Workforce Management Administrator's Guide

Performance and Adherence Monitoring

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Performance and Adherence Monitoring

This topic provides information that you should consider when planning your performance and adherence monitoring for your contact center. See:

- About Performance Monitoring
- About Adherence Monitoring

About Performance Monitoring

The *Performance* module of WFM Web for Supervisors enables you to view how closely your service objectives are being met at the site, business unit, and activity level. You can also configure alerts to appear when service objective statistics fall outside of an acceptable range. You need to consider what your target service objectives are. To help you determine the most effective way to resolve unacceptable performance, the Performance module includes What-If capabilities, where you can see the potential effect of changing some parameter in your environment.

The table below lists the statistics shown on the `Performance > Intra-Day` view and explains how each is calculated. For more information about how to configure statistics, see Locating Preconfigured Stat Server Statistics in Configuration Manager and the "Activities" section in Workforce Management Configuration Utility Help.

Statistic	Definition
Interaction Volume—Forecast	Taken from the Master Forecast Interaction Volume. For sites, business units, and the enterprise, this is the sum of the associated local activities.
Interaction Volume—Actual	The Interaction Volume collected by WFM Data Aggregator. The specifics of the statistic being monitored is determined by the Interaction Volume statistic defined for this activity in the WFM Configuration Utility. For sites, business units, and the enterprise, this is the sum of the associated local activities.
AHT—Forecast	Taken from the Master Forecast AHT. For sites, business units, and the enterprise, this is the weighted average of the associated local activities (weighted by the corresponding forecast interaction volumes).
AHT—Actual	The AHT collected by WFM Data Aggregator. The specifics of the statistic being monitored is determined by the AHT statistic defined for this activity in the WFM Configuration Utility. For sites, business units, and the enterprise, this is the weighted average of the associated local activities (weighted by the corresponding actual handled interaction volumes).

Statistic	Definition
Abandoned-Calls Percentage—Scheduled	The percentage of calls that would be expected to be abandoned with the number of scheduled agents working, assuming that the forecast IV and AHT are correct. For sites, business units, and the enterprise, this is the sum of the associated local activities (weighted by the corresponding forecast interaction volumes).
Abandoned-Calls Percentage—Required	The percentage of calls that would be expected to be abandoned with the number of required agents working, assuming that the forecast IV and AHT are correct. For sites, business units, and the enterprise, this is the sum of the associated local activities (weighted by the corresponding forecast interaction volumes).
Abandoned-Calls Percentage—Actual	The actual number of abandoned calls as collected by WFM Data Aggregator. The specifics of the statistic being monitored is determined by the Abandoned Calls Percentage statistic defined for this activity in the WFM Configuration Utility. For sites, business units, and the enterprise, this is the sum of the associated local activities (weighted by the corresponding actual interaction volumes).
Service-Level Percentage—Scheduled	The Service Level that would be expected if the scheduled number of agents are working, assuming that the forecast IV and AHT are correct. This calculation is based on the Service-Level objectives defined when you built the Staffing forecast. If you did not define these objectives, this value is not calculated. For sites, business units, and the enterprise, this is the weighted average of the associated local activities (weighted by the corresponding forecast interaction volumes).
Service-Level Percentage—Required	The Service Level that would be expected if the required number of agents are working, assuming that the forecast IV and AHT are correct. This calculation is based on the Service-Level objectives defined when you built the Staffing forecast. If you did not define these objectives, this value is not calculated. For sites, business units, and the enterprise, this is the weighted average of the associated local activities (weighted by the corresponding forecast interaction volumes).
Service-Level Percentage—Actual	The actual Service-Level percentage collected by WFM Data Aggregator. The specifics of the statistic being monitored is determined by the `Service Level Percentage` statistic defined for this activity in the WFM Configuration Utility. For sites, business units, and the enterprise, this is the weighted average of the associated local activities (weighted by the corresponding actual distributed interaction volumes).
ASA—Scheduled	The ASA that would be expected with the number of scheduled agents, assuming that the forecast IV

Statistic	Definition
	and AHT are correct. For sites, business units, and the enterprise, this is the weighted average of the associated local activities (weighted by the corresponding forecast interaction volumes).
ASA—Required	The ASA that would be expect with the number of required agents, assuming that the forecast IV and AHT are correct. For sites, business units, and the enterprise, this is the weighted average of the associated local activities (weighted by the corresponding forecast interaction volumes).
ASA—Actual	The ASA collected by WFM Data Aggregator. The specifics of the statistic being monitored is determined by the ASA statistic defined for this activity in the WFM Configuration Utility. For sites, business units, and the enterprise, this is the weighted average of the associated local activities (weighted by the corresponding actual interaction volumes).
Staffing—Scheduled	The number of agents per timestep for each activity. Taken from the Master Schedule. In a multi-skill environment, an agent may be available for multiple activities but will only be scheduled for one activity in any timestep. If an agent is scheduled to work only part of a time interval, only the fraction of the time period during which she or he works is counted. Therefore, the value for staffing may be expressed as a fraction. For example, if an agent is scheduled to work for 10 minutes of a 15–minute timestep, she is counted as 2/3 (or .667) of an agent.
Staffing—Required	Required number of agents per timestep scheduled for each activity. Taken from the Master Forecast.
Variance—Scheduled Staffing Difference	The value obtained by subtracting the scheduled number of agents working during a timestep from the optimal staffing for that timestep. *Optimal staffing* is a calculation based on actual interaction volume, actual AHT, and the service objectives specified in the forecast. This value is not displayed but is used in calculating Variance values.
Variance—Required Staffing Difference	The value obtained by subtracting the required number of agents working during a timestep from the optimal staffing for that timestep. *Optimal staffing* is a calculation based on actual interaction volume, actual AHT, and the service objectives specified in the forecast. This value is not displayed but is used in calculating Variance values.
Number Of Agents—Scheduled	The number of agents scheduled for each timestep. Multi-skilled agents are counted once for each activity they can potentially work on for each timestep. If a multi-skilled agent has the skills to work on two activities that are both open during a

Statistic	Definition
	particular timestep, she or he is counted twice. As a result, in a multi-skilled environment the total number of agents for a timestep may be larger than the total number of agents.
Number Of Agents—Actual	The actual number of agents working on an activity during each timestep. This value may be a fraction because an agent may work on the activity for only part of a timestep.

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About Adherence Monitoring

WFM Adherence monitors real-time agent status using statistical information that Data Aggregator draws from Stat Server. Agent adherence to schedule states is evaluated based on user-defined adherence thresholds. To enable Adherence features such as real-time monitoring, you must configure Stat Server and WFM Data Aggregator to collect and store the appropriate interaction information.

For a detailed explanation of the setup required for accurate adherence monitoring, see Configuring Stat Server Statistics.