Workforce Management Administrator's Guide

Contact Center Performance Reporting Metrics

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Contact Center Performance Reporting Metrics

In this topic, find information about the Workforce Management Contact Center Performance reporting metrics. Click any link in the Contents to go directly to a specific metric.

• Abandon Factor – Actual • Abandon Factor – Scheduled • Abandoned Interactions Percentage – Scheduled • Abandoned Interactions Percentage – Actual	• AHT – Actual • AHT – Difference • AHT – Forecasted • AHT – Percentage	• ASA – Actual • ASA – Scheduled	• Coverage – Difference • Coverage – Optimal • Coverage – Percentage • Coverage – Scheduled
• Interaction Volume – Actual • Interaction Volume – Difference • Interaction Volume – Forecasted • Interaction Volume – Percentage	• Number of Agents – Actual • Number of Agents – Difference • Number of Agents – Percentage of Difference • Number of Agents – Scheduled	• Service Level – Actual • Service Level – Scheduled	

> **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.

See Other Metrics Topics:

- Schedule Summary Report Metrics
- Agent Adherence Report Metrics
- Endnotes (for Metrics)

> **Important**
>
> The *Difference* calculation is controlled by the `WFM Web Application` option `RevertDiffCalculation` in Genesys Administrator.

> false (default): *Scheduled* or *Forecasted* minus *Actual*
> true: Actual minus *Scheduled* or *Forecasted*
>
> This document uses the default value.

Coverage – Scheduled

The actual amount of time that an agent should count toward coverage of the work in this time period. If an agent is multi-skilled and is scheduled for multiple activities during a given period, he may count fractional amounts of time toward the coverage of each activity (for example, 0.5 toward each of two activities for which he is scheduled).

If an agent has something other than activity work scheduled for part of a period, that will be subtracted from the amount of time counted toward the coverage of that activity work. For example, an agent who is scheduled for an activity for a given 15-minute timestep, but who has a break for the first five minutes of that timestep, would count as 0.67 toward the coverage of that activity for that period.

How the Total / Average Is Calculated

This figure is in FTEs. For the calculation, see Endnote 1.

The value in the totals/averages row at the top of this view (or at the bottom of the report) is calculated as follows:

1. WFM calculates the sum of the agents who are covering this activity within each timestep during the day.
2. The value calculated in Step 1 is multiplied by 15 minutes in order to get the total time of activity work.
3. The value calculated in Step 2 is divided by the value set for `Paid Hours a Day`, which was entered while building the staffing forecast for this activity.

Coverage – Optimal

The coverage that would have been required in order to meet the original service objectives, based on the actual IV and AHT.

Coverage – Difference

Coverage – Optimal minus Coverage – Scheduled.

Coverage – Percentage

$$\frac{\text{Coverage – Optimal}}{\text{Coverage – Optimal minus Coverage – Scheduled}}$$

in concept: Optimal / (Optimal – Scheduled)

Number of Agents – Scheduled

The number of agents scheduled for this period, also known as *headcount*.

How the Total / Average is Calculated

A simple average of the number of timesteps when the activity is open. If the activity is only open for a portion of the day and this report is run for an intra-day period, the average is calculated using open timesteps only.

Number of Agents – Actual

The number of agents who were actually adherent during this period, also known as *headcount*.

How the Total / Average is Calculated

A simple average of the number of time steps when agents were logged in.

$\Sigma\ (Agents_i)$ / Number of time steps

Where

$Agents_i$ is the number of agents logged in (as reported by Stat Server) during $timestep_i$

Number of Agents – Difference

Number of Agents – Scheduled minus Number of Agents – Actual.

Number of Agents – Percentage of Difference

$$\frac{\text{(Number of Agents – Scheduled minus Number of Agents – Actual)}}{\text{Number of Agents – Scheduled}}$$

in concept: (Scheduled – Actual) / Scheduled

Interaction Volume – Forecasted

The number of interactions forecasted for this period (taken directly from the Master Forecast).

How the Total / Average is Calculated

This Sum is spread across the entire report time range.

Interaction Volume – Actual

The number of interactions actually received. The exact nature of this metric will depend on what Stat Server statistic is configured for Interaction Volume.

For example, for voice interactions, normally this is based on Number of Calls Entered.

How the Total / Average is Calculated

The sum is of Interaction Volume for each time step within the report time range.

$\Sigma\ (IV_i)$

Where:

IV_i is the Interaction Volume recorded by Stat Server during $timestep_i$

Interaction Volume – Difference

Interaction Volume – Forecasted minus Interaction Volume – Actual.

Interaction Volume – Percentage

$$\frac{\text{(Interaction Volume – Forecasted minus Interaction Volume – Actual)}}{\text{Interaction Volume – Forecasted}}$$

in concept: (Forecasted - Actual) / Forecasted

AHT – Forecasted

Forecasted Average Handling Time for this period (taken directly from the Master Forecast)

How the Total / Average is Calculated

A weighted average, weighted by Forecasted IV:

$$\text{AVG AHT Forecasted} = \Sigma\ (\textit{Forecasted AHT}_i * \textit{Forecasted IV}_i) \ /\ \Sigma\ (\textit{Forecasted IV}_i)$$

Where:

$\textit{Forecasted AHT}_i$ = Forecasted Average Handling Time for $\textit{timestep}_i$
$\textit{Forecasted IV}_i$ = Forecasted Interaction Volume for $\textit{timestep}_i$
$\textit{timestep}_i$ = timestep number over the open hours

AHT – Actual

Actual Average Handling Time for calls handled during this period. This metric is based on what Stat Server statistics are configured for Total Handle Time and Number of Calls Handled.

How the Total / Average is Calculated

A weighted average, weighted by Number of Calls Handled:

$$\Sigma\ (\textit{AHT}_i * \textit{CallsHandled}_i) \ /\ \Sigma\ (\textit{CallsHandled}_i)$$

Where:

$\textit{AHT}_i$ = AHT recorded by Stat Server for $\textit{timestep}_i$
$\textit{CallsHandled}_i$ = Number of interactions handled during timestep_i as recorded by Stat Server.

AHT – Difference

AHT – Forecasted minus AHT – Actual.

AHT – Percentage

$$\frac{\text{(AHT – Forecasted minus AHT – Actual)}}{\text{AHT – Forecasted}}$$

in concept: (Forecasted - Actual) / Forecasted

Service Level – Scheduled

The Service Level that was scheduled to be achieved, based on the scheduled number of agents.

How the Total / Average is Calculated

A weighted average, weighted by Forecasted IV:

$$\text{AVG SL Scheduled} = \Sigma\ (Scheduled\ SL_i * Forecasted\ IV_i) / \Sigma\ (Forecasted\ IV_i)$$

Where:

$Scheduled\ SL_i$ = Calculated Service Level based on the number of scheduled agents for $timestep_i$
$Forecasted\ IV_i$ = Forecasted Interaction Volume for $timestep_i$
$timestep_i$ = timestep number over the open hours

Service Level – Actual

The Service Level that was actually achieved. This metric is based on what Stat Server statistics are configured for Service Factor, Number of Calls Distributed, Average Speed of Answer, and Time Range.

How the Total / Average is Calculated

A weighted average, weighted by Number of Calls Distributed:

$$\Sigma\ (SFi * CallsDistributed_i) / \Sigma\ (CallsDistributed_i)$$

Where:

SF_i= Service Factor recorded by Stat Server for $timestep_i$
$CallsDistributed_i$= Number of calls distributed during $timestep_i$ as recorded by Stat Server.

(This value does not appear in the report but is recorded by Stat Server. For more details, see Endnote 2.)

ASA – Scheduled

The Average Speed of Answer that was scheduled to be achieved, based on the scheduled number of agents. Calculated by using the *inverse* of the WFM's staffing forecast algorithm.

WFM uses a *modified Erlang* algorithm to derive Calculated Staffing, based on the IV, AHT, and service objectives such as ASA that were stated when building the forecast. Therefore, to calculated the Scheduled ASA it uses that formula *in reverse*.

How the Total / Average is Calculated

A weighted average, weighted by Forecasted IV:

$$\text{AVG ASA Scheduled} = \Sigma\ (Scheduled\ ASA_i * Forecasted\ IV_i) / \Sigma\ (Forecasted\ IV_i)$$

Where:

$Scheduled\ ASA_i$ = Calculated ASA based on the number of scheduled agents for $timestep_i$
$Forecasted\ IV_i$ = Forecasted Interaction Volume for $timestep_i$
$timestep_i$ = timestep number over the open hours

ASA – Actual

The Average Speed of Answer that was actually achieved. This metric is based on what Stat Server statistics are configured for ASA.

How the Total / Average is Calculated

A weighted average, weighted by Number of Calls Distributed:

$$\Sigma\ (ASA_i \times CallsDistributed_i) / \Sigma\ (CallsDistributed_i)$$

Where:

ASA_i = Average Speed of Answer for $timestep_i$ as recorded by Stat Server
$CallsDistributed_i$ = Number of calls distributed during $timestep_i$ as recorded by Stat Server

Abandons Factor – Scheduled

The expected number of abandoned interactions based on the scheduled number of agents. Calculated by using the *inverse* of the WFM's staffing forecast algorithm.

WFM uses a *modified Erlang* algorithm to derive Calculated Staffing, based on the IV, AHT, and service objectives such as Abandonment percentage that were stated when building the forecast. Therefore, to calculate the Scheduled Abandons, WFM uses that formula *in reverse*.

How the Total / Average is Calculated

A weighted average, weighted by Forecasted IV:

$$\text{AVG AF Scheduled} = \Sigma\ (Scheduled\ AF_i * Forecasted\ IV_i) / \Sigma\ (Forecasted\ IV_i)$$

Where:

$Scheduled\ AF_i$ = Calculated Abandon Factor based on the number of scheduled agents for $timestep_i$
$Forecasted\ IV_i$ = Forecasted Interaction Volume for $timestep_i$
$timestep_i$ = timestep number over the open hours

Abandons Factor – Actual

The actual number of abandoned interactions during a specific period, based on which Stat Server statistics are configured for Abandoned Interactions.

How the Total / Average is Calculated

A weighted average, weighted by Number of Calls Distributed:

$\Sigma\ (Abandons_i * CallsDistributed_i) / \Sigma\ (CallsDistributed_i)$

Where:

$Abandons_i$ = Number of calls abandoned during $timestep_i$ as recorded by Stat Server
$CallsDistributed_i$ = Number of calls distributed during $timestep_i$, as recorded by Stat Server

Abandoned Interactions Percentage – Scheduled

The scheduled abandoned interactions percentage value calculated by WFM based on Abandons Factor Scheduled and Interaction Volume Forecasted in that timestep.

How the Total / Average is Calculated

A weighted average, weighted by Number of Forecasted Interaction Volume:

$\Sigma\ (Abandons_i * IV_i) / \Sigma\ (IV_i)$

Where:

$Abandons_i$ = Scheduled abandoned interactions percentage value during $timestep_i$.
$Actual\ IV_i$ = Number of Forecasted Interaction Volume for $timestep_i$.

Abandoned Interactions Percentage – Actual

The actual abandoned interactions percentage value calculated by WFM based on Abandons Factor Actual and Interaction Volume Actual in that timestep.

How the Total / Average is Calculated

A weighted average, weighted by Number of Actual Interaction Volume:

$\Sigma\ (Abandons_i * IV_i) / \Sigma\ (IV_i)$

Where:

$Abandons_i$ = Actual abandoned interactions percentage value during $timestep_i$.

$Actual\ IV_i$ = Number of Actual Interaction Volume for $timestep_i$.