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Workforce Management Administrator's Guide

WFM Metrics

12/19/2025

Contents

- 1 WFM Metrics
 - 1.1 Schedule Summary Report
 - 1.2 Contact Center Performance Report
 - 1.3 Agent Adherence Report
 - 1.4 End Notes

WFM Metrics

Find everything you need to know about Workforce Management (WFM) metrics, by clicking on these topic links.

[Schedule Summary Report](#)

[Contact Center Performance Report](#)

[Agent Adherence Report](#)

[End Notes](#)

Tip

A period in these metrics refers to the specific granularity of the report being run. For *Intra-day* granularity a period is 15 minutes; for *Daily* granularity a period is 1 day; and so on.