

Connector for WFM applications

Leveraging Your WFM Investments

Mitel® Contact Center Solutions integration for third party Workforce Management (WFM) software is an optional, server side application that works in conjunction with Mitel Contact Center Management. It provides Workforce Management systems with the data required for forecasting, monitoring adherence and compliance to schedules, agent productivity metrics, and automated agent scheduling.

Witness Impact 360 Integration

Includes support for the three Impact 360 interfaces required for automated agent scheduling and real-time schedule adherence:

- **Agent advisor statistics** — historical statistics are delivered daily, in a flat-file format, to the Witness Fusion Exchange integration server.
- **Direct contact statistics** — historical statistics are delivered daily, in a flat-file format, to the Witness Fusion Exchange integration server.
- **Real time schedule adherence** — agent events are delivered as they occur, using network messages, to the Witness Fusion Exchange integration server.

IEX TotalView Integration

Includes support for the IEX TotalView Historical Multimedia interface and Real-Time Adherence interface protocols for automated agent scheduling and real-time schedule adherence:

- **Historical multimedia interface** — Mitel Contact Center Management sends Queue, Agent-queue and Agent System Performance reports to the IEX TotalView server. They are sent in 15- or 30- minute intervals to accommodate call data processing. A fourth report containing agent sign-on/sign-off events, is generated once a day.
- **Real-time adherence interface** — agent events specified by the IEX Real-time adherence interface protocol are delivered, as they occur, using network messages, to the IEX TotalView integration server.

Q-Max Integration

Includes support for the Q-Max generic data collection and agent adherence interface protocols for automated agent scheduling and real-time schedule adherence:

- **Automated Scheduling** — Contact Center Management provides historical data using stored procedures to specific files on the Q-Max server every 15 or 30 minutes. Q-Max periodically reads these files, processes them, and updates the Q-Max Work-Plan with the information.
- **Schedule Adherence** — Contact Center Management communicates with the Q-Max Adherence server over TCP/IP. Contact Center Management opens a listening socket which enables Q-Max servers to receive real-time ACD data.

Who Can Benefit from Workforce Management Integration?

Contact centers that want to:

- Leverage and maximize their existing software investments
- Accurately forecast future business requirements
- Optimize agent scheduling and ensure customer satisfaction
- Readily track agent adherence in real-time

Features

- Integration of Workforce Management applications with Contact Center Solutions
- Enhanced scheduling
- Skill-based scheduling
- Real-time adherence

Benefits

- Supply your Workforce Management software with the information it needs to optimize efficiency
- Use historical data to improve future service level objectives and ensure you have agents ready when you need them
- Schedule the right agents at the right times
- Ensure agents are performing scheduled tasks

Specifications

Contact Center Solutions integration with third-party Workforce Management software is a prairieFyre Professional Services offering with the following requirements:

- Mitel Contact Center Management ,Version 5.x
- Witness Impact 360 Version 7.x OR IEX TotalView Version 3.x OR Q-Max Version 6.x

Contact Information

For more information about Connector for WFM, contact us at 613-599-0045, Option 5

THIS DOCUMENT IS PROVIDED TO YOU FOR INFORMATIONAL PURPOSES ONLY. The information furnished in this document, believed by prairieFyre to be accurate as of the date of its publication, is subject to change without notice. prairieFyre assumes no responsibility for any errors or omissions in this document and shall have no obligation to you as a result of having made this document available to you or based upon the information it contains.

© Copyright 2010, prairieFyre Software Corporation. All Rights Reserved.