



a NICE company

*IEX WFM (TotalView) Connector
Integration Requirements
and
Functional Design Document*

Version 01

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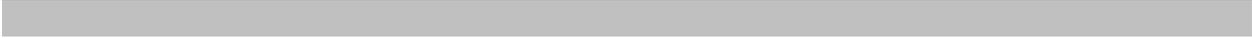
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Version History

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



1.0 Introduction

The objective of this document is to provide a detailed functional design of real-time and statistical data integration between the Genesys/Cisco Contact Routing System and the IEX TotalView Workforce Management System within *Customer's* Contact Center environment.

To enable functionality of the IEX TotalView Workforce Management System within Contact Center environments, the TotalView server must receive various historical and real-time contact and agent statistics from the Contact Center contact routing system.

This Genesys/Cisco-to-TotalView integration, hereafter will be referred to as the WFM Connector. To accomplish the WFM Connector, the Workforce Management Connector (WFM Connector) application will be used to capture Genesys/Cisco Contact and Agent Phone State statistics and deliver these statistics to the TotalView system as defined within this document. The statistics gathered by the WFM Connector will be used within TotalView to enable the TotalView Real-time Adherence (RTA) feature, Contact Type Forecasting, Agent Skill Scheduling, as well as enabling the various TotalView Contact Center Management reporting and screens.

2.0 Scope of the Project

The WFM Connector, as described within this document, will be used to collect real-time and historical Workforce Management related statistics from the Genesys/Cisco framework within *Customer's* Contact Center environment, and deliver these statistics to *Customer's* TotalView server. This project, as indicated in this document, includes Genesys/Cisco-to-TotalView integration engineering design, corporate risk assessment, integration application configuration, testing, deployment, and validation. After the WFM Connector functionality has been successfully validated and *Customer's* acceptance criteria have been met, continued technical support of this integration application will be through an existing *Customer* - Technical Support Agreement.

All contact media, contact or contact routing, contact routing devices, contact center (Agent) locations not specified within this document will not be part of this deployment and therefore not within scope of this project. However, future expansion of *Customer's* Genesys/Cisco environment has been taken into consideration for this WFM Connector design to help mitigate future integration customization.

The WFM Connector will be configured to report Genesys/Cisco Historical call statistics and RTA to TotalView over a particular TotalView ACD Link.

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.

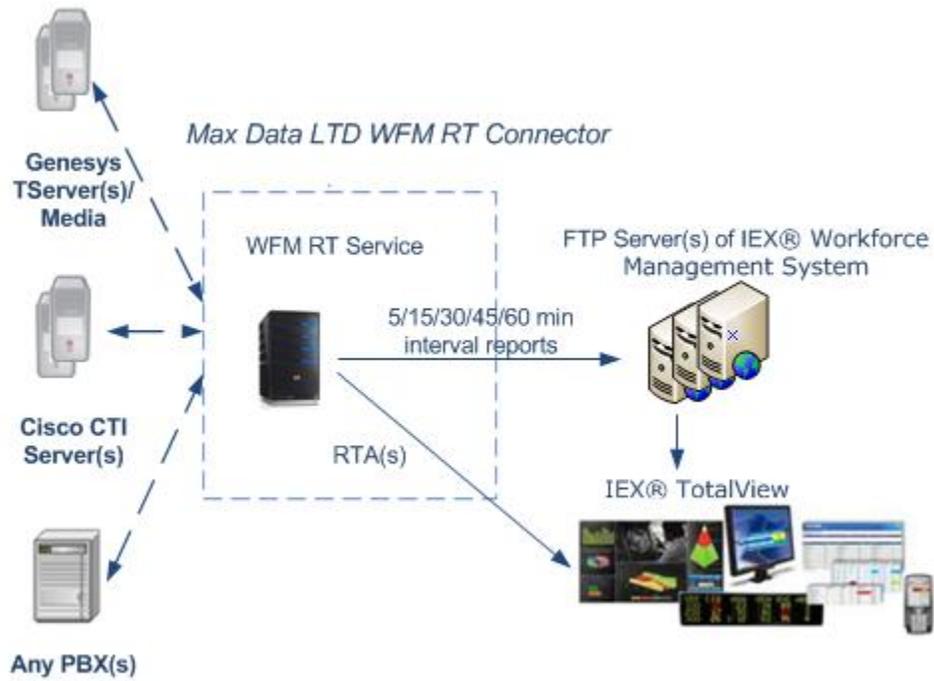
Target – A routing object, such as a Skill, Agent, or Agent Group that can be comprised of one or more agents but is always resolved to a specific agent (the one that will receive the interaction) based on some criteria such as agent availability.

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

Below is the detailed WFM Connector architectural diagram showing connectivity between Customer's Genesys/Cisco/Any PBXs framework, the WFM Connector, and TotalView.



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 IEX TotalView 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 TotalView 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 TotalView system:

- [Contact Type Report](#)
- [Agent Contact Type Report](#)
- [Agent System Performance Report](#)
- [Media \(Chat/Emails\) Contact Type Report](#)
- [Media \(Chat/Emails\) Agent Contact Type Report](#)
- [Media \(Chat/Emails\) System Performance Report](#)

The reporting format, including report headers and trailers, column names, and report content, conform to general TotalView Historical Data Collection specifications.

Interface report files generated by the WFM Connector and delivered to the TotalView server will be named according to the format MMDDYY.hhmm where *hhmm* represents the hour and minute in which the reporting interval began. The completed reports for one interval will be concatenated into a single file for delivery to the TotalView server.

All report file name and internal report header time stamp information will be based on the system time (in the local time zone) of the server where the WFM Connector report generator is running.

For each interval, the three (5/15/30/45/60) minutes interval reports will be generated and sent by the WFM Connector to the TotalView server.

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
 080616.0920	8/6/2016 9:20 AM	0920 File	2 KB
 080616.0925	8/6/2016 9:25 AM	0925 File	2 KB
 080616.0930	8/6/2016 9:30 AM	0930 File	2 KB
 080616.0935	8/6/2016 9:35 AM	0935 File	2 KB
 080616.0940	8/6/2016 9:40 AM	0940 File	2 KB
 080616.0945	8/6/2016 9:45 AM	0945 File	2 KB
 080616.0950	8/6/2016 9:50 AM	0950 File	2 KB
 080616.0955	8/6/2016 9:55 AM	0955 File	2 KB
 080616.1000	8/6/2016 10:00 AM	1000 File	2 KB
 080616.1005	8/6/2016 10:05 AM	1005 File	2 KB
 080616.1010	8/6/2016 10:10 AM	1010 File	2 KB
 080616.1015	8/6/2016 10:15 AM	1015 File	2 KB
 080616.1020	8/6/2016 10:20 AM	1020 File	2 KB
 080616.1025	8/6/2016 10:25 AM	1025 File	2 KB
 080616.1030	8/6/2016 10:30 AM	1030 File	2 KB
 080616.1035	8/6/2016 10:35 AM	1035 File	2 KB

Name	Date modified	Type	Size
 Email 090116.1335	9/1/2016 1:40 PM	1335 File	2 KB
 Email 090116.1340	9/1/2016 1:45 PM	1340 File	1 KB
 Email 090116.1345	9/1/2016 1:50 PM	1345 File	1 KB
 Email 090116.1350	9/1/2016 1:55 PM	1350 File	1 KB

Name	Date modified	Type	Size
 Chat 090316.1010	9/3/2016 10:15 AM	1010 File	1 KB
 Chat 090316.1015	9/3/2016 10:20 AM	1015 File	1 KB
 Chat 090316.1020	9/3/2016 10:25 AM	1020 File	1 KB
 Chat 090316.1025	9/3/2016 10:30 AM	1025 File	1 KB

Name	Date modified	Type	Size
 090316.1050	9/3/2016 10:55 AM	1050 File	1 KB
 Chat 090316.1050	9/3/2016 10:55 AM	1050 File	1 KB
 Email 090316.1050	9/3/2016 10:55 AM	1050 File	1 KB
 090316.1045	9/3/2016 10:50 AM	1045 File	1 KB
 Chat 090316.1045	9/3/2016 10:50 AM	1045 File	1 KB
 Email 090316.1045	9/3/2016 10:50 AM	1045 File	1 KB

7.0 Genesys/Cisco to IEX® (TotalView) 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 IEX TotalView WFM and a description of how each data item will be mapped to a corresponding statistic within the Genesys/Cisco environment.

7.1 Contact Type Report

The *Contact Type Report* contains a breakdown of interaction activity grouped by Genesys/Cisco Any Queue Types within (5/15/30/45/60) minutes interval.

7.1.1 Sample Report

```

Contact Type Report
08/07/16 08:25
CT      Received Handled Aban  Ans-Gos  Aba-Gos  HandleTime  workTime  Distributed  Q-Delay  Srvl
671005  5          4          2          1          2          6          20          3          20       25
End Contact Type Report
    
```

7.1.2 Data Elements

Field	Data Type	Description
CT	char(50)	Genesys/Cisco Any type of Queue/VQ
Received	ushort	The total number of contacts that have entered the system for the designated contact type within the given interval. TotalView will not reference this value for Voice integration. It is reserved for multimedia interactions.
Handled	ushort	The total number of contacts that were answered on this Queue/VQ by an Agent during this reporting interval. Includes Genesys/Cisco Call Types of Inbound + Unknown + Consult.
Aban	ushort	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-Gos	ushort	Total number of contacts that were answered on this Queue/VQ before target threshold was met. The Genesys/Cisco target threshold for each V Queue/VQ will be referenced for this calculation, if not present, the default (system wide) WFM Connector target threshold will be used.
Aba-Gos	ushort	Total number of contacts that were abandoned on this Queue/VQ before target threshold was met. The Genesys target threshold for each Virtual Queue will be referenced for this calculation, if not present, the default (system wide) WFM Connector target threshold will be used.
HandleTime	integer	The total numbers of seconds of handle time of answered contacts on this Queue/VQ that occurred during this reporting interval. Handle Time includes Agent Talk Time and Hold Time. Reported in seconds.
WorkTime	integer	All Genesys/Cisco Not Ready time that occurred during this interval that could be associated with the previous Inbound contacts on this Queue/VQ.

		<p><u>Note</u>: Not Ready time immediately following an Agent Login is not included in this field, but is collected in the Idle Time field of the Agent System Performance report instead.</p> <p><u>Note</u>: TotalView WorkTime is used within CT Average Handle Time calculation, therefore impacts CT Forecasting.</p> <p><u>Note</u>: the derivation of this value is to satisfy the TotalView requirement for After Contact Work. It should not be cross-referenced with PBX Not Ready, Genesys/Cisco AUX nor ACW time</p>
Distributed	ushort	The total number of contacts that have entered the system for the designated Queue/VQ within the given interval. TotalView will not reference this value for Voice environments. It is reserved for multimedia interactions.
Q-Delay	integer	<p>The total Queue/VQ Wait time (time before answer) for contacts answered on this Queue/VQ during this interval. This value is pegged to the interval in which the contact is Answered by an Agent, (when the Queue/VQ time actually ends).</p> <p>This time does not include any Queue/VQ Delay prior to the queuing to the Genesys/Cisco Queue/VQ. This value is used to calculate Average Speed of Answer: (Queue/VQ Delay Time / Answered Contacts)</p>
Sravl	ushort	<p>This value is not referenced by the TotalView interface application. Reserved for Multimedia integration.</p> <p>For voice-only TotalView configurations, the interface application collects and stores "Answered within Grade of Service", "Handled", and "Abandoned". The TotalView software itself calculates Service Level Percent for TotalView reports and screens at the time it is needed using the following calculation:</p> <p>Service Level = ((Answ_GOS) / (Handled + Abandoned)). * See Environment Configuration – TotalView section for special Service Level calculation details.</p>

7.2 Agent Contact Type Report

The *Agent Contact Type 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.

7.2.1 Sample Report

```
Agent-Contact Type Report
08/07/16 08:25
CT    Agent ID Handled HandleTime workTime
671005 1002      4         6         20
End Agent-Contact Type Report
```

7.2.2 Data Elements

Field	Data Type	Description
CT	char(50)	Genesys/Cisco Any type of Queue/VQ
Agent ID	char(50)	Agent's Login ID within the PBX
Handled	ushort	The total number of Answered Contacts that by this Agent on this Queue/VQ during this interval. Includes Genesys/Cisco Call Types of Inbound + Unknown + (Consult call received only)
HandleTime	integer	The total numbers of seconds of handle time of answered contacts on this Queue/VQ that occurred during this reporting interval. Handle Time includes Agent Talk Time and Hold Time. Reported in seconds.
WorkTime	integer	All Genesys/Cisco Not Ready time that occurred during this interval that could be associated with the previous Inbound contacts on this Queue/VQ. <u>Note:</u> Not Ready time immediately following an Agent Login is not included in this field, but is collected in the Idle Time field of the Agent System Performance report instead. <u>Note:</u> TotalView WorkTime is used within CT Average Handle Time calculation, therefore impacts CT Forecasting. <u>Note:</u> the derivation of this value is to satisfy the TotalView requirement for After Contact Work. It should not be cross-referenced with PBX Not Ready, Genesys/Cisco AUX nor ACW time

7.3 Agent System Performance Report

The *Agent System Performance Report* contains a breakdown of agent status time grouped by Genesys/Cisco Agent Logon ID within (5/15/30/45/60) minutes interval.

7.3.1 Sample Report

```

Agent System Performance Report
08/07/16 08:25
Agent ID InternalCalls InternalTime IdleTime NotReadyTime OutCalls OutTime LoginTime
1002          2           6          59           0           0           0           115
End Agent System Performance Report
    
```

7.3.2 Data Elements

Field	Data Type	Description
Agent ID	char(50)	Agent's Login ID within the PBX
InternalCall	ushort	<p>The total number of Agent-to-Agent calls (inside the PBX) answered by this Agent during this interval.</p> <p><u>Note:</u> Internal calls are pegged to the receiving agent only.</p> <p><u>Note:</u> This value will be distributed to the TotalView Queue based on the proportional amount of the Agents Inbound (Talk + Work) time accumulated on each Queue/VQ. If the Agent had no Inbound Talk or Work time on any Queue/VQ during this interval, then the time will be posted to the Agents primary Queue as defined within TotalView.</p> <p><u>Note:</u> This value does not include internal calls made to valid Queues/VQs, for those calls are pegged as inbound calls to the Queues/VQs.</p>
InternalTime	integer	<p>The Talk Time on Agent-to-Agent calls (inside the PBX) that occurred during this reporting interval that were received by this Agent.</p> <p><u>Note:</u> this value is pegged to the receiving agent only.</p> <p><u>Note:</u> This value will be distributed to the TotalView Queue based on the proportional amount of the Agents Inbound (Talk + Work) time accumulated on each Queue/VQ. If the Agent had no Inbound Talk or Work time on any Queue/VQ during this interval, then the time will be posted to the Agents primary Queue as defined within TotalView.</p> <p><u>Note:</u> This value does not include talk time of internal calls made to valid Queues/VQs, for those calls and talk time are pegged as inbound calls and talk time to the Queues/VQs.</p> <p>Reported in seconds.</p>
IdleTime	integer	All Not Ready not associated with a Queue/VQ. This can occur when an agent first logs into Genesys/Cisco and is placed into a Not Ready state

		<p>prior to handling any calls.</p> <p><u>Note</u>: This value will be distributed to the TotalView Queue/VQ based on the proportional amount of the Agents Inbound (Talk + Work) time accumulated on each Queue/VQ. If the Agent had no Inbound Talk or Work time on any Queue/VQ during this interval, then the time will be posted to the Agents primary Queue as defined within TotalView.</p> <p><u>Note</u>: The distributed Idle Time will be added to the Queue’s Work Time within TotalView, therefore will be included in AHT calculation.</p> <p><u>Note</u>: this distributed value may be used to calculate CT Actual Staff within TotalView.</p> <p>Reported in seconds.</p>
NotReadyTime	integer	Total Not Ready (AUX) Time
OutCalls	ushort	<p>The total number of Outbound calls placed by this Agent during this interval.</p> <p><u>Note</u>: This value will be distributed to the TotalView Queue based on the proportional amount of the Agents Inbound (Talk + Work) time accumulated on each Queue/VQ. If the Agent had no Inbound Talk or Work time on any Queue/VQ during this interval, then the time will be posted to the Agents primary Queue as defined within TotalView.</p>
OutTime	integer	<p>The Talk Time on Out calls that occurred during this reporting interval that were placed by this Agent.</p> <p><u>Note</u>: This value will be distributed to the TotalView Queue/VQ based on the proportional amount of the Agents Inbound (Talk + Work) time accumulated on each Queue/VQ. If the Agent had no Inbound Talk or Work time on any</p>
LoginTime	integer	<p>The total number of seconds spent by the agent in the Logged in state on the Genesys/Cisco system within the given interval.</p> <p><u>Note</u>: This value will be distributed to the TotalView Queue/VQ based on the proportional amount of the Agents Inbound (Talk + Work) time accumulated on each Queue/VQ. If the Agent had no Inbound Talk or Work time on any Queue during this interval, then the time will be posted to the Agents primary Queue/VQ as defined within TotalView.</p> <p><u>Note</u>: this distributed value may be used to calculate CT Actual Staff within TotalView.</p> <p>Reported in seconds.</p>

7.4 Media (Chat/Email) Contact Type Report

The *Media (Chat/Email) Contact Type Report* contains a breakdown of interaction activity grouped by Genesys/Cisco Any Queue Types within (5/15/30/45/60) minutes interval.

7.4.1 Sample Report

```

Chat Contact Type Report
09/03/16 10:10
CT          Received Handled Revoked Rejected Ans-Gos
VQChat_Mortgage      4      1      1      1      1
End Chat Contact Type Report

Aba-Gos HandleTime  AHT      Distributed Q-Delay  Srvl
1          47      047.00      3          7          100
    
```

7.4.2 Data Elements

Field	Data Type	Description
CT	char(50)	Genesys Media any type of Queue/VQ
Received	ushort	The total number of contacts that have entered the system for the designated contact type within the given interval.
Handled	ushort	The total number of contacts that were accepted (chat/emails) on this Queue/VQ by an Agent during this reporting interval.
Revoked	ushort	The total number of Revoked (Abandoned) Chat/Emails before it reached the Agent on the Queue/VQ during this interval.
Rejected	ushort	The total number of contacts Rejected (Abandoned) Chat/Emails on the Queue/VQ during this interval.
Ans-Gos	ushort	Total number of contacts that were accepted on this Queue/VQ before target threshold was met.
Aba-Gos	ushort	Total number of contacts that were revoked on this Queue/VQ before target threshold was met.
HandleTime	integer	The total numbers of seconds of handle time of accepted contacts on this Queue/VQ that occurred during this reporting interval. Handle Time includes Agent' Not Ready time related to email/chat. Reported in seconds.
AHT	double	The Average Handle Time Chats/Emails. (Total Handled Time Chat/Emails) / (Number Handled Chat/Emails) <u>Note</u> : The Time can be configured to overlap.
Distributed	ushort	The total number of contacts that reached Agents. <u>Note</u> . Calls (chat/emails) could be accepted, revoked or rejected
Q-Delay	integer	The total Queue/VQ Wait time for contacts accepted, revoked or rejected on this Queue/VQ during this interval.
Srvl	ushort	This value is not referenced by the TotalView interface application. Service Level = Answ_GOS / (Handled + Abandoned)

7.5 Media (Chat/Emails) Agent Contact Type Report

The *Media Agent Contact Type Report* contains a breakdown of agent interaction activity grouped by Genesys Media any Queue Types and Agent Logon ID within (5/15/30/45/60) minutes interval.

7.5.1 Sample Reports

```

Email Agent Contact Type Report
09/01/16 13:35
CT          Agent ID   Revoked RevokedTime Rejected RejectedTime Processed
VQEmail_Mortgage  Email_1002  1      16          1        8           1
End Email Agent Contact Type Report

ProcessedTime NProcessed NProcessedTime Handled HandledTime  AHT
27            1           5             2         32         016.00
    
```

7.5.2 Data Elements

Field	Data Type	Description
CT	char(50)	Genesys Media any type of Queue/VQ
Agent ID	char(50)	Agent's Media Login ID
Revoked	ushort	The number of revoked Chat/Emails by routing system after it reached the Agent during this reporting interval.
RevokedTime	integer	The Total Time of Revoked Chat/Emails by contacts from Genesys Media Queue/VQ during this reporting interval. Reported in seconds.
Rejected	ushort	The number of rejected Chat/Emails by contacts from Genesys Media Queue/VQ during this reporting interval.
RejectedTime	integer	The Total Time of rejected Chat/Emails by contacts from Genesys Media Queue/VQ during this reporting interval. Reported in seconds.
Processed	ushort	<u>Note</u> : Only for Emails. The number of processed (Marked done) emails by contacts from Genesys Media Queue/VQ during this reporting interval.
ProcessedTime	integer	The Total Time on processed emails (Marked done) by contacts from Genesys Media Queue/VQ during this reporting interval. Reported in seconds.
NotProcessed	ushort	<u>Note</u> : Only for Emails. The number of not processed (Not marked done) emails by contacts from Genesys Media Queue/VQ during this reporting interval.
NotProcessedTime	integer	The Total Time on not processed emails (Not marked done) by contacts from Genesys Media Queue/VQ during this reporting interval. Reported in seconds.
Handled	ushort	The total number of Accepted (Chat/Emails) by contacts on this Queue/VQ during this interval.
HandleTime	integer	The total numbers of seconds of handle time of accepted (Chat/Emails) contacts on this Queue/VQ that occurred during this reporting interval.
AHT	double	The Average Handle Time Chats/Emails. (Total Handled Time Chat/Emails) / (Number Handled Chat/Emails)

7.6 Media (Chat/Email) Agent System Performance Reports

The *Agent Media (Chat/Email) System Performance Report* contains a breakdown of agent status time grouped by Genesys/Cisco Agent Logon ID within (5/15/30/45/60) minutes interval.

7.6.1 Sample Reports

```
Email Agent System Performance Report
09/01/16 13:35
Agent ID Place Emails IdleTime NotReadyTime Revoked RevokedTime Rejected RejectedTime
Email_1002 Place_Simulator 4 87 77 1 16 1 8
End Email Agent System Performance Report
```

```
Processed ProcessedTime NProcessed NProcessedTime Handled HandledTime AHT OCC % LoginTime
1 27 1 5 2 32 016.00 006.84 234
```

7.6.2 Data Elements

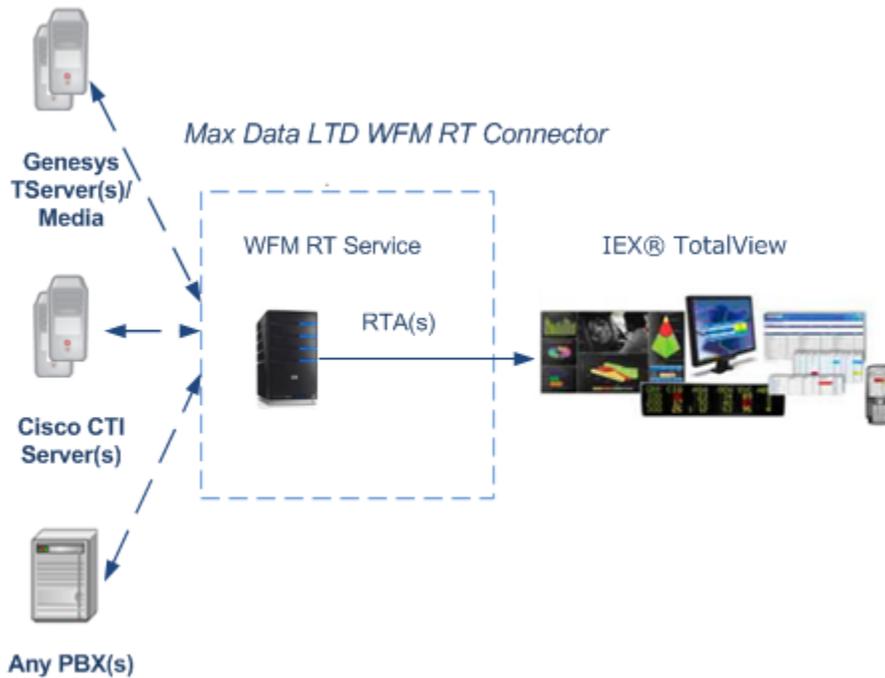
Field	Data Type	Description
Agent ID	char(50)	Agent's Media Login ID
Place	char(50)	Agent' Chat/Email place ID (Similar to PBX' extension for Voice)
Chats/Emails	ushort	The total number of Chats/Emails received by the Agent during this reporting interval.
IdleTime	integer	The Time Agent was Ready and waited to Chat/Email. Reported in seconds.
NotReadyTime	integer	Total Not Ready Time. Reported in seconds.
Revoked	ushort	The number of revoked Chat/Emails by the Agent during this reporting interval.
RevokedTime	integer	The Total Time of Revoked Chat/Emails. Reported in seconds.
Rejected	ushort	The number of rejected Chat/Emails by the Agent during this reporting interval.
RejectedTime	integer	The Total Time of Rejected Chat/Emails. Reported in seconds.
Handled	ushort	The total number of Chats/Emails handled by the Agent during this reporting interval.
HandledTime	integer	The Total Time Agent spent to handle on Chat/Emails during this reporting interval. Reported in seconds. <i>Note:</i> The Time can be configured to overlap.
Processed	ushort	<i>Note:</i> Only for Emails. The number of processed (Marked done) emails
ProcessedTime	integer	The Total Time Agent spent on processed emails (Marked done). Reported in seconds.
NotProcessed	ushort	<i>Note:</i> Only for Emails. The number of none processed (Not marked done) emails
NotProcessedTime	integer	The Total Time Agent spent on none processed emails (Not marked

		done). Reported in seconds.
AHT	double	The Average Handle Time Chats/Emails. (Total Handled Time Chat/Emails) / (Number Handled Chat/Emails) <u>Note</u> : The Time can be configured to overlap.
OCC	double	Occupancy= AHT * 100 / Login Time (percentage)
LoginTime	integer	The total number of seconds spent by the agent in the Logged in state on the Genesys/Cisco system within the given interval. Reported in seconds.

8.0 Real-Time Adherence / Agent State Monitoring

The TotalView Workforce Management system will receive Genesys/Cisco softphone Agent State information in near real-time to enable the TotalView Real-time Adherence (RTA) feature. The WFM Connector will monitor Genesys/Cisco CTI messaging relating to Genesys/Cisco softphone Agent State changes and deliver these Softphone State changes to the TotalView server via TCP/IP connectivity. The data transfer protocol used by the WFM Connector to send Genesys/Cisco Agent State information to the TotalView server is defined within the TotalView Real-Time Adherence Interface Protocol Specification.

8.1 Architectural Design



8.2 RTA Configuration

WFM RTA

WFM Real Time Configuration

IP Address: Port: Zone:

Heartbeat: min. Switch DBID

8.3 Agent Phone States (Voice only)

The following Genesys/Cisco Softphone Agent States will be monitored and reported into the TotalView system:

Types of Agent Call Types are:

- AC = ACD Call
- AG = An Agent's PBX Logon Id was called
- DN = An Agent's physical phone extension was called (also called DID)

Types of PBX Call Types are:

- Int = Internal
- Inb = Inbound
- Out = Outbound
- Con = Consultation
- Unk = Unknown

Each of the items listed below are individual events that are sent from the WFM Connector to TotalView. The first column contains the standard states, the second column contains the AC states, the third column contains the AG states, and the fourth column contains the DN states. All of the events listed below must be individually defined within TotalView Event Agent State Mapping.

8.4 RTA Momentum Stream (Voice Only)

```
RTA!Init!2!08072016103100!1,AS!UT!0,
RTA!AgtStats!4!08072016103100!1,1002_118!Ready!103048!08072016,
Press ENTER to quit
RTA!StatChg!6!08072016103109!1,1002_118!AUXMeeting!103109!08072016,
RTA!StatChg!8!08072016103114!1,1002_118!Ready!103114!08072016,
RTA!StatChg!10!08072016103126!1,1002_118!ACInb!103126!08072016,
RTA!StatChg!12!08072016103131!1,1002_118!Ready!103131!08072016,
RTA!StatChg!14!08072016103131!1,1002_118!ACW!103131!08072016,
RTA!StatChg!16!08072016103136!1,1002_118!Ready!103136!08072016,
RTA!StatChg!18!08072016103143!1,1002_118!ACInb!103143!08072016,
RTA!StatChg!20!08072016103147!1,1002_118!ACInbH!103147!08072016,
RTA!StatChg!22!08072016103151!1,1002_118!ACInbH_Out!103151!08072016,
RTA!StatChg!24!08072016103154!1,1002_118!ACInbH_OutH!103154!08072016,
RTA!StatChg!26!08072016103200!1,1002_118!ACInbH_Out!103200!08072016,
RTA!StatChg!28!08072016103203!1,1002_118!ACInbH!103203!08072016,
RTA!StatChg!30!08072016103204!1,1002_118!ACInb!103204!08072016,
RTA!StatChg!32!08072016103208!1,1002_118!ACInbH!103208!08072016,
RTA!StatChg!34!08072016103208!1,1002_118!ACInbH_Con!103208!08072016,
RTA!StatChg!36!08072016103212!1,1002_118!ACInbH!103212!08072016,
RTA!StatChg!38!08072016103212!1,1002_118!Ready!103212!08072016,
RTA!StatChg!40!08072016103212!1,1002_118!ACW!103212!08072016,
RTA!StatChg!42!08072016103220!1,1002_118!AUXMeeting!103220!08072016,
RTA!StatChg!44!08072016103223!1,1002_118!LogoutEnd of Shift!103223!08072016,
```

8.5 Voice Event Agent State Mapping

Event	Description	Event	Description
Login	Agent sign in	OnHook	
LogoutBreak	Agent sign Out with Reason	OffHook	
Logout	Agent sign Out without Reason Code	AGInt	Agent Internal Call
ACW	After Call Work	AGInb	Agent Inbound Call
AUXMeeting	Not Ready with Reason Code	AGUnk	Agent Unknown Call
AUX	Not Ready without Reason Code	AGCon	Agent Consult Call
ACInt	ACD Internal Call	AGIntH	Agent Internal Call on Hold
ACInb	ACD Inbound Call	AGInbH	Agent Inbound Call on Hold
ACUnk	ACD Unknown Call	AGUnkH	Agent Unknown Call on Hold
ACCon	ACD Consult Call	AGConH	Agent Consult Call on Hold
ACIntH	ACD Internal Call on Hold	ACInt_DNOut	First Line ACD Internal Second Line Extension Outbound Call
ACInbH	ACD Inbound Call on Hold	ACInt_DNOutH	First Line ACD Internal Second Line Extension Outbound Call on Hold
ACUnkH	ACD Unknown Call on Hold	ACIbn_DNOut	First Line ACD Inbound Second Line Extension Outbound Call
ACConH	ACD Consult Call on Hold	ACInb_DNOutH	First Line ACD Inbound Second Line Extension Outbound Call on Hold
DNInt	Extension Internal Call	AGInt_DNOut	First Line Agent Internal Second Line Extension Outbound Call
DNInb	Extension Inbound Call	AGInt_DNOutH	First Line Agent Internal Second Line Extension Outbound Call on Hold
DNUnk	Extension Unknown Call	AGIbn_DNOut	First Line Agent Inbound Second Line Extension Outbound Call
DNCon	Extension Consult Call	AGInb_DNOutH	First Line Agent Inbound Second Line Extension Outbound Call on Hold
DNIntH	Extension Internal Call on Hold	DNInt_DNOut	First Line Extension Internal Second Line Extension Outbound Call
DNInbH	Extension Inbound Call on Hold	DNInt_DNOutH	First Line Extension Internal Second Line Extension Outbound Call on Hold
DNUnkH	Extension Unknown Call on Hold	DNIbn_DNOut	First Line Extension Inbound Second Line Extension Outbound

			Call
DNConH	Extension Consult Call on Hold	DNInb_DNOutH	First Line Extension Inbound Second Line Extension Outbound Call on Hold
DNOut	Extension Outbound Call	DNInb_DNCon	First Line Extension Inbound Second Line Extension Consult Call
DNOutH	Extension Outbound Call on Hold	DNInb_DNConH	First Line Extension Inbound Second Line Extension Consult Call on Hold

Note: The functionality of the TotalView RTA feature is dependent on *Customer's* Genesys/Cisco Softphone design and functionality. The monitoring of Agent States other than those listed above may require Genesys/Cisco Softphone enhancements.

8.6 Agent Media (Chat/Email) State

The following Genesys Softphone Agent States will be monitored and reported into the TotalView system:

Media Types are:

- Email = Email Session
- Chat = Chat Session

Types of Media are:

- Inv = Invite
- Rev = Revoked
- Rej = Rejected
- Acc = Accepted
- Proc = Processed
- NonProc = None Processed

Each of the items listed below are individual events that are sent from the WFM Connector to TotalView. All of the events listed below must be individually defined within TotalView Media Event Agent State Mapping.

8.7 RTA (Momentum) Stream Media (Emails)

```

Press ENTER to quit
RTA!Init!2!09042016080230!1,AS!UT!0,
RTA!AgtStats!4!09042016080230!1,Email_1002_119!EmailLogin!080205!09042016,Email_1002_119!EmailReady!080205!09042016,Email_1002_119!EmailInv!080222!09042016,
RTA!StatChg!6!09042016080235!1,Email_1002_119!EmailAcc!080235!09042016,
RTA!StatChg!8!09042016080241!1,Email_1002_119!EmailNReady!080241!09042016,
RTA!StatChg!10!09042016080241!1,Email_1002_119!EmailProc!080241!09042016,
RTA!StatChg!12!09042016080241!1,Email_1002_119!EmailNReady!080241!09042016,
RTA!StatChg!14!09042016080252!1,Email_1002_119!EmailReady!080252!09042016,
RTA!StatChg!16!09042016080305!1,Email_1002_119!EmailInv!080305!09042016,
RTA!StatChg!18!09042016080307!1,Email_1002_119!EmailRej!080307!09042016,
RTA!StatChg!20!09042016080320!1,Email_1002_119!EmailInv!080320!09042016,
RTA!StatChg!22!09042016080341!1,Email_1002_119!EmailRev!080341!09042016,
RTA!StatChg!24!09042016080356!1,Email_1002_119!EmailInv!080356!09042016,
RTA!StatChg!26!09042016080400!1,Email_1002_119!EmailAcc!080400!09042016,
RTA!StatChg!28!09042016080414!1,Email_1002_119!EmailNoProc!080414!09042016,
RTA!StatChg!30!09042016080414!1,Email_1002_119!EmailNReady!080414!09042016,
RTA!StatChg!32!09042016080439!1,Email_1002_119!EmailReady!080439!09042016,
    
```

8.8 RTA (Momentum) Stream Voice and Media (Chat and Emails)

```

RTA!Init!2!09042016082149!1,AS!UT!0,
RTA!AgtStats!4!09042016082149!3,1002_118!Login!082104!09042016,1002_118!Ready!082104!09042016,1002_118!ACInb!082115!09042016,Email_1002_119!EmailLogin!082104!09042016,Email_1002_119!EmailReady!082104!09042016,Email_1002_119!EmailAcc!082126!09042016,Chat_1002_120!ChatLogin!082104!09042016,Chat_1002_120!ChatReady!082104!09042016,Chat_1002_120!ChatAcc!082140!09042016,
Press ENTER to quit
RTA!StatChg!6!09042016082205!1,1002_118!ACInbH!082205!09042016,
RTA!StatChg!8!09042016082217!1,Chat_1002_120!ChatNReady!082217!09042016,
RTA!StatChg!10!09042016082221!1,Email_1002_119!EmailNoProc!082221!09042016,
RTA!StatChg!12!09042016082221!1,Email_1002_119!EmailNReady!082221!09042016,
RTA!StatChg!14!09042016082223!1,Chat_1002_120!ChatNoProc!082223!09042016,
RTA!StatChg!16!09042016082223!1,Chat_1002_120!ChatNReady!082223!09042016,
RTA!StatChg!18!09042016082237!1,1002_118!ACInb!082237!09042016,
RTA!StatChg!20!09042016082239!1,1002_118!Ready!082239!09042016,
RTA!StatChg!22!09042016082239!1,1002_118!ACW!082239!09042016,
RTA!StatChg!24!09042016082246!1,1002_118!AUXTraining!082246!09042016,
RTA!StatChg!26!09042016082253!1,1002_118!Ready!082253!09042016,
RTA!StatChg!28!09042016082256!1,Email_1002_119!EmailReady!082256!09042016,
RTA!StatChg!30!09042016082257!1,Chat_1002_120!ChatReady!082257!09042016,
RTA!StatChg!32!09042016082310!1,Chat_1002_120!ChatInv!082310!09042016,
RTA!StatChg!34!09042016082312!1,Chat_1002_120!ChatRej!082312!09042016,
RTA!StatChg!36!09042016082321!1,Email_1002_119!EmailInv!082321!09042016,
RTA!StatChg!38!09042016082322!1,Email_1002_119!EmailRej!082322!09042016,
    
```

8.9 Media (Chat/Email) Event Agent State Mapping

Event	Description	Event	Description
EmailLogin	Agent Sign In on Email	EmailLogout	Agent Sign Out from Email without Reason Code
EmailLogoutBreak	Agent Sign Out from Email with Reason	EmailReady	Agent is Ready (Idle) for Email
EmailNReady	Agent is on Not Ready for Email without Reason	EmailNReadyMeeting	Agent is on Not Ready for Email with Reason
EmailRev	Email Revoked (Abandoned)	EmailInv	Agent received Email Invite
EmailAcc	Agent accepted email	EmailRej	Agent rejected email
EmailNoProc	Agent didn't process email and email returned to the Queue	EmailProc	Agent processed email (Marked done)
ChatLogin	Agent Sign In on Chat	ChatLogout	Agent sign Out from Chat without Reason Code
ChatLogoutBreak	Agent Sign Out from Chat with Reason	ChatReady	Agent is Ready (Idle) for Chat
ChatNReady	Agent is on Not Ready for Chat without Reason	ChatNReadyMeeting	Agent is on Not Ready for Chat with Reason
ChatRev	Chat Revoked (Abandoned)	ChatInv	Agent received Chat Invite
ChatAcc	Agent accepted chat	ChatRej	Agent rejected chat

9.0 Revision & Sign-off Sheet

9.1 Change Record

Date	Author	Version	Change Reference
	Alexander Sachin	1.0	

9.2 Reviewers

Name	Version Approved	Position	Date
	1.0		

9.3 Distribution

Name	Position

9.4 Document Properties

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