



8X8 CONNECTOR DATA FIELDS

Agent

Field Name	Description	Remarks
agent-id	Agent login ID	
agent-name	Agent full name (Firstname Lastname)	
agent-status	Agent current status (in status code)	0: available 1: transaction offered 2: busy 3: post processing 4: on break 5: work offline 9: logged out
agent-media-id	The media type ID of the transaction this agent last processed or currently processing.	0: no media since system start 1: Phone 2: Chat 3: Email 4: Voice Mail
assigned-skill-count	Total number of skill assigned to this agent	



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Field Name	Description	Remarks
day-accepted-count	Total accepted transaction count from beginning of the day	
day-available-time	Total available time from beginning of the day	Data is in seconds
day-avg-processing-time	Average transaction processing time from beginning of the day	Data is in seconds
day-break-time	Total break time from beginning of the day	Data is in seconds
day-login-time	Total login time from beginning of the day	Data is in seconds
day-rejected-count	Total rejected transaction count from beginning of the day	
day-offline-time	Total time of working offline from beginning of the day	Data is in seconds
day-processing-time	Total transaction processing time from beginning of the day	Data is in seconds
day-wrap-up-time	Total transaction wrap up time from beginning of the day	Data is in seconds
enabled-skill-count	Total number of skill enabled to this agent	
group-id	Group ID of the group this agent belong to	
last-login-time	Last login time stamp in UTC seconds.	Value -1 means system has been restarted and no



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Field Name	Description	Remarks
		previous record of the data yet.
phone-line1-status	Current status of phone line 1	Supported status code are: -1: not use 0: idle or at post-processing 1: on hold 2: on mute 3: being offered with transaction 4: monitoring 5: busy
phone-line1-status-time	Status time of the current status of phone line 1	Data is in seconds
phone-line2-status	Current status of phone line 2	Supported status code are: -1: not use 0: being offered with transaction 1: on hold 2: on mute 3: error 4: monitoring 5: busy



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Field Name	Description	Remarks
phone-line2-status-time	Status time of the current status of phone line 2	Data is in seconds
status-code-item-id	Code ID of current status code of this agent	
status-code-item-short-code	Short code of current status code of this agent	
status-code-list-id	Code List ID of the current status code of this agent	
thirty-min-accepted-count	Total accepted transaction count in last 30 minutes	
thirty-min-available-time	Average available time in last 30 minutes	Data is in seconds
thirty-min-avg-handling-time	Average transaction handling time in last 30 minutes	Data is in seconds
thirty-min-break-time	Total break time in last 30 minutes	Data is in seconds
thirty-min-offline-time	Total time of working offline in last 30 minutes	Data is in seconds
thirty-min-processing-time	Total transaction processing time in last 30 minutes	Data is in seconds



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Field Name	Description	Remarks
thirty-min-rejected-count	Total number of transaction rejected by this agent in last 30 minutes	
thirty-min-wrap-up-time	Total transaction wrap up time in last 30 minutes	Data is in seconds
time-in-status	Total time in current status	Data is in seconds

Queue

Field Name	Description	Remarks
agent-count-busy	Agents busy on interactions from this queue and other queues.	Busy state includes agents, who are being offered with a transaction.
agent-count-loggedOut	Agents enabled for this queue, who are logged out.	
agent-count-onBreak	Agents enabled for this queue, who are on break.	
agent-count-postProcess	Agents post processing interactions from this queue and other queues.	
agent-count-waitTransact	Agents available to take interactions from this queue.	
agent-count-workOffline	Agents enabled for this queue, who are working offline.	



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Field Name	Description	Remarks
day-accepted	Total number of accepted transaction from beginning of the day	
day-avg-duration	Average duration among all accepted transaction from beginning of the day	Data is in seconds
day-avg-wait-time	Average wait time among all queued transaction from beginning of the day	Data is in seconds
day-queued	Total number of queued transaction from beginning of the day	
day-sla-activity	SLA activity from beginning of the day	In Percent
assigned-agent-count	Current number of assigned agents to this queue	
enabled-agent-count	Number of agents currently enabled in this queue.	Includes agents enabled by the administrator as well as enabled in the Agent Profile.
longest-wait-time	Duration (sec) of the longest waiting interaction in this queue.	
media-type	Queue type of this queue	Possible data are: phone, chat, vmail, email



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Field Name	Description	Remarks
number-in-offered	Interactions from this queue in the state of alerting agents.	
number-in-progress	Agents busy on interactions from this queue.	The statistics include agents in processing and post processing states.
queue-id	Queue ID of this queue	This is the queue ID displayed on CM queues tab.
queue-name	Queue Name of this queue	
queue-size	Number of interactions waiting in the queue.	Does it include transaction in progress?
sla-activity	Current SLA activity	In percent
sla-target	Target hours for raising SLA	This is the configuration from SLA tab of this queue.
thirty-min-accepted	Total number of accepted transactions in last 30 minutes	
thirty-min-avg-duration	Average duration of accepted transactions in last 30 minutes	Data is in seconds
thirty-min-avg-wait-time	Average wait time of the queued transactions in last 30 minutes	Data is in seconds
thirty-min-longest-wait-time	Longest wait time among the queued transaction in last 30 minutes	Data is in seconds



Field Name	Description	Remarks
thirty-min-queued	Total number of queued transactions in last 30 minutes	
thirty-min-sla-activity	SLA activity in last 30 minutes	In percent. Value -1 means no SLA activity available.

Response Codes

200	OK	Request was successful
400	Bad request	The syntax of the request was wrong
403	Forbidden	The request was not allowed, usually due to incorrect authentication
404	Not found	The requested resource was not found
500	Internal error	The server encountered an unexpected condition which prevented it from fulfilling the request
503	Server busy	The server is currently unable to handle the request due to temporary overloading