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Workforce Management Administrator's Guide

WFM Metrics

5/8/2025

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.