The TXEB MAXDAT Contact Center ETL process extracts data from the Cisco Automatic Call Distributor (ACD) Historical Data Server (HDS) and the Blue Pumpkin Workforce Management (WFM) Database for the purpose of collecting data for Agent Efficiency and Production Planning reporting. This process is broken into two separate jobs, one nightly job that extracts Agent Efficiency and Production Planning data from both the ACD and WFM and an intraday job that currently runs four times per day and only extracts Production Planning data from the ACD.

Job Schedule

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| --- | --- |
| Job Type | Execution Time |
| load\_production\_planning | 09:00:00 |
| load\_production\_planning | 13:00:00 |
| load\_production\_planning | 16:00:00 |
| load\_production\_planning | 21:00:00 |
| load\_contact\_center | 03:00:00 |