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# Genesys Engage cloud Workforce Management 8.5.1 Guide

What-If Window

# What-If Window

## Important

This content may not be the latest Genesys Engage cloud content. To find the latest content, go to [Workforce Management in Genesys Engage cloud](#).

Use the What-If window to **immediately analyze** how changes in some statistics would affect other factors.

To open the What-If window:

1. Select an activity in the **Performance Intra-Day** module.
2. Select a timestep in the data grid.
3. Click the **What if** button on the **Actions** toolbar.

Once the window is open, you can change certain values shown in the window to perform what-if calculations.

Statistics presented in the **What-If** window are as follows (these statistics are present in all views, and are fully described [in the Performance overview](#)):

- Interaction Volume
- AHT
- Abandoned Interactions
- Service Level
- Deferred Service Level
- Actual Queue
- ASA
- Coverage
- Required Staffing
- Variance
- Headcount

Interaction volume	
	Initial value is the forecasted interaction volume taken from <b>Master Forecast</b> . Enter a value greater than zero.

<b>AHT (Average Handle Time)</b>	Initial value is the forecasted AHT taken from <b>Master Forecast</b> . Enter a value greater than zero.
<b>Abandoned Interactions (percentage)</b>	Initial value is the scheduled abandoned calls percentage. Enter a value greater than 0 and less than 100. If you do not enter a value, the abandoned calls percentage is not included in the what-if calculation.
<b>Service level (percentage)</b>	Initial value is the scheduled service level percentage. Enter a value greater than 0 and less than 100. If you do not enter a value, service level is not included in the what-if calculation.
<b>ASA (Average Speed of Answer)</b>	Initial value is the scheduled average speed of answer. Enter a value greater than zero. If you do not enter a value, ASA is not included in the what-if calculation.
<b>Coverage (formerly Scheduled Staffing)</b>	Initial value is the scheduled coverage. Enter a value greater than zero.
<b>Service time (sec)</b>	Taken from Master Forecast. Configured in <b>Staffing Build Wizard</b> .
<b>Average time to abandon (sec)</b>	Taken from Master Forecast. Configured in <b>Staffing Build Wizard</b> .
<b>Indirectly Occupied Time (%)</b>	Taken from Master Forecast. Configured in <b>Staffing Build Wizard</b> .
<b>Maximum Occupancy (%)</b>	Taken from Master Forecast. Configured in <b>Staffing Build Wizard</b> .

The window also shows the following parameters from your forecast, if a forecast has been built (otherwise, these indicators are empty):

- Service time
- Average time to abandon
- Indirectly occupied time
- Maximum occupancy

To calculate what-if scenarios, you must have the following:

- Published forecast values for interaction volume and AHT (which initialize the window's first two fields), abandonment, service level, ASA, indirectly occupied time, and maximum occupancy.
- A published schedule that allows staffing suitability calculations. (This initializes the window's Coverage field.)

## Calculating What-If Scenarios

You can calculate what-if scenarios for the group of service-level statistics (Abandoned calls, Service level, and Average speed of answer), or for the coverage level.

### Calculating Abandoned Calls, Service Level, and Average Speed of Answer

1. Enter values into the **Interaction volume** and **AHT** text boxes.
2. Enter values into the **Coverage** text box.  
For successful calculations, enter values in all of these text boxes.
3. Click the **Calculate** button next to the **Service level** text box.

The window shows the expected impact of your changes on the Abandoned calls, Service level, and ASA. If a box is empty, there is no data for the appropriate statistic for that timestep.

### Calculating Coverage Scenarios

1. Enter values into the **Interaction volume** and/or **AHT** text boxes.
2. Enter values into the **Abandoned calls**, **Service level**, and/or **ASA** text boxes. For successful calculations, enter a value in at least one of these text boxes.
3. Click the **Calculate** button next to the **Coverage** text box.

The window shows the expected impact of your changes on the Coverage.

### Closing the What-If Window

When you have completed your calculations, click **Close**.