items that have been identified as necessary to produce the (5/15/30/45/60) minutes interval reports required by Aspect WFM and a description of how each data item will be mapped to a corresponding statistic within the Genesys/Cisco environment.

7.1 Agent Productivity Report

The Agent Productivity Report is often an optional report that is generated at the end of each day or within (5/15/30/45/60) minutes interval. The report includes information regarding agent status information.

7.1.1 Sample Report

AGENT PRODUCTIVITY REPORT										
Date: 07/25/2012										
ID	Group	SIT	SOT	NCH	ATT	AWT	PIP	NOC	AOTT	AOWT
8474220	VQ	104643	120748	00000007	00000626.86	00000061.67	00000090.84	00000000	00000000.00	00000000.00
8474220	VQ	120817	120931	00000001	00000066.96	00000000.00	00000090.84	00000000	00000000.00	00000000.00
8474220	VQ	121057	121156	00000000	00000000.00	00000000.00	00000090.84	00000000	00000000.00	00000000.00
8474220	VQ	122408	132417	00000008	00000430.73	00000014.33	00000090.84	00000000	00000000.00	00000000.00
8474220	VQ	135508	154545	00000008	00000750.15	00000064.46	00000090.84	00000000	00000000.00	00000000.00
8474260	VQ	110959	120030	00000003	00000763.21	00000239.92	00000095.41	00000000	00000000.00	00000000.00
8474260	VQ	121035	132951	00000007	00000505.71	00000166.54	00000095.41	00000000	00000000.00	00000000.00
8474260	VQ	135954	163619	00000008	00000954.49	00000194.94	00000095.41	00000000	00000000.00	00000000.00
8474360	VQ	050306	065247	00000012	00000453.18	00000040.76	00000092.95	00000000	00000000.00	00000000.00
8474360	VQ	073624	082720	00000003	00000850.55	00000160.30	00000092.95	00000000	00000000.00	00000000.00
8474360	VQ	082949	085343	00000005	00000200.86	00000080.61	00000092.95	00000000	00000000.00	00000000.00
8474360	VQ	095000	113245	00000008	00000631.86	00000132.59	00000092.95	00000000	00000000.00	00000000.00
8474360	VQ	114344	120931	00000003	00000385.16	00000124.42	00000092.95	00000000	00000000.00	00000000.00
8474360	VQ	121107	131609	00000004	00000842.72	00000127.40	00000092.95	00000000	00000000.00	00000000.00
8474450	VQ	093129	100710	00000002	00001030.62	00000032.66	00000092.30	00000000	00000000.00	00000000.00
8474450	VQ	101213	120543	00000006	00000851.69	00000276.10	00000092.30	00000000	00000000.00	00000000.00
8474450	VQ	121604	130628	00000005	00000556.98	00000040.34	00000092.30	00000000	00000000.00	00000000.00
8474450	VQ	133815	144401	00000004	00000893.69	00000058.02	00000092.30	00000000	00000000.00	00000000.00
8474450	VQ	144709	150625	00000001	00000628.16	00000259.88	00000092.30	00000000	00000000.00	00000000.00
8474450	VQ	151541	154402	00000003	00000451.59	00000062.16	00000092.30	00000000	00000000.00	00000000.00
8474450	VQ	155517	175309	00000008	00000806.88	00000069.89	00000092.30	00000000	00000000.00	00000000.00
8474660	VQ	091633	105009	00000004	00001075.55	00000321.16	00000089.61	00000000	00000000.00	00000000.00
8474660	VQ	110022	120141	00000004	00000668.12	00000244.27	00000089.61	00000000	00000000.00	00000000.00
8474670	VQ	160046	192758	00000015	00000725.72	00000091.29	00000098.24	00000000	00000000.00	00000000.00
8474800	VQ	110007	120931	00000006	00000600.02	00000086.82	00000075.50	00000000	00000000.00	00000000.00
8474800	VQ	121040	121113	00000000	00000000.00	00000000.00	00000075.50	00000000	00000000.00	00000000.00
8474800	VQ	121117	130518	00000005	00000513.18	00000129.60	00000075.50	00000000	00000000.00	00000000.00
8474800	VQ	131622	143014	00000009	00000359.43	00000123.56	00000075.50	00000000	00000000.00	00000000.00
8474800	VQ	150331	154311	00000004	00000525.38	00000038.81	00000075.50	00000000	00000000.00	00000000.00
8474800	VQ	155853	170539	00000003	00001248.26	00000079.89	00000075.50	00000000	00000000.00	00000000.00
8474800	VQ	171647	172530	00000001	00000440.12	00000075.42	00000075.50	00000000	00000000.00	00000000.00
8474800	VQ	172728	174505	00000002	00000419.80	00000101.41	00000075.50	00000000	00000000.00	00000000.00
8474800	VQ	174727	194142	00000010	00000580.82	00000096.07	00000075.50	00000000	00000000.00	00000000.00
8474810	VQ	070100	085216	00000012	00000522.17	00000027.51	00000092.83	00000000	00000000.00	00000000.00
8474810	VQ	085236	085506	00000000	00000000.00	00000149.73	00000092.83	00000000	00000000.00	00000000.00
8474810	VQ	093021	111509	00000010	00000605.09	00000018.77	00000092.83	00000000	00000000.00	00000000.00
8474810	VQ	114622	120931	00000002	00000688.81	00000000.00	00000092.83	00000000	00000000.00	00000000.00
8474810	VQ	121025	133426	00000013	00000340.21	00000032.44	00000092.83	00000000	00000000.00	00000000.00
8474810	VQ	134536	151101	00000008	00000405.56	00000200.36	00000092.83	00000000	00000000.00	00000000.00

7.1.2 Data Elements

Field	Data Type	Description
Date	MM/DD/YYYY	This field is the formatted date and time indicating the beginning this statistics interval.
Agent Login ID	char(50)	Agent's Login ID within the PBX
ACD Group	char(15)	This field is the name of the ACD group that the agent is handling calls for. Aspect restricts the length on this field to 15 characters. If the workgroup is more than 15 characters long, Aspect removes any extra characters.
SIT	HHmmss	The time that the agent logged on.
SOUT	HHmmss	The time that the agent logged out or the end of the time interval report
NCH	ushort	The number of incoming ACD calls handled for the sign-in period.
ATT	double	The average talk time for incoming ACD calls handled during the signed-in period. We can separate talk time including hold time or including only hold time related consult calls. (Total talk time of Calls)/(Total number of calls [ANS])
AWU	double	Average Wrap-Up time. We can separate ACD and non-ACD related (Total ACW Time) / (Number of ACW occurrences)
PIP	ushort	Percentage of time in active state (plugged-in-percentage) Wait time (Idle time) * 100 / sign-in time
NOC	ushort	The number of outbound ACD calls handled for the sign-in period
AOTT	double	Average talk time for agent-initiated outbound calls handled during the signed-in period. (Total Outbound Time) / NOC
AOWT	double	The average after-call work time for outbound calls. We can separate the incoming from the outbound calls on the after call work. We can also separate incoming or outbound calls only while Agent on Wrap Up ACD related after call work mode. (Total Outbound Time while on ACW) / (Number of Outbound calls while on ACW)

7.2 Forecasting/Scheduling Report

The *Forecasting/Scheduling Report* contains a breakdown of agent interaction activity grouped by Genesys/Cisco Any Queue Types and Agent Logon ID within (5/15/30/45/60) minutes interval.

The objective of Aspect' Workforce Management tool (WFM) collecting the following ACD historical data is to enable historical call volumes and patterns to be used to forecast and project future comparable intraday historical call volumes and patterns for future scheduling periods.

The Aspect Workforce Management (WFM) tool collects the following data elements from a direct feed from the WFM RTS Server. This historical data is captured every 5, 15, 30, 45 or 60 minutes, depending on the WFM RTS Server's historical data collection interval configuration. This historical data is collected for each Genesys/Cisco ACD Queue/Virtual Queue.

This data is fed from the WFM RTS Server immediately (the same millisecond) after the 5, 15, 30, 45 or 60 minute time interval has lapsed to enable usage of this data to assist in intra-day schedule management in addition to being used in generating forecasts to be used in.

7.2.1 Sample Report

For queue/skill data, generate a report in the following example format:
DATE,TIME,CG,CO,ABT,ANS,ASA,ATT,AWU,SVC,APS

Example:

```
Forecasting/Scheduling Report
08/17/2016 11:25
CG          CO          ABT          ANS          ASA          ATT          AWU          SVC          APS
671005 0000000003 0000000001 0000000002 0000000003.33 0000000003.50 0000000002.50 0000000050.00 0000000000.44
End Forecasting/Scheduling Report
```

```
Forecasting/Scheduling Report
08/17/2016 11:25
CG          CO          ABT          ANS          ASA
671005 0000000003 0000000001 0000000002 0000000003.33
End Forecasting/Scheduling Report

ATT          AWU          SVC          APS
0000000003.50 0000000002.50 0000000050.00 0000000000.44
```

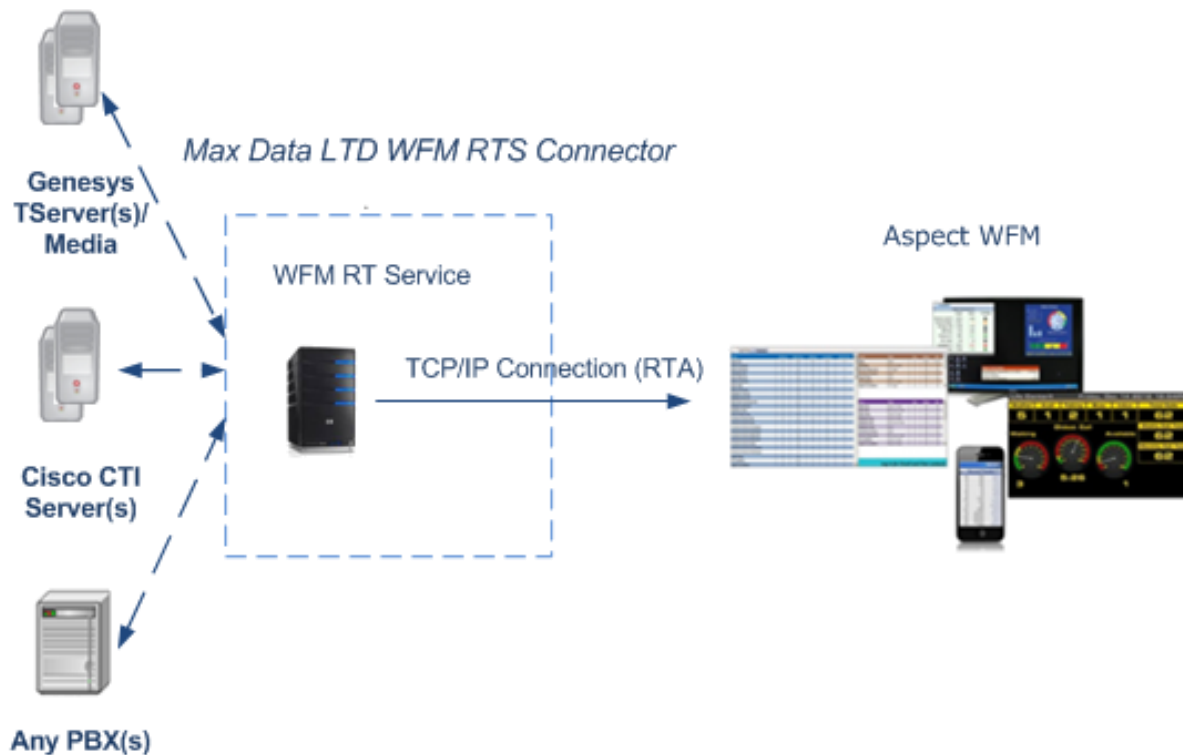
7.2.2 Data Elements

Column	Data Type	Abbreviation	Description
DATE	MM-DD-YYYY		Reporting Date
TIME	HH:mm		Reporting start time
CG	char(50)	CALL_GROUP	Genesys/Cisco Skill or Queue/VQ
CO	ushort	CALLS_OFFERED	The total number of contacts that have entered the system for the designated contact type within the given interval. Aspect will not reference this value for Voice integration. It is reserved for multimedia interactions.
ABT	ushort	CALLS_ABANDONED	The total number of contacts Abandoned on the Queue/VQ during this interval. This does not include any contacts Abandoned before offered to the Genesys/Cisco Queue/VQ
ANS	ushort	CALLS_ANSWERED	The number of all calls answered. Includes only ACD related
ASA	double	AVG_SPEED_TO_ANSWER	Average Speed of Answer. The average amount of time it takes for calls to be answered during time interval. This includes the amount of time callers wait in a waiting queue and while the agent's phone rings however does not include the time it takes for callers to navigate through the IVR. $ASA = \frac{\text{Total Waiting time for all callers (in Secs.)}}{\text{Total Number of Callers}}$
ATT	double	AVG_TALK_TIME	Average Talk Time (Total talk time All Calls)/(Total number of calls [ANS])
AWU	double	AVG_WRAPUP_TIME	Average Wrap-Up time ACD related (Total ACW Time)/(Number of ACW occurrences)
SVC	double	SERVICE_LEVEL	Service Level. (percentage achieved)
APS	double	APS	Average Positions Staffed. The total Agents Idle Time and Agents Talk Time divided by time interval in seconds.

8.0 Real-Time Adherence / Agent State Monitoring

The objective of Aspect's Workforce Management tool (WFM) collecting the following ACD real-time agent phone state data is to enable supervisors and management to monitor agent schedule adherence in both real-time and historically. Aspect accomplishes this by retrieving the agent phone states, in real time from WFM RTS Server. These ACD phone states can include but are not limited to: "Ready", "After Call Work", "Break", "Lunch", or "Training". Aspect compares, in real-time the agent's ACD phone state to the schedule that has been generated and published by Aspect for the agent and displays, in real-time, in Aspect's Real-time Adherence screen whether the agent is adhering to their published schedule or not.

8.1 Architectural Design



8.2 RTA Configuration

WFM RTA

WFM RTA Configuration

IP Address: Port:

8.3 Implementing the Aspect Real-time Phone State Data Capture

Aspect will start a TCP/IP listener on a specified port. The switch connects to this port and sends the Aspect system real time data. On the initial connection the data for all agents are sent; subsequent updates contain data for agents that have changed states since the last update. All the data is send as text strings terminated by the new line character. The field separator is the pipe (|) character and the record separator is the new line character (ASCII 0x0A - '\n').

The basic flow of events is outlined below:

1. Initial Data Block sent on Aspect. The initial data block will include all the current status of all agents tracked by the 3rd party real-time interface. (This included logged in and logged out agents) The Initial Data Block will be sent on one of three occurrences:
 - a. First Time Aspect connects to the 3rd Party real-time Interface
 - b. On a re-connection after either party disconnected from the network for any reason. (That is TCP/IP handshake was broken)
 - c. The 3rd Party Interface has determined an "error" and requesting Aspect reset of all agent states.
2. All subsequent agent state changes will send to Aspect as Delta Data Blocks. This includes:
 - Status changes for agents within the initial data block
 - Login events and status changes for agents not currently within the initial data block load. (If and agent is added to the ACD or new agent is tracked, the 3rd party interface need only send a Delta Data Block. However, the system can resend the Initial Data Block that includes the current status of all agents.)

8.4 Data lines

Data lines are of the form

AgentId|AspectStateId|IdleReasonCode|Duration|NodeId|ClassificationID|

8.5 Data Blocks

- For the initial data block the server first sends ==START==
- For update data blocks the server sends ==START-DELTA==
- The start or start-delta line is followed by the time stamp (the ==TS line). The value is the current time on the ACD is in milliseconds from the Unix epoch
- Data blocks are terminated by ==EOD==

SAMPLE INITIAL DATA BLOCK

```
==START==
==TS1108597114000==
AgentId1|AspectStateId|IdleReasonCode|Duration (Seconds)|NodeId|ClassificationID|
AgentId2|AspectStateId|IdleReasonCode|Duration (Seconds)|NodeId|ClassificationID|
==EOD==
```

EACH DELTA BLOCK IS OF THE FORM

```
==START-DELTA==
==TS1108597114000==
AgentId1|AspectStateId|IdleReasonCode|StartTime (HHmmss)|NodeId|ClassificationID|
AgentId2|AspectStateId|IdleReasonCode|StartTime (HHmmss)|NodeId|ClassificationID|
==EOD==
```

8.6 Example

```
Press ENTER to quit
==START==
==TS1472198568664==
1002!12!!73!!
1002!2!!8!!
==EOD==
==START-DELTA==
==TS1472198571706==
1002!1!!080251!!
==EOD==
==START-DELTA==
==TS1472198573391==
1002!10!!080253!!
==EOD==
==START-DELTA==
==TS1472198573391==
1002!10!!080253!!
==EOD==
==START-DELTA==
==TS1472198579412==
1002!7!!080259!!
==EOD==
==START-DELTA==
==TS1472198582673==
1002!10!!080302!!
==EOD==
==START-DELTA==
==TS1472198590769==
1002!0!End of Shift!080310!!
==EOD==
```

```
==START-DELTA==
==TS1473087892855==
1002!1!!150452!!
==EOD==
==START-DELTA==
==TS1473087897609==
1002!2!!150457!!
==EOD==
==START-DELTA==
==TS1473087900196==
1002!1!!150500!!
==EOD==
==START-DELTA==
==TS1473087959741==
1002!10!!150559!!
==EOD==
==START-DELTA==
==TS1473087959744==
1002!7!!150559!!
==EOD==
==START-DELTA==
==TS1473087960668==
Email_1002!43!!150600!!
==EOD==
==START-DELTA==
==TS1473087963054==
Email_1002!45!!150603!!
==EOD==
==START-DELTA==
==TS1473087964017==
Chat_1002!46!!150604!!
==EOD==
```

```

==START==
==TS1473087852608==
1002!12!!54!!
1002!7!!45!!
Email_1002!49!!54!!
Email_1002!43!!40!!
Email_1002!38!!25!!
Chat_1002!50!!54!!
Chat_1002!44!!16!!
Chat_1002!17!!14!!
==EOD==
==START-DELTA==
==TS1473087864458==
Chat_1002!35!!150424!!
==EOD==
==START-DELTA==
==TS1473087874286==
Email_1002!45!!150434!!
==EOD==
==START-DELTA==
==TS1473087874289==
Email_1002!40!!150434!!
==EOD==
==START-DELTA==
==TS1473087874290==
Email_1002!45!!150434!!
==EOD==
==START-DELTA==
==TS1473087879052==
1002!10!!150439!!
==EOD==
==START-DELTA==
==TS1473087892855==
1002!1!!150452!!
==EOD==
==START-DELTA==
==TS1473087897609==
1002!2!!150457!!
==EOD==
==START-DELTA==
==TS1473087900196==
1002!1!!150500!!
==EOD==

```


8.7 Connection Management

The connection should be kept open as long as possible. If a broken connection is detected Aspect will restart the listener within a configurable interval (by default 10 seconds). The switch should retry connecting to the Aspect listener. Once a connection has been reestablished the switch should send a

==START== data block with the current states for all agents in the system (followed by **==STARTDELTA==** when agent states changes)

8.8 Notes

For switches where the agents can be in multiple states by ClassificationID (queue or skillsets) the WFM RTS will resolve the active state for the agent before sending the update.

For example: if the agent is on a call on one queue/skillset and is not ready on another queue/skillset, the agent state that is usually desired is that the agent is on a call. Another common issue is handling logouts. An agent is considered logged out only when the agent is logged out of the system. If the agent is logged out on one queue/skillset the WFM RTS will not send one line that says that the agent is logged out with one ClassificationID and another state with another ClassificationID. In other words the primary key is the AgentID and not the combination of AgentID and ClassificationID.

8.9 Aspect Staten ID values

ACD State	Aspect StateID	Description
AGENT_LOGGED_OUT	0	Agent logged out of the ACD
AGENT_ACD_INCALL	1	Agent on internal call that came through ACD
AGENT_ACD_HOLD	2	Agent put ACD call on hold
AGENT_OUTCALL	3	Agent made an outbound call
AGENT_OUTCALL_HOLD	4	Agent put outbound call on hold
AGENT_INCALL	5	Agent received call directly to phone from outside bypassing the ACD
AGENT_INCALL_HOLD	6	Agent put inbound non-ACD call on hold
AGENT_WRAPUP	7	Agent in wrap up state
AGENT_NREADY	8	Agent in not ready (AUX) state
AGENT_AWAY	9	Agent in away state
AGENT_ACD_WAIT	10	Agent in ACD wait state
AGENT_CONSULT	11	Agent requested consultation from Supervisor
AGENT_LOGIN	12	Agent logged into the system
AGENT_OUTCALL_SETUP	13	Agent preparing to make outbound call
AGENT_OUTCALL_INT	14	Agent made an internal call

AGENT_INCALL_INT	15	Agent received an internal call
AGENT_EMAIL_INV	16	Agent received email invite
AGENT_CHAT_INV	17	Agent received chat invite
AGENT_WEBCALL	18	Agent on a Web Call
AGENT_ACD_WAIT_PRIM	19	ACD wait primary
AGENT_HELP	20	Agent requested help
AGENT_ACD_INCALL2	21	Agent has a call on their second line
AGENT_OUTCALL2	22	Agent on outbound call on second line
AGENT_EMERG	23	Agent has set their phone in an emergency state
AGENT_INTERNAL_CALL	24	Agent made internal call (similar to state 15)
AGENT_MSG	25	Agent leaving a message
AGENT_SUPERVISOR	26	Agent has requested supervisor assistance
AGENT_ACD_INCALL_NET	27	Agent on an ACD network call
AGENT_TRANSFER	28	Agent is transferring a call
AGENT_NOT_RESPONDING	29	Agent in not responding state
AGENT_MONITORING_USER	30	Supervisor is monitoring agent
AGENT_MONITORING_CONTACT	31	Supervisor is monitoring ACD call
AGENT_COACHING_USER	32	Agent unavailable due to supervisor coaching
AGENT_RECOVERING	33	Agent in recovery state
AGENT_EMAIL_REV	34	Email revoked after it was reached the Agent
AGENT_CHAT_REV	35	Chat revoked after it was reached the Agent
AGENT_EMAIL_REJ	36	Agent rejected Email
AGENT_CHAT_REJ	37	Agent rejected Chat
AGENT_EMAIL_ACC	38	Agent accepted Email
AGENT_CHAT_ACC	39	Agent accepted Chat
AGENT_EMAIL_PROC	40	Agent processed Email (Marked Done)
AGENT_CHAT_PROC	41	Agent processed Chat
AGENT_EMAIL_NOTPROC	42	Agent didn't processed Email (Didn't marked Done)
AGENT_EMAIL_READY	43	Agent in Ready state for Email
AGENT_CHAT_READY	44	Agent in Ready state for Chat
AGENT_EMAIL_NOTREADY	45	Agent in Not Ready state for Email
AGENT_CHAT_NOTREADY	46	Agent in Not Ready state for Chat
AGENT_EMAIL_LOGGED_OUT	47	Agent logged out from Email
AGENT_CHAT_LOGGED_OUT	48	Agent logged out from Chat
AGENT_EMAIL_LOGIN	49	Agent logged into Email
AGENT_CHAT_LOGIN	50	Agent logged into Chat

8.10 Additional Notes

- Not all ACD's support all these different Aspect State ID's. We will work with each vendor to identify which state ID's they can provide, and Aspect will provide support for those states.
- Idle Reason code is the auxiliary reason code.
- We ignore node id.
- ClassificationID is the queue.
- Duration is in seconds of how long the agent has been in the current state.

9.0 Revision & Sign-off Sheet

9.1 Change Record

Date	Author	Version	Change Reference

9.2 Reviewers

Name	Version Approved	Position	Date

9.3 Distribution

Name	Position

9.4 Document Properties

Item	Details
Document Title	WFM Connector – Aspect WFM Integration Requirements and Functional Design Document
Author	
Creation Date	
Last Updated	