## MAXDAT Contact Center Configuration Items

### Business Context Data

Business context data is used to enrich source data with MAXIMUS business meaning. As source data is loaded into MAXDAT, a lookup is done on the natural key of the relevant entity to retrieve the necessary business attributes from the configuration tables. If no match is found, then a record will be created in the configuration table and default values will be set for business attributes.

|  |  |  |
| --- | --- | --- |
| **Entity** | **Table Name** | **Configurable Attribute** |
| WFM Activity Types | CC\_C\_ACTIVITY\_TYPE | Description |
| Category |
| Is Paid Flag |
| Is Available Flag |
| Is Ready Flag |
| Is Absence Flag |
| Effective Date |
| End Date |
| ACD Contact Queues | CC\_C\_CONTACT\_QUEUE | Queue Type |
| Service Percent |
| Service Seconds |
| Unit of Work Name |
| Project Name |
| Program Name |
| Region Name |
| State Name |
| Province Name |
| District Name |
| Country Name |
| Effective Date |
| End Date |
| MAXIMUS Projects | CC\_C\_PROJECT\_CONFIG | Project Name |
| Program Name |
| Region Name |
| State Name |
| Province Name |
| District Name |
| Country Name |
| Effective Date |
| End Date |
| MAXIMUS Units of Work | CC\_C\_UNIT\_OF\_WORK | Unit of Work Name |
| Effective Date |
| End Date |

### Data Filters

Data filters are used to restrict the data loaded into MAXDAT to that which is relevant for the implementation. As data is pulled into the data mart, the ETL process applies the filters at run time by doing a lookup on the CC\_C\_FILTER table based on the appropriate filter type. If the ETL process determines that there is no match between a source data record and the relevant filter value, then that data is not loaded.

|  |  |
| --- | --- |
| **Entity** | **Filter Type** |
| ACD Contact Queue | Queue Number |
| ACD Agent Skill Group | Skill Group Number |
| WFM Agent Group/Organization | Agent Group/Organization Name |

### Generic Data Lookups

The generic data lookup construct provides the ability to enrich source data outside of the context of the pre-defined configuration tables. This generic structure, table CC\_C\_LOOKUP, allows for flexibility to deal with implementation specific needs to associate source data with MAXDAT business data.

|  |  |
| --- | --- |
| **Entity** | **Lookup Type** |
| Blue Pumpkin Agent Organization | Program Name |
| Pipkins Staff Group | Program Name |

### Project Targets

There are two constructs for configuring project targets. The first is a denormalized table, CC\_D\_PROJECT\_TARGETS, that contains corporate standard targets for Agent Efficiency. The second is a normalized table, CC\_D\_PROD\_PLANNING\_TARGET, that allows for a variable set of targets to be defined for a given project.

### ETL Job Schedules

The schedule of the MAXDAT Contact Center jobs is contained in a table, CC\_A\_SCHEDULE. This table contains two configurable attributes, a job type and an execution time. Every hour a master job runs that checks the schedule table and determines whether or not it is time to run one of the job types.

There are two types of schedulable jobs, “load\_production\_planning” and “load\_contact\_center”. The “load\_production\_planning” job type extracts data from the ACD only and loads the production planning actuals fact tables. The “load\_contact\_center” job is the comprehensive MAXDAT Contact Center module job and extracts data from both the ACD and WFM and loads all of the actuals fact tables.

The “load\_contact\_center\_forecast” job type is not presently schedule, but runs on an hourly basis and processes any forecasts that have been uploaded to the application server.

### Deployment Environment Variables

* Database connection
* Application server directory structure
* AMP FTP configuration