



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

# Workforce Management Web for Supervisors Help

Adherence Per-Channel

# Adherence Per-Channel

If agents in a specific site perform work on multiple media channels, you can view real-time states, schedule states, and adherence sub-statuses for each channel separately. The optional columns **Duration of Non-adherence** and **Channels** display time interval and name of channels, on which a particular agent is not adherent. An agent could be non-adherent on more than one channel at any given moment. If an agent is adherent, the **Channels** column on the aggregated level is empty.

## Displaying Real-Time Adherence Per-Channel

To view the multi-channel adherence details for a specific agent in the **Adherence Details** view, click the arrow in the first column of that row to expand it. The expanded rows contains information about the selected agent for each channel and the aggregated adherence.

In the [figure](#) below (click to enlarge it), agent 1213 is working on more than one channel and the row is expanded to show the duration of non-adherence for each channel.

The aggregated state is displayed in the first row and, depending on the schedule state group configuration, might also be the only row. The dialog displays all channels, whether adherent or not. When the dialog is opened, the data refreshes when the main Adherence Details view refreshes.

First Name	Last Name	Team	Scheduled State Groups	Current State	Duration of Non-ad...	Channels
1214	1214	Team112	Immediate Work	WaitForNextCall	0:09:39	Phone1
1205	1205	Team111	Immediate Work, Im...	WaitForNextCall	0:09:39	Phone1, Phone2
1204	1204	Team111	Shift Items/Meals	WaitForNextCall	0:09:39	
1203	1203	Team111	Exception Types	WaitForNextCall	0:09:39	Chat
1202	1202	Team111	Shift Items/Meals	WaitForNextCall	0:09:39	
1201	1201	Team111	No Activity	WaitForNextCall	0:09:39	No activity
1215	1215	Team112	No Activity	WaitForNextCall	0:07:36	No activity
1213	1213	Team112	Immediate Work, Im...	WaitForNextCall	0:07:36	Phone1, Phone2
1212	1212	Team112	Immediate Work, Im...	WaitForNextCall	0:07:36	Phone1, Phone2

**Figure:** Multi-Channel Adherence Details