## MAXDAT Contact Center Implementation Guide

1. Purpose
2. Analysis & Design Tasks
   1. ETL
      1. ACD
         1. Identify ACD source tables
            1. Identify Agent table
            2. Identify Contact Queue table
            3. Identify Skill Group table
            4. Identify Agent Interval historical data table(s)
            5. Identify Queue Interval historical data table(s)
            6. Identify Interval table
         2. Map ACD staging table fields to source table fields
         3. Review field mapping with ACD SME
         4. Identify proper filter fields
            1. Contact Queue
            2. Skill Group
      2. WFM
         1. Identify WFM source tables
            1. Identify Agent table
            2. Identify Agent Absence table
            3. Identify Agent Activity Type table
            4. Identify Agent Activity historical data table
            5. Identify Agent Supervisor table
            6. Identify Agent Schedule historical data table
         2. Map WFM staging table fields to source table fields
         3. Review field mapping with WFM SME
         4. Identify proper filter fields
            1. Agent Group
         5. Identify proper lookup fields
            1. Agent to Program
      3. MAXDAT
         1. Identify data for configuration tables
            1. CC\_C\_ACTIVITY\_TYPE
            2. CC\_C\_CONTACT\_QUEUE
            3. CC\_C\_FILTER

ACD\_SKILL\_GROUP\_INC – Identifies the skill groups to be extracted.

ACD\_CALL\_TYPE\_ID\_INC – Identifies the contact queues to be extracted.

WFM\_STAFF\_GROUP\_INC – Identifies the Pipkins agent groups to be extracted.

* + - * 1. CC\_C\_LOOKUP

WFM\_ORG\_PROGRAM – Associates Blue Pumpkin agent organizations to MAXDAT programs.

ACD\_SKILLSET\_PROGRAM – Associates ACD skill sets to MAXDAT programs.

ACD\_SKILLSET\_PROJECT – Associates ACD skill sets to MAXDAT projects.

WFM\_GROUP\_PROJECT – Associates Pipkins agent groups to MAXDAT projects.

ACD\_ABDDELAY\_PERIOD – Associates Avaya ABDDELAYx fields to MAXDAT CALLS\_ABANDONED\_PERIOD\_x fields.

ACD\_ANSDELAY\_PERIOD - Associates Avaya ANSDELAYx fields to MAXDAT SPEED\_OF\_ANSWER\_PERIOD\_x fields.

WFM\_GROUP\_PROGRAM – Associates Pipkins agent groups to MAXDAT programs.

* + - * 1. CC\_C\_PROJECT\_CONFIG – Defines the project/program combinations resident within the MAXDAT implementation.
        2. CC\_C\_UNIT\_OF\_WORK – Defines the units of work for association to contact queues and forecast data.
      1. Define temporary landing tables for source data extraction
      2. Determine job schedule
      3. Review ETL framework for necessary changes to facilitate new implementation/set of data sources
  1. Presentation Objects
     1. Determine if out of the box dashboards and reports are sufficient for the project

1. Development Tasks
   1. ETL
      1. Develop and unit test staging transforms
         1. CC\_S\_ACD\_AGENT\_ACTIVITY
         2. CC\_S\_ACD\_INTERVAL
         3. CC\_S\_ACD\_INTERVAL\_PERIOD
         4. CC\_S\_AGENT
         5. CC\_S\_AGENT\_ABSENCE
         6. CC\_S\_AGENT\_SUPERVISOR
         7. CC\_S\_AGENT\_WORK\_DAY
         8. CC\_S\_CALL\_DETAIL
         9. CC\_S\_CONTACT\_QUEUE
         10. CC\_S\_FCST\_INTERVAL
         11. CC\_S\_INTERVAL
         12. CC\_S\_IVR\_INTERVAL
         13. CC\_S\_IVR\_SELF\_SERVICE\_PATH
         14. CC\_S\_IVR\_SELF\_SERVICE\_USAGE
   2. Presentation Objects
      1. Develop and unit test new dashboards and reports
2. Testing Tasks
   1. ETL
      1. Test staging transforms
      2. Test dimensional transforms
      3. End to end testing of jobs
   2. Presentation Objects
      1. Test dashboards and reports
3. Deployment Tasks
   1. ETL
      1. Deploy to DEV
      2. Deploy to UAT
      3. Deploy to PRD
   2. Presentation
      1. Deploy to DEV
      2. Deploy to UAT
      3. Deploy to PRD