Cisco Webex Contact Center Integration Guide

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Contents

Introduction

Webex WFO is a unified workforce optimization (WFO) software suite that integrates with Cisco Webex Contact Center (formerly Cisco Customer Journey Platform) to provide call recording, quality management, workforce management, and voice-of-the-customer (VoC) analytics. The details around the supported integrations are listed below.

Quality Management (QM)

Quality Management is the heart of the Workforce Optimization suite. It is the beginning of the data trail which leads to the voice of the customer. Take serving your customer to the next level with a focus on quality and engage your agents to drive retention.

Available Features

Feature	Available	Currently Unavailable
Webex WFO records audio		X
Webex WFO imports audio recording	X Two-hour delay before import	
Webex WFO storage required for storing audio in the cloud	X S3 and Glacier	
Cloud-to-cloud integration for data transfer	X Data transfer via APIs is built into the integration	
Webex WFO screen recording supported	X*** Files with PCI pause/resume events are excluded in version 1.0	

Feature	Available	Currently Unavailable
	Files with PCI pause/resume events are included in version 2.0	
Audio pause and resume	X	
	Calls are scrubbed within Webex CC prior to being imported into Webex WFO	
Screen recording pause and resume	X	X
	Available in version 2.0 (Audio with PCI pause events are sent to Webex WFO with silence inserted. Therefore it aligns with Screen recording pause and resume events.)	Unavailable in version 1.0
SAML authentication via a third-party identity provider (IdP)	X	
Recordings encrypted	X	
Stereo recording	X	X
	Available in version 2.0	Unavailable in version 1.0
Speech energy events		***
Live monitor voice	X	
	Available via Call Monitoring in Webex CC	
Live monitor screen		X
Sync supported	X	
	Users, Teams, and Queues	

Feature	Available	Currently Unavailable
Contact metadata imported	X	
Supports multichannel integration	*, **	
CRM integration	**	

* Import via API

** Open product integration review

***Indicates detection of silence and talkover events in the Media Player is not supported

> **NOTE**   Tagging calls with Webex WFO custom metadata in chunk recording scenarios is not supported."

> **NOTE**   Cisco Webex Contact Center uploads screen recordings in 10 minute chunks for the duration that the agent is logged in.

Edge Components

Component	Required	Not Required
Data Server		X
Smart Desktop for screen recording	X	
Smart Desktop for all other features		X
Smart Desktop on Windows OS	X	
Smart Desktop on Mac OS		X

Workforce Management (WFM)

WFM is a unified, user-focused software suite with a modern approach. Hone forecasting, streamline scheduling and administration, and free managers to focus on adding value. Put the right people in the right places. Empower them to work smarter and deliver a consistent and outstanding customer experience.

Available Features

Feature	Available	Currently Unavailable
Historical data*	X	
Real-time data	X	
Forecasting	X	
Scheduling	X	
Sync supported	X	
Users, Teams, and Queues		

* Historical data capture that is older than six months may require a Professional Services engagement if the data is not directly available in Webex Contact Center.

** Open product integration review

Analytics

Analytics features a repository of ready-made advanced analytics applications to help you create a big impact without the learning curve. Unlock the goldmine of intelligence buried in your contact center and transform every customer and agent interaction into actionable insights.

Available Features

Feature	Available	Currently Unavailable
Speech Analytics (Phonetics)	X***	
Speech Analytics (Speech-to-Text)	X	
Desktop Analytics	*	
Not synced with recordings		
Text Analytics	**	

Feature	Available	Currently Unavailable
Dashboards with drill-down	X	
Predictive Evaluation Score	X	
Predictive NPS	X	
Sentiment Analysis	X	
Agent Smart Benchmarking	X	
Advanced Speech Search	X	

Desktop Analytics data is available in Analytics dashboards and Data Explorer. However, because of how desktop data is processed, it is unavailable in Agent Explorer or the Media Player's Desktop panel.

** Import via API

*** Speech Analytics stereo recording is currently unavailable

Advanced Reporting

Whether your data lives in silos due to structural issues or simply because your organization's growth has resulted in multiple, incompatible systems, Advanced Reporting allows you to break down data silos and end the headaches of patching together vendor-, vertical-, or data type-specific reporting products.

Available Features

Feature	Available	Currently Unavailable
Calabrio Advanced Reporting	Available via custom connector	

Webex WFO and Cisco Webex Contact Center Architecture
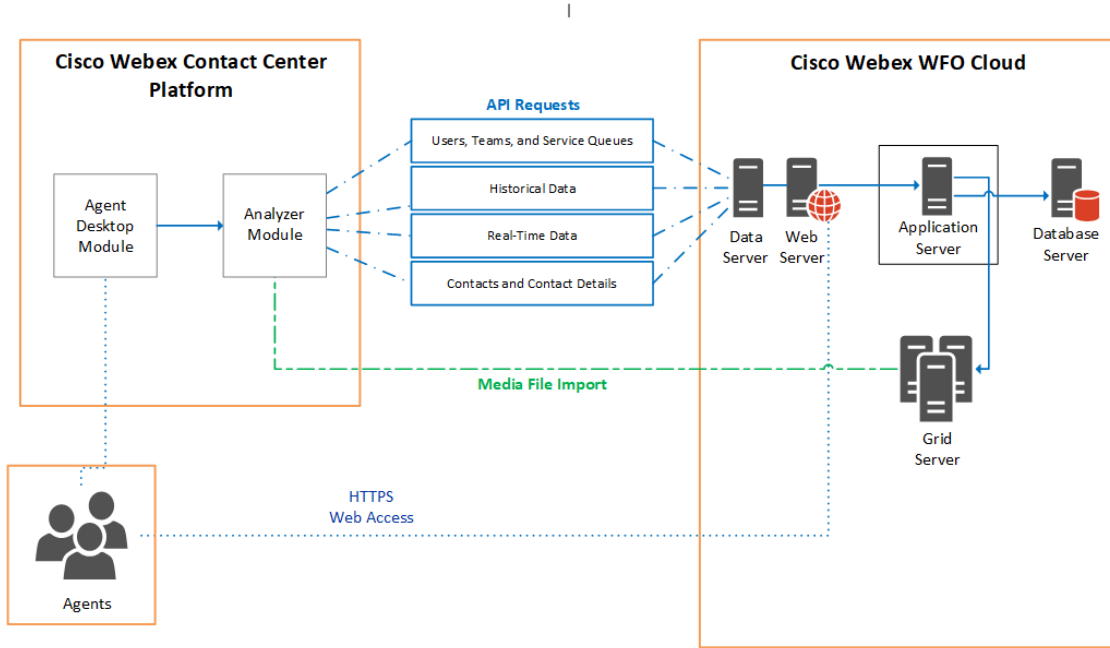
Connecting to Cisco Webex Contact Center

This section explains how to set up the connection between Cisco Webex Contact Center and Webex WFO.

Step 1: Gather Information from Your Webex Contact Center Provider

Gather the following API information from your Webex Contact Center provider and save it in an easy-to-access location:

- Complete base URL of the Webex Contact Center API, including the protocol.

- Complete base URL of the Webex Contact Center Media API, including the protocol.

- Email address of the Webex Contact Center user who is authorized to access both the Webex Contact Center API and the Webex Contact Center Media API.

- API key for the Webex Contact Center API and Webex Contact Center Media API.

When you configure the ACD connection with Webex Contact Center in Webex WFO, you will need this information to complete the Webex Contact Center API section.

If you are planning to use Webex Contact Center as an identity provider (IdP) for SAML authentication, also gather the following information from the SAML metadata file (provided by Webex Contact Center) and save it in the same easy-to-access location:

- Entity ID

> **EXAMPLE**
>
> The entity ID is highlighted in the following image.
>
>

■ Single sign-on redirect URL

> **EXAMPLE**
>
> The single sign-on redirect URL is highlighted in the following image.

```
       Location="https://tenant.ccone.net/idp/profile/SAML2/POST/SSO"/>
91     <SingleSignOnService Binding="urn:oasis:names:tc:SAML:2.0:bindings:HTTP-POST-
       SimpleSign" Location="https://tenant.ccone.net/idp/profile/SAML2/POST-
       SimpleSign/SSO"/>
92     <SingleSignOnService Binding="urn:oasis:names:tc:SAML:2.0:bindings:HTTP-Redirect'
       Location="https://tenant.ccone.net/idp/profile/SAML2/Redirect/SSO"/>
```

■ Identity provider certificate

> **EXAMPLE**
>
> The identity provider certificate is highlighted in the following image.

```
103 ▼     <KeyDescriptor use="signing">
104 ▼        <ds:KeyInfo>
105 ▼           <ds:X509Data>
106 ▼              <ds:X509Certificate>
107 ▼   ffdfKDCKLNLLJwIBAgIUeEyT7j8oshdHGD+cvz4HR2zevjUwDQYJKoZIhvcNAQL
108     BQAwHTEbMBkGA1UEAwwSY2FzLXNieGEuY2NvbmUubWV0MB4XDTE3MTEwNjE3Mz
109     MEoXDTW        WECV      HTEbMBkGA1      wSY2FzLXNieGEuY2NvbmUu
```

Step 2: Configure Webex Contact Center as an ACD in Webex WFO

Next, add and configure Webex Contact Center as an ACD in Webex WFO.

> **NOTE** Webex WFO currently refers to Webex Contact Center as Cisco Customer Journey Platform.

To add Webex Contact Center as an ACD:

1. In Webex WFO, navigate to Application Management > System Configuration > ACD Configuration.

2. Click **Add**.

3. In the ACD Details dialog box, configure the fields as follows.

Field	Configuration
Select ACD	Select **Cisco Customer Journey Platform**.
Name	Enter a unique name for the ACD.

4. Click **OK**.

To configure the Webex Contact Center ACD:

1. In the ACD Servers table, select your Webex Contact Center ACD.

2. (Optional) Configure the ACD Filtering section.

Field	Description
Filters	If you want to limit the users who are synced from the ACD, add an ACD filter. For example, you might configure a Team Name filter that allows the sync of users who belong to a team that matches a certain naming pattern. You can configure multiple ACD filters.

3. Configure the Cisco Customer Journey Platform API section as follows.

Field	Configuration
Cisco Customer Journey Platform API URL	Enter the complete base URL of the Webex Contact Center API that you saved in Step 1, including the protocol identifier. **EXAMPLE** https://rest-tenant.ccone.net/aws/api
Cisco Customer Journey Platform Media API URL	Enter the complete URL of the Webex Contact Center Media API that you saved in Step 1, including the protocol identifier. **EXAMPLE** https://rd-tenant.ccone.net/cri/get-decrypted-recording
User Name	Enter the email address of the Webex Contact Center user that you saved in Step 1. This user must be authorized to access the Webex

Field	Configuration
	Contact Center API and the Webex Contact Center Media API.
API Key	Enter the API key for the Webex Contact Center API and Webex Contact Center Media API that you saved in Step 1.
Cisco Webex Contact Center 1.0	Select if you are using Webex Contact Center 1.0 or newer. This enables API requests specific to Webex Contact Center 1.0.

4. Configure the Synchronization Interval section as follows.

Section	Description
Interval (Minutes)	Enter how often (in minutes) you want the Data Server to sync users, teams, and service queues in Webex WFO with their equivalents in Webex Contact Center. For more information about syncing with Webex Contact Center, see Core Configuration Data.
	Minimum = 10 minutes.

5. Configure the Capture Settings section as follows.

Field	Description
ACD Capture Delay	Select the amount of time that you want WFM to wait before it imports ACD statistics after an interval ends.
Enable Data Recapture	(Optional) Select the check box if you want to recapture data from the entire previous day.
	If you routinely handle calls that last longer than the maximum default delay, you can opt to recapture the entire previous day's data from midnight to midnight. The recaptured data overwrites what was captured during the day. This ensures that your statistics are correct and that the data for very long calls is in the correct interval.

Field	Description
Recapture Time	Enter the time of day that you want Webex WFO to recapture the previous day's data from the ACD.

6. (Optional) Select **Enable RTE Messaging for Screen Recording**. This allows you to record the screens of Webex Contact Center agents who are configured for screen recording in Webex WFO. For more information about screen recording, see QM Data.

7. Click **Save**.

Step 3: Configure the Data Server

Configure the Data Server to capture and process data from Webex Contact Center.

To configure a Data Server for a Cisco Webex Contact Center ACD:

1. In Webex WFO, navigate to Application Management > System Configuration > Data Server Configuration.

2. Select the Data Server that you want to use for the Webex Contact Center ACD.

3. Configure the following settings.

Setting	Configuration
Regional Data Server ACD Sync Settings	Select the **Enable Sync** check box, and then move the Webex Contact Center ACD from **Available** to **Assigned**.
Regional Data Server ACD Capture Settings	Select the **Enable Capture** check box, and then move the Webex Contact Center ACD from **Available** to **Assigned**.
Regional Data Server Real-Time Event Settings	Select the **Enable Real-Time Events** check box, and then move the Webex Contact Center ACD from **Available** to **Assigned**.
Media Import Server Settings	Select the **Enable Media Import** check box, and then move the Webex Contact Center ACD from **Available** to **Assigned**.

4. Click **Save**.

(Optional) Step 4: Enable SAML Authentication

Webex WFO can be configured as a service provider that uses a third-party IdP.

To enable SAML authentication:

1. In Webex WFO, navigate to Application Management > Administration > Authentication.

2. Select **Enable SAML Authentication**.

3. Configure the fields as follows.

Field	Description
Name	Enter a unique name for the identity provider.
Issuer ID	Enter the Entity ID that you saved in Step 1.
Single Sign On URL	Enter the single sign-on redirect URL that you saved in Step 1.
Identity Provider Certificate	Import the identity provider certificate that you saved in Step 1.

4. Click **Save**.

Integration Details

This section explains how data from Cisco Webex Contact Center integrates with Webex WFO once the two systems are connected.

Core Configuration Data

Webex WFO syncs the following core configuration data with equivalents from Cisco Webex Contact Center through three API requests.

Users

When Webex WFO imports a new user from Webex Contact Center, it creates a new Webex WFO user who has a Webex Contact Center user profile.

When someone changes user data in Webex Contact Center, the sync service detects it and makes several changes in Webex WFO. The following table summarizes these changes.

> **NOTE** Users with a Not Active status in Webex Contact Center are not imported unless they are restored.

Change in Webex CC	Resulting Change in Webex WFO
New user is added.	New user is added. Specifically, the sync service: ■ Applies the Webex Contact Center user's first and last name to the Webex WFO user's first and last name. ■ Applies the Webex Contact Center user's TID to the Webex WFO user's ACD ID. ■ Sets the Webex WFO start dates for the company and department to the date that the sync occurred. ■ Assigns the Webex WFO user to the default team. > **NOTE** Webex WFO does not preserve the relationship between Webex Contact Center users and teams. See

Change in Webex CC	Resulting Change in Webex WFO
	▌ Teams.
	■ If the Webex Contact Center user is contact-center enabled, assigns the default agent role to the Webex WFO user. No other Webex WFO roles are synced with Webex Contact Center. ▌ **NOTE** If you remove the agent role from a Webex WFO user who is synced with a Webex Contact Center user who is contact-center enabled, the agent role will be reassigned the next time Webex WFO syncs with Webex Contact Center.
User's first or last name is changed.	User's first or last name is changed.
User is deleted.	User is deactivated.

Teams

Webex WFO syncs with Webex Contact Center teams of any type (Capacity Based or Agent Based), as long as they are active. It does not preserve the relationship between Webex Contact Center users and Webex Contact Center teams.

When team data is changed in Webex Contact Center, the sync service detects it and makes several changes in Webex WFO. The following table summarizes these changes.

Change in Webex CC	Resulting Change in Webex WFO
New team is added	New team is added with the same name. This name is read-only.
Team name is changed	Team name is changed.
New user is added to a team	No change. Webex WFO does not preserve the relationship between Webex Contact Center users and Webex Contact Center teams.
User is removed from a team	No change. Webex WFO does not preserve the relationship between Webex Contact Center users and Webex Contact Center teams.
Team is deleted.	No change.

You can create new teams in Webex WFO and assign users to them, but these new teams are not added to Webex Contact Center.

A Webex WFO user can belong to only one team.

Service Queues

Webex WFO syncs the following Entry Points/Queues from Webex Contact Center with service queues:

- Queues

- Outdial Queues

When either a queue or an outdial queue data is changed in Webex Contact Center, the sync service detects it and makes several changes in Webex WFO. The following table summarizes these changes.

Change in Webex CC	Resulting Change in Webex WFO
New queue is added	First, a new service queue is added. Specifically, the sync service does the following: - Applies the Webex Contact Center queue name to the Webex WFO service queue name - Applies the queue TID to the Webex WFO service queue ID - (Read only) Gives the Webex WFO service queue a service queue type of Voice [Interactive] - (Read only) Gives the Webex WFO service queue a Source ACD of Webex Contact Center Second, a new skill mapping is added. Specifically, the sync service does the following: - Applies the Webex Contact Center queue name to the skill mapping name - Assigns the Webex WFO service queue that is associated with the Webex Contact Center queue to the skill mapping and gives it a priority of 1.
Queue name is changed	Applies the new Webex Contact Center queue name to the Webex WFO service queue name only. Webex WFO does not apply the new Webex Contact Center queue name to the associated Webex WFO skill

Change in Webex CC	Resulting Change in Webex WFO
	mapping.
Queue is deleted	No change. Neither the service queue nor the skill mapping is deleted.

QM Data

QM allows you to monitor and evaluate how well your agents respond to the contacts that they receive.

Audio Recording

When QM is connected to Cisco Webex Contact Center, contacts are created and recorded in Webex Contact Center.

To import a contact, Webex WFO first imports contact metadata through an API request. Then, it imports the audio recording through another API request, matches the audio recording with the contact metadata, and associates the contact with the agent who handled it.

When multiple agents handle a contact in Webex Contact Center (for example, when one agent transfers the contact to another agent), Webex WFO uses metadata to segment the contact into a matching number of contacts that it then associates with the individual agents involved. Specifically, Webex WFO determines when agents were active on the call through Start and End timestamps and segments the contact accordingly. Each resulting contact in Webex WFO has its own metadata and audio recording.

It can take up to two hours for Webex Contact Center to make a contact available to Webex WFO. Sometimes, it can take longer for the audio recording associated with the contact to be uploaded.

> **NOTE**
>
> If you double-click a contact that does not yet have an uploaded audio recording, you receive the following message:
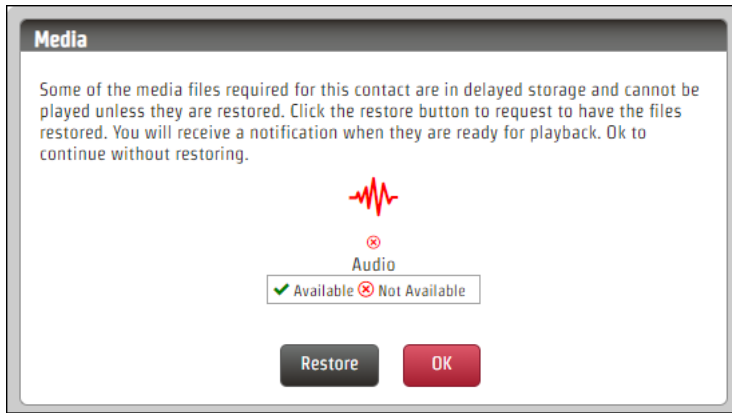
However, in this situation, the recording is not in delayed storage, and clicking "Restore" does not cause the recording to be restored. The recording is available for playback only once the audio file upload state changes from "File not yet uploaded" to "File is uploaded."

The following sections describe how Webex WFO segments Webex Contact Center contacts that involve consultations, transfers, or conferences.

Consultations

Webex WFO segments the Webex Contact Center contact into two contacts that have the same associated call ID.

The first contact is associated with the agent who answered the customer's call, and the second contact is associated with the agent who was brought into the call for a consultation. The recording for the first contact spans the entire length of the customer's call. The recording for the second contact spans only the length of time that the agents were consulting.

During consultation, Webex Contact Center records the customer only, not the agents.

> **EXAMPLE**
>
> Webex WFO imports a contact where Agent Braun consulted with Agent Hodges for 42 seconds. Webex WFO segments this contact into two contacts, 29 and 30.
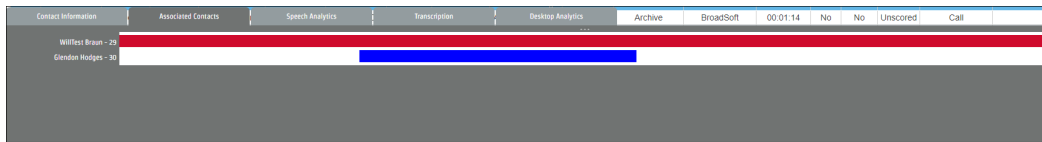>
> The recording associated with contact 29 has a duration of 00:02:21, which is the entire length of time that Agent Braun was connected to the customer. The recording associated with contact 30 has a duration of 00:00:42, which is only the length of time that Agent Hodges was consulting with Agent Braun.
>
> Both recordings have the same associated call ID.

Contact ID	Last Name	Call Duration	Associated Call ID	Video File Upload State	Audio File Upload State
30	Hodges	00:00:42	8b4ba1ad89ac44d1b84e713d710aaa15	No File to Upload	File is uploaded
29	Braun	00:02:21	8b4ba1ad89ac44d1b84e713d710aaa15	No File to Upload	File is uploaded

These contacts can be selected and played back one by one with the Media Player. All associated contacts appear in the Associated Contacts tab, where they can also be selected and played back.

The following image shows the Media Player when contact 29 is selected. From the Associated Contacts tab, contact 30 can also be selected and played back.

Transfers

Webex WFO segments the Webex Contact Center contact by the number of times that it was transferred. For each transfer, Webex WFO creates a separate contact, and it associates each contact with the agent who handled that segment of the transferred call.

All segments of a transferred call have the same associated call ID.

EXAMPLE

Webex WFO imports a contact where Agent Braun transferred the contact to Agent Hodges.

Webex WFO segments this contact into two contacts, 27 and 28. The recording for contact 27 has a duration of 00:00:44, which is the length of time that Agent Braun was connected to the customer before he transferred the contact to Agent Hodges. The recording for contact 28 has a duration of 00:01:14, which is the length of time that Agent Hodges was connected to the customer before the contact ended.

Both recordings have the same associated call ID.

▼ Contact ID	Last Name	Call Duration	Associated Call ID	Video File Upload State	Audio File Upload State
28	Hodges	00:01:14	d33e63c4af74469b9ed32410c257f91a	No File to Upload	File is uploaded
27	Braun	00:00:44	d33e63c4af74469b9ed32410c257f91a	No File to Upload	File is uploaded

These contacts can be selected and played back one by one with the Media Player. All associated contacts appear in the Associated Contacts tab, where they can also be selected and played back.

The following image shows the Media Player when contact 27 is selected. From the Associated Contacts tab, contact 28 can also be selected and played back.

Conferences

Webex WFO segments the Webex Contact Center contact into two contacts that have the same associated call ID.

The first contact is associated with the agent who answered the customer's call, and the second contact is associated with the agent who was brought into the call for a consultation and then for a conference. The recording for the first contact spans the entire length of the customer's call. The recording for the second contact spans only the length of time that the agents were consulting and on the conference call.

During the consultation, Webex Contact Center records the customer only, not the agents. During the conference call, Webex Contact Center records both the customer and the agents.

EXAMPLE

Webex WFO imports a contact from Webex Contact Center where Agent Braun consulted with Agent Hodges and then brought Agent Hodges into a conference call.
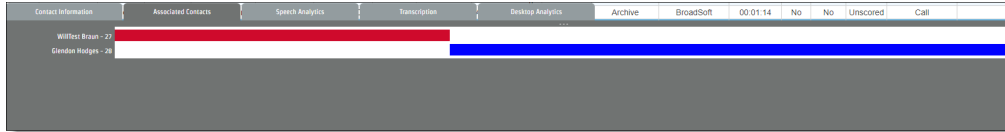
Webex WFO segments this contact into two contacts, 31 and 32. The recording for contact 31 has a duration of 00:02:09, which is the entire length of time that Agent Braun was connected to the customer. The recording for contact 32 has a duration of 00:01:00, which is only the length of time that Agent Hodges was consulting and then on a conference call with Agent Braun.

Both recordings have the same associated call ID.

▼ Contact ID	Last Name	Call Duration	Associated Call ID	Video File Upload State	Audio File Upload State
32	Braun	00:01:00	40f653524a4b4b70b607d95514029769	No File to Upload	File is uploaded
31	Hodges	00:02:09	40f653524a4b4b70b607d95514029769	No File to Upload	File is uploaded

These contacts can be selected and played back one by one with the Media Player. All associated contacts appear in the Associated Contacts tab, where they can also be selected and played back.

The following image shows the Media Player when contact 31 is selected. From the Associated Contacts tab, contact 32 can also be selected and played back.
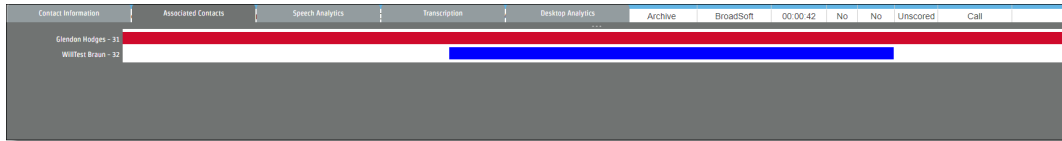
Screen Recording

Screen recording is captured through Smart Desktop, not Cisco Webex Contact Center.

Prerequisites

Webex WFO must be connected to Webex Contact Center. This connection is configured on the ACD Configuration and Data Server Configuration pages. See Connecting to Cisco Webex Contact Center.

In addition, for screen recording to function, you must ensure that the following features and components are correctly configured.

Feature	Configuration
Smart Desktop	Webex WFO Smart Desktop must be installed and operating on the PCs where agents log on to Webex Contact Center, and each Smart Desktop must be configured to use RTE messaging.
	RTE messaging is configured by selecting the **Enable RTE Messaging for Screen Recording** check box on the ACD Configuration page for Webex Contact Center.
	RTE messaging enables connected Smart Desktop clients to record screen recordings in ten-minute segments when a correctly-configured user logs on to Webex Contact Center.
Webex WFO Users	When Webex WFO syncs with Webex Contact Center, it imports Webex Contact Center agents as Webex WFO users who have Webex

Feature	Configuration
	Contact Center user profiles. To be recorded by Smart Desktop, these users must have the following additional configurations on the Users page:

- Activate this user—Must be selected.

- Roles—Must be assigned to a role that is associated with the Record Screen permission.

- Windows Login—Must be the same as the Windows login that the Webex Contact Center agents use to log on to the PC.

Capturing Screen Recordings

The following list provides an overview of how Webex WFO captures screen recordings for Webex Contact Center agents.

1. Agent logs on to Webex Contact Center—When a user who is correctly configured in Webex WFO logs on to Webex Contact Center on a PC where Smart Desktop is operating and configured to use RTE messaging, Smart Desktop begins to capture screen recordings in ten-minute segments that it saves locally. It does not yet upload any screen recordings to Webex WFO.

   The screen recording segments are encrypted on the desktop. Webex WFO uses a two-factor encryption process using Symmetric AES-CBC-128 and Asymmetric RSA-CBC-2048 to handle authentication and encryption of media files.

   Smart Desktop stores these segments in the following location:

   ```
   C:\Program Files (x86)\Common Files\Calabrio ONE\Desktop
   ```

2. Agent handles the contact in Webex Contact Center—This handling can include consultation, transfers, and conferences. Webex Contact Center must be configured to record calls.

3. Webex WFO imports the contact—Webex WFO imports contact metadata first, then the audio recording. If multiple agents handled the contact, Webex WFO uses contact metadata to segment it into a matching number of contacts that it associates with the individual agents involved.

4. Webex WFO extracts and uploads the screen recording from the agent's PC—Once Webex WFO uploads and (if necessary) segments contacts from Webex Contact Center, it begins the process of extracting and uploading matching screen recordings from the agent PCs. Webex WFO does this

by relaying the Start and End timestamps of each contact to the appropriate agent PC.

When Smart Desktop receives these Start and End timestamps, it crops and splices the screen recording segments into a single matching screen recording. Then, it uploads screen recording to Webex WFO, and Webex WFO associates the screen recording with the contact. Once this is completed, the video file upload state changes from "File not yet uploaded" to "File is uploaded." If an agent pauses and resumes an audio recording the agent's screen continues to record throughout the duration of the paused audio.

Screen recording segments that are not associated with any contact are analyzed to verify that no discrepancies have occurred, then deleted. If Smart Desktop loses its connection to Webex WFO, it executes a recovery process when it reconnects to ensure that it creates screen recordings for all contacts handled by the agent in the meantime.

> **EXAMPLE** An agent handles a contact at the end of the day, then shuts down the PC before Webex Contact Center makes the contact available to Webex WFO. When the agent turns on the PC the next day, Smart Desktop reconnects to Webex WFO, and Webex WFO extracts and uploads the screen recording then.

5. Agent logs off of Webex Contact Center—When the agent logs off of Webex Contact Center, Smart Desktop stops recording screen segments.

Contact Metadata

Webex WFO does not import any custom metadata from Webex Contact Center, including the following:

- Call-associated data
- Wrap-up codes

The following table summarizes how contact metadata from Webex Contact Center is mapped to equivalent contact metadata in QM.

Webex CC	QM
Agent	Last Name, First Name
ANI	Calling Number
DNI	Called Number
Date	Date, Time

Webex CC	QM
User TID	Agent ACD ID
Session ID	Associated Call ID

WFM Data

WFM allows you to schedule agents and forecast agent scheduling requirements, as well as monitor whether your agents are following their schedules.

Historical Data

Webex WFO imports historical data for service queues and agents through four API requests. It can take up to two hours for Webex Contact Center historical data to be available in Webex WFO. Real-time data is not impacted.

Service Queue Historical Data

This API request imports historical data for each Cisco Webex Contact Center service queue for each thirty-minute interval in the day. Some data is calculated in the interval only. Other data is calculated across intervals.

Webex CC Column	Description
queueId__s	The Webex Contact Center service queue's ID.
terminationType__s where value = "abandoned"	(Interval only) The number of calls that were abandoned during this interval.
handled__i	(Interval only) The number of calls that were handled during this interval.
talkDuration__l	(Across intervals) The length of time that agents spent talking to contacts that began in this interval. Format = Milliseconds.
holdDuration__l	(Across intervals) The length of time that contacts that began in this interval were on hold. Format = Milliseconds.
sid	The session ID.
wrapupDuration__i	(Across intervals) The length of time that agents spent in the wrap-up

Webex CC Column	Description
	state after completing calls that began in this interval. Format = Milliseconds.
queueDuration__l	(Across intervals) The length of time that contacts spent in the service queue waiting to be connected to an agent. Format = Milliseconds.
isServiceLevel__i	The calls that met the service level during this interval.

Agent Productivity Data Prorated by Service Queue

This API request imports historical data that is not associated with any of the service queues that an agent is assigned to for each thirty-minute interval in the day. Then, Webex WFO divides the data by the number of service queues that the agent is assigned to. All data is calculated in the interval only.

Webex CC Column	Description
agendId_s	The Webex Contact Center agent's ID.
Actvity Span where currentState_s = "Idle"	The length of time that the agent spent in the Idle state. Format = Milliseconds.
Actvity Span where currentState_s = "Available"	The length of time that the agent spent in the Available state. Format = Milliseconds.
Actvity Span where currentState_s = "on-hold"	The length of time that the agent spent in the Call On Hold state. Format = Milliseconds.
Actvity Span where currentState_s = "WrapUp"	The length of time that the agent spent in the Wrap Up state. Format = Milliseconds.
Actvity Span where currentState_s != "Available"	The length of time that the agent spent in all states that were not Available. Format = Milliseconds.

(Interval Only) Agent Productivity Data by Service Queue

This API request imports historical data associated with each of an agent's service queues for each thirty-minute interval in the day. All data is calculated within the thirty-minute interval only.

Webex CC Column	Description
agendId_s	The agent's ID.
queueId_s	The Webex Contact Center service queue's ID.
Actvity Span where currentState_s = "Connected"	The length of time that the agent's phone was in the Connected state during this interval. Format = Milliseconds.
Actvity Span where currentState_s = "Ringing"	The length of time that the agent's phone was in the Ringing state during this interval. Format = Milliseconds.

(Across Intervals) Agent Productivity Data by Service Queue

This API request imports historical data associated with each of an agent's service queues for each thirty-minute interval in the day. All data is calculated across intervals.

Webex CC Column	Description
agendId_s	The agent's ID.
queueId_s	The Webex Contact Center service queue's ID.
handled_i	The number of calls that were handled.
wrapupDuration_i	The length of time that agents spent talking to contacts that began in this interval. Format = Milliseconds.
holdDuration_l	The length of time that contacts that began in this interval were on hold. Format = Milliseconds.
transferCount_i	The number of calls that the agent transfered.
talkDuration_l	The length of time that the agent spent talking to contacts that began in this interval. Format = Milliseconds.

Real-Time Data

When Webex Contact Center is connected to WFM, an API updates Webex WFO every time an agent's state changes in the Webex Contact Center Agent Desktop. Webex WFO then maps the Webex Contact Center agent state to an equivalent agent state in WFM, allowing supervisors and managers to monitor agent schedule adherence in real time.

The following table summarizes how agent states in the Webex Contact Center Agent Desktop are mapped to agent states in WFM.

Webex CC	Webex WFO
Available	Ready Available
Connected or Talking	Talk
Wrap Up	After Call Work
Call On Hold	Hold
Idle	Not Ready
Ringing	Reserved
N/A	Logged Out (Derived from the isLogout_i column in the Webex Contact Center API response)

IMPORTANT   There is a 255 character limit that applies to the full combination of all the "Not Ready" reason codes you are assigning to an activity when configuring adherence state mapping.