

Noetica.

Live Monitor API

Version 1.0

Version Control

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Summary

This document describes the web service (WCF) WebSynStatsService that can be used by 3rd party developers to consume Live Monitor data.

Note: Any Noetica API can only be used when authorized by Noetica. Additional training may need to be provided to 3rd party developers who wish to access the Noetica APIs. Contact your account manager or Noetica contact for full details.

API Access and Data Description

The Web Service endpoint is available on any Synthesys application server at the following address: <http://<AppServername>/SynthesysStatistics>. The interface of the function in the API is given by the following:

```
string GetObjectStatistics(string ObjectType, string ObjectName, string SwitchName)
```

This call will return an XML string with various pieces of information about the object in question. The `ObjectType` determines which category of statistics is required and the `ObjectName` specifies which particular details are needed.

Additionally, for Live Monitor Details, there is a function

```
string GetObjectStatistics(string ObjectType, string Where, string Select)
```

The above method can be used to query Live monitor information on a particular team, an outbound campaign/list, or a scripted app.

ObjectType=Synthesys.Team

Use this `ObjectType` to get information concerning team membership.

When this `ObjectType` is used, the `ObjectName` given can be:

1. The **name of a team** (e.g. "SalesTeam1") which will return the statistics for agents in that particular team:

```
<SynthesysStatistics>
  <Object Type="Synthesys.Team" ObjectName="SalesTeam1">
    <AgentsLoggedOn>16</AgentsLoggedOn>
    <AgentsWaiting>0</AgentsWaiting>
    <AgentsUnavailable>1</AgentsUnavailable>
    <AgentsTalking>12</AgentsTalking>
    <AgentsPreviewing>0</AgentsPreviewing>
    <AgentsWrap>2</AgentsWrap>
    <AgentsInboundOnly>1</AgentsInboundOnly>
  </Object>
</SynthesysStatistics>
```

2. A **list of team names** separated by commas (e.g. "SalesTeam1,SalesTeam2") which will return the statistics for these teams individually in the following format:

```

<SynthesysStatistics>
  <Object Type="Synthesys.Team" ObjectName="SalesTeam1">
    <AgentsLoggedOn>16</AgentsLoggedOn>
    <AgentsWaiting>0</AgentsWaiting>
    <AgentsUnavailable>1</AgentsUnavailable>
    <AgentsTalking>12</AgentsTalking>
    <AgentsPreviewing>0</AgentsPreviewing>
    <AgentsWrap>2</AgentsWrap>
    <AgentsInboundOnly>1</AgentsInboundOnly>
  </Object>
  <Object Type="Synthesys.Team" ObjectName="SalesTeam2">
    <AgentsLoggedOn>21</AgentsLoggedOn>
    <AgentsWaiting>1</AgentsWaiting>
    <AgentsUnavailable>4</AgentsUnavailable>
    <AgentsTalking>10</AgentsTalking>
    <AgentsPreviewing>3</AgentsPreviewing>
    <AgentsWrap>0</AgentsWrap>
    <AgentsInboundOnly>3</AgentsInboundOnly>
  </Object>
</SynthesysStatistics>

```

3. A **star** ("*") will give the live monitor statistics for agents for each team in the system:

```

<SynthesysStatistics>
  <Object Type="Synthesys.Team" ObjectName="SalesTeam1">
    <AgentsLoggedOn>16</AgentsLoggedOn>
    <AgentsWaiting>0</AgentsWaiting>
    <AgentsUnavailable>1</AgentsUnavailable>
    <AgentsTalking>12</AgentsTalking>
    <AgentsPreviewing>0</AgentsPreviewing>
    <AgentsWrap>2</AgentsWrap>
    <AgentsInboundOnly>1</AgentsInboundOnly>
  </Object>
  <Object Type="Synthesys.Team" ObjectName="SalesTeam2">
    <AgentsLoggedOn>21</AgentsLoggedOn>
    <AgentsWaiting>1</AgentsWaiting>
    <AgentsUnavailable>4</AgentsUnavailable>
    <AgentsTalking>10</AgentsTalking>
    <AgentsPreviewing>3</AgentsPreviewing>
    <AgentsWrap>0</AgentsWrap>
    <AgentsInboundOnly>3</AgentsInboundOnly>
  </Object>
  <Object Type="Synthesys.Team" ObjectName="Callback1">
    <AgentsLoggedOn>10</AgentsLoggedOn>
    <AgentsWaiting>1</AgentsWaiting>
    <AgentsUnavailable>4</AgentsUnavailable>
    <AgentsTalking>2</AgentsTalking>
    <AgentsPreviewing>1</AgentsPreviewing>
    <AgentsWrap>1</AgentsWrap>
  </Object>

```

```

    <AgentsInboundOnly>1</AgentsInboundOnly>
  </Object>
</SynthesysStatistics>

```

ObjectType=Synthesys.Campaign.OB

Use this ObjectType to get live monitor information based on those agents assigned to a particular outbound campaign/list.

When this ObjectType is used, the ObjectName given can be:

1. The **name of a campaign** (e.g. "Sales1") which will return the statistics for agents assigned to or linked to that script:

```

<SynthesysStatistics>
  <Object Type="Synthesys.Campaign.OB" ObjectName="Sales1">
    <AgentsLoggedOn>10</AgentsLoggedOn>
    <AgentsWaiting>1</AgentsWaiting>

    <AgentsUnavailable>4</AgentsUnavailable>
    <AgentsTalking>2</AgentsTalking>
    <AgentsPreviewing>1</AgentsPreviewing>
    <AgentsWrap>1</AgentsWrap>
    <AgentsInboundOnly>1</AgentsInboundOnly>
  </Object>
</SynthesysStatistics>

```

2. A **list of campaign names** separated by commas (e.g. "Sales1,Sales2") which will return the statistics for these campaigns individually in the following format:

```

<SynthesysStatistics>
  <Object Type="Synthesys.Campaign.OB" ObjectName="Sales1">
    <AgentsLoggedOn>10</AgentsLoggedOn>
    <AgentsWaiting>1</AgentsWaiting>

    <AgentsUnavailable>4</AgentsUnavailable>
    <AgentsTalking>2</AgentsTalking>
    <AgentsPreviewing>1</AgentsPreviewing>
    <AgentsWrap>1</AgentsWrap>
    <AgentsInboundOnly>1</AgentsInboundOnly>
  </Object>
  <Object Type="Synthesys.Campaign.OB" ObjectName="Sales2">
    <AgentsLoggedOn>21</AgentsLoggedOn>
    <AgentsWaiting>1</AgentsWaiting>

    <AgentsUnavailable>4</AgentsUnavailable>
    <AgentsTalking>10</AgentsTalking>
    <AgentsPreviewing>3</AgentsPreviewing>
    <AgentsWrap>0</AgentsWrap>
    <AgentsInboundOnly>3</AgentsInboundOnly>

```

```
</Object>
</SynthesysStatistics>
```

ObjectType=Synthesys.Campaign.IB

This is similar to the Synthesys.Campaign.OB with the ObjectName being set to the name of a script/campaign, and will retrieve statistics concerning these.

Live Monitor Agent Details

This API provides the ability to gather more details information about agents in the system. The caller specifies which subset of agents are to be returned (the 'WHERE' clause) and which details about the agents are to be returned (the 'SELECT' clause).

```
string GetObjectStatistics(string ObjectType, string Where, string
Select)
```

ObjectType="Agent" is the only supported value currently.

Where has the format `"*" , ""` or `"Container=Id"`. If `"*"` or blank, then details on all agents are returned. Otherwise *Container* can be Team, Campaign or List, and the Id should match the corresponding integer Id value in either Phoenix_Campaign (Campaign), Phoenix_OBCampaigns (List) or Phoenix_Team (Team).

Select is a comma separated list of fields. These match the columns available in the "Detailed Agent States" tab of Live Monitor, so for the moment these include the following. All fields are case insensitive, and spaces are removed from the column names found in Live Monitor.

- UserName
- AgentId
- FirstName
- LastName
- Machine
- Switch
- Extension
- Status
- DetailedStatus
- TimeinState
- OBCampaign
- HandledCalls
- FinishedCalls
- TimeLoggedOn
- TotalTalkTime
- AvgTalkTime
- TotalWrapupTime
- AvgWrapupTime
- TotalIdleTime
- AvgIdleTime
- TotalPreviewTime
- AvgPreviewTime
- TotalUnavailableTime

- AvgUnavailableTime

Return Value is an XML string, similar to the following:

```
<SynthesysStatistics>
<Agent>KIM,1041,Kim,Constantine,NEWBLUE,,1602,,InboundOnly,Available,0,0,0
0:07:18.7556594,00:07:12.8648964,00:00:00,00:00:04.7032402,00:14:25.479788
0,00:00:00,00:00:01.2031481,00:00:00,00:00:00,00:00:00,00:00:00,00:00:00,
false,True</Agent>
</SynthesysStatistics>
```

So each agent will have a comma separated list of values, corresponding to the fields requested in the "Select" input parameter, matching in number and position. In the event that any field contains a comma, it will be quoted with double quotes, and double quotes themselves are represented by two double quotes. This format was selected as being simple to parse but more compressed than an XML representation for transmission over the wire.

In the event of a field not being found, then the following will be returned

```
<SynthesysStatistics>
<error>Field "Average Talk Time not found"</error>
</SynthesysStatistics>
```

In the event of a container not being found, then the following will be returned

```
<SynthesysStatistics>
<error>Container Type=Team Id=342 not found</error>
</SynthesysStatistics>
```