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# Workforce Management Administrator's Guide

Monitoring Workforce Performance and Adherence

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# Monitoring Workforce Performance and Adherence

Workforce Management (WFM) provides the tools, described in this topic, to help you can monitor the performance and adherence in your workforce environment. You can generate Performance and Adherence reports, enabling you to analyze data and spot trends that might be developing over time. These reports and many others provided by WFM, are described in this topic. See the following sections:

- [Performance](#)
- [Adherence](#)
- [Reports](#)

## Performance

The Performance modules compare the forecast and schedule to what is actually happening in the contact center. WFM shows intra-day statistics, such as interaction volume, average handling time (AHT), agents logged in, service level, average speed of answer (ASA), and abandons, and compares them to the planned values.

Intra-day contact-center performance data is displayed in an informative and easy-to-read format, enabling efficient performance monitoring and quick response to unanticipated interaction flow or agent-staffing situations.

WFM also provides a “what-if” calculator as an aid to decision making. You can enter new values for staffing, interaction volume, and/or other performance statistics into the What - If window. The what-if calculator then supplies the results to be expected if the values change as you project.

## Adherence

Workforce Management provides real-time agent-adherence data, which compares the current agent status to the scheduled status.

Agents who are not adhering to their schedules (within user-defined thresholds) are highlighted in yellow if they are nonadherent or in red if they are severely nonadherent. WFM also displays the amount of time, in minutes, that the agent’s current status has differed from the scheduled status. This running total is continually updated.

## Using Reason Codes

WFM enables you to enter reason (aux) codes when you configure agent-adherence rules. The reason codes are linked to Genesys Agent States and add additional details to the state information. The

Genesys state + reason code combination is mapped to WFM Scheduled State Groups and is displayed in Adherence views.

### Important

When you filter on user-defined reason codes in the Adherence Filter dialog, the reason code that you specify must not contain any spaces within or at the end of the key value.

For example, an agent might signal that she is in a NotReady state. By adding a reason code, she can specify that she is doing after-call work or answering email. This detailed information then appears in the WFM Web Adherence Details view and agent-adherence reports.

### Important

To use reason codes, your switch must support them. See your T-Server documentation to find out whether your switch can include reason codes when it sends Genesys TEvents.

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## Reports

WFM Web for Supervisors provides access to a variety of reports that are designed to present key contact-center data in a flexible and accessible format. The report types are:

- Configuration Reports—Contain information about work activity configuration.
- Policies Reports—Contain information about agents, contracts, shifts, and rotating patterns.
- Calendar Reports—Contain information about time off and agent calendar items.
- Forecast Reports—Display forecast interaction volumes, AHT, and staffing requirements in tabular and graph formats.
- Schedule Reports—Display schedule data for agents, activities, teams, sites, multi-site activities, and business units at various granularities. Also present budget information and schedule validation warnings and errors.
- Performance Reports—Contain various types of contact-center performance statistics in detailed and summary formats.
- Adherence Reports—Contain agent-adherence information for agents, teams, sites, business units, and the enterprise.
- Audit Reports—Contain information that enables you to audit a history of changes made within the Calendar subsystem and a history of changes made to the Master Schedule.

For more information about Workforce Management report data and other metrics, see [Workforce Management Metrics](#)

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