



WFM Adapter

Pricing, Billing, and Orders

Contact Center: Microsoft D365 Customer Service Workspace

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1 Product description

The WFM Adapter compiles relevant call center information from your Microsoft D365 environment to provide you with reports on agent, queue activities (historical feed) and near real time agent status updates (RTA feed) to support WFM system forecasting and intra-day management processes. Options are available to configure which data is collected, how often, and how it is delivered.

The WFM Adapter supports connections to NICE, Alvaria, Calabrio ONE, and Verint WFM systems. It is a fully supported and productized solution which follows the roadmaps of the WFM vendors and Microsoft as they evolve.

1.1 Microsoft D365 requirements

The following D365 settings and features are mandatory for the WFM Adapter to function:

- Unified Routing enabled in D365
- Customer Service Workspace

2 Buying the Adapter

Each WFM Adapter purchase is comprised of one-time service package, and a subscription for the licenses. Our service team will engage after both items are procured.

Refer [Packages](#) and [Subscription](#) sections for details.

3 Packages

Clients must purchase a Base Install package which provides all core implementation required for 1 media type with services to support the configuration, testing, a single production deployment of the adapter, and knowledge transfer of the solution.

Additional packages are available as add-on packages to the Base Install package for additional media types, sandboxes or WFM integrations.

Note: WFM Adapter implementation packages are a one-time charge.

3.1 Base Install package

Description: WFM Adapter deployment includes project services to integrate one Customer Service Workspace media (Voice, Chat, or SMS) with Alvaria, NICE, Verint or Calabrio ONE WFM solution. The package includes implementation in 1 D365 Sandbox and 1 production org with integration to a single instance of a WFM solution.

Price: \$12,900 USD one-time charge.

Deliverables:

- Installation of the WFM Adapter package in one sandbox and one production org.
- Configuration of the WFM Adapter to send the required data and metric calculations to the WFM solution.
- Conduct end-to-end System Testing based on TTEC standard test cases. Validation of WFM Adapter historical reports data and real-time agent states through variety of interaction handling scenarios.
- Support User Acceptance Testing over 5 days.
- Defect Triage and resolution.
- Provide guidance for production deployment planning and participate in cutover to the WFM Adapter solution.
- Provide post deployment support for 5 days after production rollout.
- Review Adapter as-built configuration. Review the common WFM adapter configuration updates required as new queue or agent changes are made to the contact center system.

3.2 Additional Media type package

Description: Implementation (configuration, testing, and deployment) to add second media type on top of the Base Install package. This would support Voice, Chat, or SMS.

Price: \$1,900 USD one-time charge.

Important: Cannot be purchased without a Base Install package; however, multiple Additional Media Type packages may be purchased.

Deliverables:

- Provides the incremental support needed to implement 1 additional media type.

- Support User Acceptance Testing combined with Base Install.
- Provide post deployment support combined with Base Install.

3.3 Additional D365 Sandbox package

Description: Implementation to add WFM adapter for every additional D365 sandbox apart from the one included in the base install deployment.

Important: This package includes Unit testing only.

Price: \$2,400 USD one-time charge.

Deliverables:

- Installation of the WFM Adapter package in one additional sandbox.

3.4 Additional WFM solution integration package

Description: This add-on includes WFM Adapter integration with a second WFM instance such as a lab solution.

Price: \$1,300 USD one-time charge.

Deliverables:

- Connect the WFM Adapter to one additional WFM environment for the same WFM vendor (i.e., test WFM environment).

4 Subscription

WFM Adapter, Named

Subscription Price: \$8.00 USD/named agent/month

Note: A Base Install package is also required which covers best practices for setup, configuration, and testing of the WFM Adapter configuration with the external WFM system. WFM Adapter Implementation packages are a one-time charge.

5 FAQs

Do you offer free trials?

No, we do not offer free trials today.

How are TTEC Digital professional services hours tracked?

Services are provided as Fixed Fee and charged as a lump sum one-time payment. Under this type of engagement, the TTEC Digital professional services team will not report on hours consumed.

What is the support model for the WFM Adapter?

TTEC Digital Support provides global support for the WFM Adapter. Subscribed customers receive access to TTEC Digital Support 24 hours a day, 7 days a week.

What if I have Genesys Cloud and Salesforce and want to feed both into WFM?

TTEC Digital offers WFM adapters for both Genesys Cloud and Salesforce platforms and can support the end customer in providing a WFM feed from both or either. The two platforms are independent from the Microsoft D365 in terms of how the WFM adapter is purchased and commercially viable. These are handled through the respective marketplace listings and associated commercial process. The WFM vendor will simply configure an ACD for each platform to process the data feeds from the WFM adapter.

Please refer to the marketplace listing for the applicable product:

- [Genesys Cloud AppFoundry listing](#)
- [Salesforce AppExchange listing](#)

6 Next steps

6.1 Implementation timeline

After receiving the order subscription notice, it may take up to 1 week to have TTEC resources assigned to the project. Implementation usually takes approximately 3 weeks.

6.2 Contacts for more information

Company	Area of expertise	Contact
TTEC Digital	Pre-sales including demonstrations	https://ttecdigital.com/contact
	Product Support	
	General Questions	
	Partnership	Rosa La (rla@avtex.com)
	Company website	https://www.ttec.com/digital-cx-technology

Revision history

Date	Revised by	Description
January 20, 2023	Swathi Nerella	Creation of the document.