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Workforce Management Web for Supervisors Help

Contact Center Performance Graphs Report

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Contact Center Performance Graphs Report

To create a Contact Center Performance Graphs Report:

1. On the **Reports** tab, select **Performance Reports** from the Views menu.
2. Select **Contact Center Performance Graphs Report** from the list in the Objects pane.
The Reports Wizard's first screen, **Header**, appears.
3. To print a header on the report, select **Show Header** and type your header text into the text box. Then (whether you entered a header or not) click **Next**.
4. On the **Date Range** screen:
 - a. Select a Granularity and a corresponding **Start Date and End Date**. (Your Granularity selection may **restrict** your Date selections.)
 - b. Select a time zone.
 - c. Click **Next**.
5. On the **Data** screen, select the activities that you want to include in the report's data.
You can expand business units to display their sites, and expand sites to display their activities. You can select any combination of activities from multiple sites.
6. Click **Next**.
7. On the **Performance Data Types** screen, select the Data Types (statistics) that you want to include.
8. Click **Finish**.
The report appears in the **Report Viewer**.

Understanding the Contact Center Performance Graphs Report

In addition to actual and scheduled data, the Contact Center Performance Graphs Report now includes forecast-related data. You can select the granularity (**15**, **30** or **60**) and select **Calculated** or **Required** forecast values.

Site [header]	The site's name and time zone.
Activity [header]	The report is organized by activity.
Date or Date Period [header]	The date or date period that you selected in the Reports Wizard.
Planned/Actual [legend]	Indicates how the report displays forecasted and actual data.
Graph Type	The graph's vertical axis identifies the displayed statistic (Interaction Volumes, Average Handling Time, or Number of Agents), and labels its units.
Timestep / Day / Week of / Month / X Weeks of	The graph's horizontal axis labels the time period covered by each of the graph's bars. The periods depend on the granularity that you selected in the

	wizard.
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