Workforce Management ETL Database Reference

Query Examples

4/30/2025

Query Examples

This topic provides examples for the three types of queries that are used in the Workforce Management (WFM) ETL Database schema.

Adherence Queries

	Show query.. [+]
| Agent Adherence Totals (Daily granularity) | ```sql
SELECT WFM_SITE.WFM_SITE_NAME,
WFM_TEAM.WFM_TEAM_NAME,
WFM_AGENT.FIRST_NAME,
WFM_AGENT.LAST_NAME,
WFM_ADH_AGENT_DAY.WFM_DATE,
WFM_ADH_AGENT_DAY.WFM_SCHEDULE_DURATION,
WFM_ADH_AGENT_DAY.WFM_NON_ADHERENCE_DURATION,
WFM_ADH_AGENT_DAY.WFM_OUT_SCH_NON_ADH_DURATION,
WFM_ADH_AGENT_DAY.WFM_ADHERENCE_PERC
FROM WFM_ADH_AGENT_DAY
JOIN WFM_SITE ON (WFM_SITE.WFM_SITE_KEY =
WFM_ADH_AGENT_DAY.WFM_SITE_KEY)
JOIN WFM_AGENT ON (WFM_AGENT.WFM_AGENT_KEY =
WFM_ADH_AGENT_DAY.WFM_AGENT_KEY)
LEFT JOIN WFM_TEAM ON (WFM_TEAM.WFM_TEAM_KEY =
WFM_AGENT.WFM_TEAM_KEY)
WHERE
WFM_ADH_AGENT_DAY.WFM_DATE >= ? AND
WFM_ADH_AGENT_DAY.WFM_DATE <= ?
ORDER BY
WFM_SITE.WFM_SITE_NAME,
WFM_TEAM.WFM_TEAM_NAME,
WFM_ADH_AGENT_DAY.WFM_DATE,
WFM_AGENT.FIRST_NAME,
WFM_AGENT.LAST_NAME
``` |
| Team Adherence Totals (Daily granularity) | ```sql
SELECT
WFM_BU.WFM_BU_NAME,
WFM_SITE.WFM_SITE_NAME,
WFM_ADH_AGENT_DAY.WFM_DATE,
WFM_TEAM.WFM_TEAM_NAME,
SUM(WFM_ADH_AGENT_DAY.WFM_SCHEDULE_DURATION),
SUM(WFM_ADH_AGENT_DAY.WFM_NON_ADHERENCE_DURATION),
SUM(WFM_ADH_AGENT_DAY.WFM_OUT_SCH_NON_ADH_DURATION)
FROM WFM_ADH_AGENT_DAY
JOIN WFM_SITE ON (WFM_SITE.WFM_SITE_KEY =
WFM_ADH_AGENT_DAY.WFM_SITE_KEY)
JOIN WFM_BU ON (WFM_BU.WFM_BU_KEY =
WFM_SITE.WFM_BU_KEY)
LEFT JOIN WFM_TEAM ON (WFM_TEAM.WFM_TEAM_KEY =
WFM_ADH_AGENT_DAY.WFM_TEAM_KEY)
WHERE
WFM_ADH_AGENT_DAY.WFM_DATE >= ? AND
WFM_ADH_AGENT_DAY.WFM_DATE <= ?
GROUP BY
WFM_BU.WFM_BU_NAME,
``` |

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```
WFM_SITE.WFM_SITE_NAME,
WFM_ADH_AGENT_DAY.WFM_DATE,
WFM_TEAM.WFM_TEAM_NAME
HAVING SUM(WFM_ADH_AGENT_DAY.WFM_SCHEDULE_DURATION) >
0
ORDER BY
WFM_BU.WFM_BU_NAME,
WFM_SITE.WFM_SITE_NAME,
WFM_ADH_AGENT_DAY.WFM_DATE,
WFM_TEAM.WFM_TEAM_NAME
```

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Schedule Queries

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<td>Schedule States</td>
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Show query.. [+]

```
SELECT
WFM_SITE.WFM_SITE_NAME,
WFM_TEAM.WFM_TEAM_NAME,
WFM_AGENT.EMPLOYEE_ID,
WFM_AGENT.FIRST_NAME,
WFM_AGENT.LAST_NAME,
WFM_SCH_AGENT_DAY.WFM_DATE,
WFM_STATE.WFM_STATE_NAME,
WFM_SSG.WFM_SSG_NAME,
WFM_SCH_AGENT_STATE.WFM_FULL_DAY,
WFM_SCH_AGENT_STATE.WFM_STATE_START,
WFM_SCH_AGENT_STATE.WFM_STATE_END,
WFM_SCH_AGENT_STATE.WFM_STATE_DURATION,
WFM_SCH_AGENT_STATE.WFM_PAID_DURATION
FROM WFM_SCH_AGENT_STATE
JOIN WFM_SCH_AGENT_DAY ON
(WFM_SCH_AGENT_DAY.WFM_SCH_AGENT_DAY_KEY =
WFM_SCH_AGENT_STATE.WFM_SCH_AGENT_DAY_KEY)
JOIN WFM_AGENT ON (WFM_AGENT.AGENT_KEY =
WFM_SCH_AGENT_DAY.WFM_AGENT_KEY)
JOIN WFM_SITE ON (WFM_SITE.WFM_SITE_KEY =
WFM_SCH_AGENT_DAY.WFM_SITE_KEY)
LEFT JOIN WFM_TEAM ON (WFM_TEAM.WFM_TEAM_KEY =
WFM_AGENT.WFM_TEAM_KEY)
JOIN WFM_STATE ON (WFM_STATE.WFM_STATE_KEY =
WFM_SCH_AGENT_STATE.WFM_STATE_KEY)
JOIN WFM_STATE_TYPE ON
(WFM_STATE_TYPE.WFM_STATE_TYPE_KEY =
WFM_STATE.WFM_STATE_TYPE_KEY)
LEFT JOIN WFM_SSG ON (WFM_SSG.WFM_SSG_KEY =
WFM_STATE.WFM_SSG_KEY)
WHERE
WFM_STATE_TYPE.WFM_STATE_TYPE_NAME NOT IN ('Shift',
'Activity Set', 'Marked Time') AND
WFM_SCH_AGENT_STATE.WFM_STATE_END >= ?
AND WFM_SCH_AGENT_STATE.WFM_STATE_START < ?
ORDER BY
WFM_SITE.WFM_SITE_NAME,
WFM_TEAM.WFM_TEAM_NAME,
WFM_AGENT.EMPLOYEE_ID,
WFM_SCH_AGENT_DAY.WFM_DATE,
WFM_SCH_AGENT_STATE.WFM_STATE_START,
WFM_STATE.WFM_STATE_KEY
```

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<tr>
<td>Agent Schedule State Totals</td>
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Show query.. [+]

```
SELECT
WFM_SITE.WFM_SITE_NAME,
```

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```
WFM_TEAM.WFM_TEAM_NAME,
WFM_AGENT.FIRST_NAME,
WFM_AGENT.LAST_NAME,
WFM_SCH_AGENT_DAY.WFM_DATE,
SUM(WFM_SCH_AGENT_STATE_TIMESTEP.WFM_STATE_DURATION)
FROM WFM_SCH_AGENT_STATE_TIMESTEP
JOIN WFM_SCH_AGENT_DAY ON
(WFM_SCH_AGENT_DAY.WFM_SCH_AGENT_DAY_KEY =
WFM_SCH_AGENT_STATE_TIMESTEP.WFM_SCH_AGENT_DAY_KEY)
JOIN WFM_AGENT ON (WFM_AGENT.AGENT_KEY =
WFM_SCH_AGENT_DAY.WFM_AGENT_KEY)
JOIN WFM_SITE ON (WFM_SITE.WFM_SITE_KEY =
WFM_SCH_AGENT_DAY.WFM_SITE_KEY)
LEFT JOIN WFM_TEAM ON (WFM_TEAM.WFM_TEAM_KEY =
WFM_AGENT.WFM_TEAM_KEY)
JOIN WFM_STATE ON (WFM_STATE.WFM_STATE_KEY =
WFM_SCH_AGENT_STATE_TIMESTEP.WFM_STATE_KEY)
JOIN WFM_SSG ON (WFM_SSG.WFM_SSG_KEY =
WFM_STATE.WFM_SSG_KEY)
WHERE
WFM_SCH_AGENT_DAY.WFM_DATE >= ? AND
WFM_SCH_AGENT_DAY.WFM_DATE <= ?
GROUP BY
WFM_SITE.WFM_SITE_NAME,
WFM_TEAM.WFM_TEAM_NAME,
WFM_AGENT.FIRST_NAME,
WFM_AGENT.LAST_NAME,
WFM_SCH_AGENT_DAY.WFM_DATE
ORDER BY
WFM_SITE.WFM_SITE_NAME,
WFM_TEAM.WFM_TEAM_NAME,
WFM_AGENT.FIRST_NAME,
WFM_AGENT.LAST_NAME,
WFM_SCH_AGENT_DAY.WFM_DATE
```

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<tr>
<td>Team Schedule State Totals</td>
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Show query.. [+]

```
SELECT
WFM_BU.WFM_BU_NAME,
WFM_SITE.WFM_SITE_NAME,
WFM_TEAM.WFM_TEAM_NAME,
WFM_SCH_AGENT_DAY.WFM_DATE,
SUM(WFM_SCH_AGENT_STATE_TIMESTEP.WFM_STATE_DURATION)
FROM WFM_SCH_AGENT_STATE_TIMESTEP
JOIN WFM_SCH_AGENT_DAY ON
(WFM_SCH_AGENT_DAY.WFM_SCH_AGENT_DAY_KEY =
WFM_SCH_AGENT_STATE_TIMESTEP.WFM_SCH_AGENT_DAY_KEY)
JOIN WFM_AGENT ON (WFM_AGENT.AGENT_KEY =
WFM_SCH_AGENT_DAY.WFM_AGENT_KEY)
JOIN WFM_SITE ON (WFM_SITE.WFM_SITE_KEY =
WFM_SCH_AGENT_DAY.WFM_SITE_KEY)
JOIN WFM_BU ON (WFM_BU.WFM_BU_KEY =
WFM_SITE.WFM_BU_KEY)
LEFT JOIN WFM_TEAM ON (WFM_TEAM.WFM_TEAM_KEY =
WFM_SCH_AGENT_DAY.WFM_TEAM_KEY)
JOIN WFM_STATE ON (WFM_STATE.WFM_STATE_KEY =
WFM_SCH_AGENT_STATE_TIMESTEP.WFM_STATE_KEY)
JOIN WFM_SSG ON (WFM_SSG.WFM_SSG_KEY =
WFM_STATE.WFM_SSG_KEY)
WHERE
WFM_SCH_AGENT_DAY.WFM_DATE >= ? AND
WFM_SCH_AGENT_DAY.WFM_DATE <= ?
GROUP BY
WFM_BU.WFM_BU_NAME,
WFM_SITE.WFM_SITE_NAME,
WFM_TEAM.WFM_TEAM_NAME,
WFM_SCH_AGENT_DAY.WFM_DATE
ORDER BY
WFM_BU.WFM_BU_NAME,
```

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	WFM_SITE.WFM_SITE_NAME, WFM_TEAM.WFM_TEAM_NAME, WFM_SCH_AGENT_DAY.WFM_DATE
Schedule Marked Time Report	**Show query.. [+]** ```SELECT``` WFM_SITE.WFM_SITE_NAME, WFM_TEAM.WFM_TEAM_NAME, WFM_AGENT.FIRST_NAME, WFM_AGENT.LAST_NAME, WFM_SCH_AGENT_DAY.WFM_DATE, WFM_STATE.WFM_STATE_NAME, WFM_SCH_AGENT_STATE.WFM_STATE_START, WFM_SCH_AGENT_STATE.WFM_STATE_END, WFM_SCH_AGENT_STATE.WFM_STATE_DURATION, WFM_SCH_AGENT_STATE.WFM_PAID_DURATION **FROM** WFM_SCH_AGENT_STATE JOIN WFM_SCH_AGENT_DAY **ON** (WFM_SCH_AGENT_DAY.WFM_SCH_AGENT_DAY_KEY = WFM_SCH_AGENT_STATE.WFM_SCH_AGENT_DAY_KEY) JOIN WFM_AGENT **ON** (WFM_AGENT.AGENT_KEY = WFM_SCH_AGENT_DAY.WFM_AGENT_KEY) JOIN WFM_SITE **ON** (WFM_SITE.WFM_SITE_KEY = WFM_SCH_AGENT_DAY.WFM_SITE_KEY) LEFT JOIN WFM_TEAM **ON** (WFM_TEAM.WFM_TEAM_KEY = WFM_AGENT.WFM_TEAM_KEY) JOIN WFM_STATE **ON** (WFM_STATE.WFM_STATE_KEY = WFM_SCH_AGENT_STATE.WFM_STATE_KEY) JOIN WFM_STATE_TYPE **ON** (WFM_STATE_TYPE.WFM_STATE_TYPE_KEY = WFM_STATE.WFM_STATE_TYPE_KEY) **WHERE** WFM_STATE_TYPE.WFM_STATE_TYPE_NAME IN ('Marked Time') AND WFM_SCH_AGENT_STATE.WFM_STATE_END >= ? AND WFM_SCH_AGENT_STATE.WFM_STATE_START < ? **ORDER BY** WFM_SITE.WFM_SITE_NAME, WFM_TEAM.WFM_TEAM_NAME, WFM_AGENT.FIRST_NAME, WFM_AGENT.LAST_NAME, WFM_SCH_AGENT_DAY.WFM_DATE, WFM_SCH_AGENT_STATE.WFM_STATE_START, WFM_STATE.WFM_STATE_KEY
Schedule Marked Time Totals (Daily granularity)	**Show query.. [+]** ```SELECT``` WFM_SITE.WFM_SITE_NAME, WFM_TEAM.WFM_TEAM_NAME, WFM_AGENT.FIRST_NAME, WFM_AGENT.LAST_NAME, WFM_SCH_AGENT_DAY.WFM_DATE, **SUM**(WFM_SCH_AGENT_STATE.WFM_STATE_DURATION), **SUM**(WFM_SCH_AGENT_STATE.WFM_PAID_DURATION) **FROM** WFM_SCH_AGENT_STATE JOIN WFM_SCH_AGENT_DAY **ON** (WFM_SCH_AGENT_DAY.WFM_SCH_AGENT_DAY_KEY = WFM_SCH_AGENT_STATE.WFM_SCH_AGENT_DAY_KEY) JOIN WFM_AGENT **ON** (WFM_AGENT.AGENT_KEY = WFM_SCH_AGENT_DAY.WFM_AGENT_KEY) JOIN WFM_SITE **ON** (WFM_SITE.WFM_SITE_KEY = WFM_SCH_AGENT_DAY.WFM_SITE_KEY) LEFT JOIN WFM_TEAM **ON** (WFM_TEAM.WFM_TEAM_KEY = WFM_AGENT.WFM_TEAM_KEY) JOIN WFM_STATE **ON** (WFM_STATE.WFM_STATE_KEY = WFM_SCH_AGENT_STATE.WFM_STATE_KEY)

	``` JOIN WFM_STATE_TYPE ON (WFM_STATE_TYPE.WFM_STATE_TYPE_KEY = WFM_STATE.WFM_STATE_TYPE_KEY) WHERE WFM_STATE_TYPE.WFM_STATE_TYPE_NAME IN ('Marked Time') AND WFM_SCH_AGENT_STATE.WFM_STATE_END >= ? AND WFM_SCH_AGENT_STATE.WFM_STATE_START < ? GROUP BY WFM_SITE.WFM_SITE_NAME, WFM_TEAM.WFM_TEAM_NAME, WFM_AGENT.FIRST_NAME, WFM_AGENT.LAST_NAME, WFM_SCH_AGENT_DAY.WFM_DATE ORDER BY WFM_SITE.WFM_SITE_NAME, WFM_TEAM.WFM_TEAM_NAME, WFM_AGENT.FIRST_NAME, WFM_AGENT.LAST_NAME, WFM_SCH_AGENT_DAY.WFM_DATE ```
Schedule Marked Time Totals (Timestep granularity)	**Show query.. [+]** ``` SELECT WFM_SITE.WFM_SITE_NAME, WFM_TEAM.WFM_TEAM_NAME, WFM_AGENT.FIRST_NAME, WFM_AGENT.LAST_NAME, WFM_SCH_AGENT_STATE_TIMESTEP.WFM_TIME_STEP, WFM_SCH_AGENT_STATE_TIMESTEP.WFM_STATE_DURATION FROM WFM_SCH_AGENT_STATE_TIMESTEP JOIN WFM_SCH_AGENT_DAY ON (WFM_SCH_AGENT_DAY.WFM_SCH_AGENT_DAY_KEY = WFM_SCH_AGENT_STATE_TIMESTEP.WFM_SCH_AGENT_DAY_KEY) JOIN WFM_AGENT ON (WFM_AGENT.AGENT_KEY = WFM_SCH_AGENT_DAY.WFM_AGENT_KEY) JOIN WFM_SITE ON (WFM_SITE.WFM_SITE_KEY = WFM_SCH_AGENT_DAY.WFM_SITE_KEY) LEFT JOIN WFM_TEAM ON (WFM_TEAM.WFM_TEAM_KEY = WFM_AGENT.WFM_TEAM_KEY) JOIN WFM_STATE ON (WFM_STATE.WFM_STATE_KEY = WFM_SCH_AGENT_STATE_TIMESTEP.WFM_STATE_KEY) JOIN WFM_STATE_TYPE ON (WFM_STATE_TYPE.WFM_STATE_TYPE_KEY = WFM_STATE.WFM_STATE_TYPE_KEY) WHERE WFM_STATE_TYPE.WFM_STATE_TYPE_NAME IN ('Marked Time') AND WFM_SCH_AGENT_STATE_TIMESTEP.WFM_TIME_STEP >= ? AND WFM_SCH_AGENT_STATE_TIMESTEP.WFM_TIME_STEP < ? ORDER BY WFM_SITE.WFM_SITE_NAME, WFM_TEAM.WFM_TEAM_NAME, WFM_AGENT.FIRST_NAME, WFM_AGENT.LAST_NAME, WFM_SCH_AGENT_STATE_TIMESTEP.WFM_TIME_STEP ```
Weekly Schedule Report	**Show query.. [+]** ``` SELECT WFM_SITE.WFM_SITE_NAME, WFM_TEAM.WFM_TEAM_NAME, WFM_AGENT.EMPLOYEE_ID, WFM_AGENT.FIRST_NAME, WFM_AGENT.LAST_NAME, WFM_SCH_AGENT_DAY.WFM_DATE, WFM_STATE.WFM_STATE_NAME, WFM_SCH_AGENT_DAY.WFM_FULL_DAY, ```

| | ```
WFM_SCH_AGENT_DAY.WFM_DAY_START,
WFM_SCH_AGENT_DAY.WFM_DAY_END,
SUM(WFM_SCH_AGENT_DAY.WFM_SCHEDULE_DURATION) AS
SCHEDULE_DURATION,
SUM(WFM_SCH_AGENT_DAY.WFM_PAID_DURATION) AS
PAID_DURATION,
SUM(WFM_SCH_AGENT_DAY.WFM_WORK_DURATION) AS
WORK_DURATION,
SUM(WFM_SCH_AGENT_DAY.WFM_OVERTIME_DURATION) AS
OVERTIME_DURATION
FROM WFM_SCH_AGENT_DAY
JOIN WFM_STATE ON (WFM_STATE.WFM_STATE_KEY =
WFM_SCH_AGENT_DAY.WFM_STATE_KEY)
JOIN WFM_SITE ON (WFM_SITE.WFM_SITE_KEY =
WFM_SCH_AGENT_DAY.WFM_SITE_KEY)
JOIN WFM_AGENT ON (WFM_AGENT.WFM_AGENT_KEY =
WFM_SCH_AGENT_DAY.WFM_AGENT_KEY)
LEFT JOIN WFM_TEAM ON (WFM_TEAM.WFM_TEAM_KEY =
WFM_AGENT.WFM_TEAM_KEY)
WHERE
WFM_SCH_AGENT_DAY.WFM_DATE >= ? AND
WFM_SCH_AGENT_DAY.WFM_DATE <= ?
GROUP BY
WFM_SITE.WFM_SITE_NAME,
WFM_TEAM.WFM_TEAM_NAME,
WFM_AGENT.EMPLOYEE_ID,
WFM_AGENT.FIRST_NAME,
WFM_AGENT.LAST_NAME,
WFM_SCH_AGENT_DAY.WFM_DATE,
WFM_STATE.WFM_STATE_NAME,
WFM_SCH_AGENT_DAY.WFM_DAY_START,
WFM_SCH_AGENT_DAY.WFM_DAY_END,
WFM_SCH_AGENT_DAY.WFM_FULL_DAY
ORDER BY
WFM_SITE.WFM_SITE_NAME,
WFM_TEAM.WFM_TEAM_NAME,
WFM_AGENT.EMPLOYEE_ID,
WFM_AGENT.FIRST_NAME,
WFM_AGENT.LAST_NAME,
WFM_SCH_AGENT_DAY.WFM_DATE
``` |
| Schedule State Group (SSG) Totals | **Show query.. [+]**<br><br>```
SELECT
WFM_BU.WFM_BU_NAME,
WFM_SITE.WFM_SITE_NAME,
WFM_SCH_AGENT_STATE_TIMESTEP.WFM_TIME_STEP,
WFM_SSG.WFM_SSG_NAME,
SUM(WFM_SCH_AGENT_STATE_TIMESTEP.WFM_STATE_DURATION) /
15 AS WFM_SSG_TOTAL,
WFM_SSG.WFM_SSG_WEIGHT
FROM WFM_SCH_AGENT_STATE_TIMESTEP
JOIN WFM_SCH_AGENT_DAY ON
(WFM_SCH_AGENT_DAY.WFM_SCH_AGENT_DAY_KEY =
WFM_SCH_AGENT_STATE_TIMESTEP.WFM_SCH_AGENT_DAY_KEY)
JOIN WFM_AGENT ON (WFM_AGENT.AGENT_KEY =
WFM_SCH_AGENT_DAY.WFM_AGENT_KEY)
JOIN WFM_SITE ON (WFM_SITE.WFM_SITE_KEY =
WFM_SCH_AGENT_DAY.WFM_SITE_KEY)
JOIN WFM_BU ON (WFM_BU.WFM_BU_KEY =
WFM_SITE.WFM_BU_KEY)
JOIN WFM_STATE ON (WFM_STATE.WFM_STATE_KEY =
WFM_SCH_AGENT_STATE_TIMESTEP.WFM_STATE_KEY)
JOIN WFM_SSG ON (WFM_SSG.WFM_SSG_KEY =
WFM_STATE.WFM_SSG_KEY)
WHERE
WFM_SCH_AGENT_STATE_TIMESTEP.WFM_TIME_STEP >= '11/14/
2013' AND WFM_SCH_AGENT_STATE_TIMESTEP.WFM_TIME_STEP <
'11/15/2013'
``` |

	AND WFM_SITE.WFM_SITE_NAME = 'Sched Pot 4' **GROUP BY** WFM_BU.WFM_BU_NAME, WFM_SITE.WFM_SITE_NAME, WFM_SCH_AGENT_STATE_TIMESTEP.WFM_TIME_STEP, WFM_SSG.WFM_SSG_NAME, WFM_SSG.WFM_SSG_WEIGHT **ORDER BY** WFM_SCH_AGENT_STATE_TIMESTEP.WFM_TIME_STEP, WFM_SSG.WFM_SSG_WEIGHT
Activity Schedule Coverage	**Show query.. [+]** **SELECT** WFM_BU.WFM_BU_NAME, WFM_SITE.WFM_SITE_NAME, WFM_ACTIVITY.WFM_ACTIVITY_NAME, WFM_SCH_AGENT_STATE_TIMESTEP.WFM_TIME_STEP, **SUM**(WFM_SCH_AGENT_STATE_TIMESTEP.WFM_STATE_DURATION) / 15 **AS** WFM_ACTIVITY_COVERAGE **FROM** WFM_SCH_AGENT_STATE_TIMESTEP JOIN WFM_SCH_AGENT_DAY **ON** (WFM_SCH_AGENT_DAY.WFM_SCH_AGENT_DAY_KEY = WFM_SCH_AGENT_STATE_TIMESTEP.WFM_SCH_AGENT_DAY_KEY) JOIN WFM_AGENT **ON** (WFM_AGENT.AGENT_KEY = WFM_SCH_AGENT_DAY.WFM_AGENT_KEY) JOIN WFM_SITE **ON** (WFM_SITE.WFM_SITE_KEY = WFM_SCH_AGENT_DAY.WFM_SITE_KEY) JOIN WFM_BU **ON** (WFM_BU.WFM_BU_KEY = WFM_SITE.WFM_BU_KEY) JOIN WFM_STATE **ON** (WFM_STATE.WFM_STATE_KEY = WFM_SCH_AGENT_STATE_TIMESTEP.WFM_STATE_KEY) JOIN WFM_STATE_TYPE **ON** (WFM_STATE_TYPE.WFM_STATE_TYPE_KEY = WFM_STATE.WFM_STATE_TYPE_KEY) JOIN WFM_ACTIVITY **ON** (WFM_ACTIVITY.WFM_ACTIVITY_KEY = WFM_STATE.WFM_STATE_ID AND WFM_STATE_TYPE.WFM_STATE_TYPE_NAME = 'Activity') **WHERE** WFM_SCH_AGENT_STATE_TIMESTEP.WFM_TIME_STEP >= '11/14/ 2013' AND WFM_SCH_AGENT_STATE_TIMESTEP.WFM_TIME_STEP < '11/15/2013' AND WFM_SITE.WFM_SITE_NAME = 'Sched Pot 4' AND WFM_ACTIVITY.WFM_ACTIVITY_NAME = 'Broadband Priority Care' **GROUP BY** WFM_BU.WFM_BU_NAME, WFM_SITE.WFM_SITE_NAME, WFM_ACTIVITY.WFM_ACTIVITY_NAME, WFM_SCH_AGENT_STATE_TIMESTEP.WFM_TIME_STEP ORDER BY WFM_SCH_AGENT_STATE_TIMESTEP.WFM_TIME_STEP, WFM_ACTIVITY.WFM_ACTIVITY_NAME

Performance Statistics Queries

Schedule Daily Summary for Activity	**Show query.. [+]** **SELECT** WFM_SITE.WFM_SITE_NAME, WFM_ACTIVITY.WFM_ACTIVITY_NAME, WFM_PERF_ITEM_DAY.WFM_DATE, WFM_PERF_ITEM.WFM_PERF_ITEM_CODE, **SUM**(WFM_PERF_ITEM_DAY.WFM_PERF_ITEM_VALUE)

| | ```
FROM WFM_PERF_ITEM_DAY
JOIN WFM_ACTIVITY ON (WFM_ACTIVITY.WFM_ACTIVITY_KEY =
WFM_PERF_ITEM_DAY.WFM_ACTIVITY_KEY)
JOIN WFM_SITE ON (WFM_SITE.WFM_SITE_KEY =
WFM_ACTIVITY.WFM_SITE_KEY)
JOIN WFM_PERF_ITEM ON (WFM_PERF_ITEM.WFM_PERF_ITEM_KEY
= WFM_PERF_ITEM_DAY.WFM_PERF_ITEM_KEY)
WHERE
WFM_PERF_ITEM_DAY.WFM_DATE >= ? AND
WFM_PERF_ITEM_DAY.WFM_DATE <= ? AND
WFM_PERF_ITEM.WFM_PERF_ITEM_CODE IN ('SCH_HEADCOUNT',
'SCH_SERVICE_PCT', 'FRC_CALC_SERVICE_PCT', 'SCH_IV',
'FRC_IV', 'SCH_AHT', 'FRC_AHT',
'FRC_CALC_MAN_HOURS', 'FRC_REQ_MAN_HOURS',
'SCH_MAN_HOURS', 'SCH_ASA', 'FRC_CALC_ASA',
'SCH_MAX_OCCUPANCY_PCT', 'FRC_CALC_MAX_OCCUPANCY_PCT')
GROUP BY
WFM_SITE.WFM_SITE_NAME,
WFM_ACTIVITY.WFM_ACTIVITY_NAME,
WFM_PERF_ITEM_DAY.WFM_DATE,
WFM_PERF_ITEM.WFM_PERF_ITEM_CODE
ORDER BY
WFM_SITE.WFM_SITE_NAME,
WFM_ACTIVITY.WFM_ACTIVITY_NAME,
WFM_PERF_ITEM_DAY.WFM_DATE,
WFM_PERF_ITEM.WFM_PERF_ITEM_CODE
``` |
| Schedule Daily Summary for Multi-Site Activity (MSA) | **Show query.. [+]**<br><br>```
SELECT
WFM_BU.WFM_BU_NAME,
WFM_ACTIVITY.WFM_ACTIVITY_NAME,
WFM_PERF_ITEM_DAY.WFM_DATE,
WFM_PERF_ITEM.WFM_PERF_ITEM_CODE,
SUM(WFM_PERF_ITEM_DAY.WFM_PERF_ITEM_VALUE)
FROM WFM_PERF_ITEM_DAY
JOIN WFM_ACTIVITY ON (WFM_ACTIVITY.WFM_ACTIVITY_KEY =
WFM_PERF_ITEM_DAY.WFM_ACTIVITY_KEY AND
WFM_ACTIVITY.WFM_SITE_KEY IS NULL AND
WFM_ACTIVITY.WFM_ACTIVITY_TYPE_KEY <> 10)
JOIN WFM_BU ON (WFM_BU.WFM_BU_KEY =
WFM_ACTIVITY.WFM_BU_KEY)
JOIN WFM_PERF_ITEM ON (WFM_PERF_ITEM.WFM_PERF_ITEM_KEY
= WFM_PERF_ITEM_DAY.WFM_PERF_ITEM_KEY)
WHERE
WFM_PERF_ITEM_DAY.WFM_DATE >= ? AND
WFM_PERF_ITEM_DAY.WFM_DATE <= ? AND
WFM_PERF_ITEM.WFM_PERF_ITEM_CODE IN ('SCH_HEADCOUNT',
'SCH_SERVICE_PCT', 'FRC_CALC_SERVICE_PCT', 'SCH_IV',
'FRC_IV', 'SCH_AHT', 'FRC_AHT', 'FRC_CALC_FTE',
'FRC_REQ_FTE', 'SCH_FTE', 'SCH_ASA', 'FRC_CALC_ASA',
'SCH_MAX_OCCUPANCY_PCT', 'FRC_CALC_MAX_OCCUPANCY_PCT')
GROUP BY
WFM_BU.WFM_BU_NAME,
WFM_ACTIVITY.WFM_ACTIVITY_NAME,
WFM_PERF_ITEM_DAY.WFM_DATE,
WFM_PERF_ITEM.WFM_PERF_ITEM_CODE
ORDER BY
WFM_BU.WFM_BU_NAME, WFM_ACTIVITY.WFM_ACTIVITY_NAME,
WFM_PERF_ITEM_DAY.WFM_DATE,
WFM_PERF_ITEM.WFM_PERF_ITEM_CODE
``` |
| Schedule Daily Summary for Activity Group (AG) | **Show query.. [+]**<br><br>```
SELECT
WFM_BU.WFM_BU_NAME,
WFM_ACTIVITY.WFM_ACTIVITY_NAME,
WFM_PERF_ITEM_DAY.WFM_DATE,
``` |

| | ```
WFM_PERF_ITEM.WFM_PERF_ITEM_CODE,
SUM(WFM_PERF_ITEM_DAY.WFM_PERF_ITEM_VALUE)
FROM WFM_PERF_ITEM_DAY
JOIN WFM_ACTIVITY ON (WFM_ACTIVITY.WFM_ACTIVITY_KEY =
WFM_PERF_ITEM_DAY.WFM_ACTIVITY_KEY AND
WFM_ACTIVITY.WFM_SITE_KEY IS NULL AND
WFM_ACTIVITY.WFM_ACTIVITY_TYPE_KEY = 10)
JOIN WFM_BU ON (WFM_BU.WFM_BU_KEY =
WFM_ACTIVITY.WFM_BU_KEY)
JOIN WFM_PERF_ITEM ON (WFM_PERF_ITEM.WFM_PERF_ITEM_KEY
= WFM_PERF_ITEM_DAY.WFM_PERF_ITEM_KEY)
WHERE
WFM_PERF_ITEM_DAY.WFM_DATE >= ? AND
WFM_PERF_ITEM_DAY.WFM_DATE <= ? AND
WFM_PERF_ITEM.WFM_PERF_ITEM_CODE IN ('SCH_HEADCOUNT',
'SCH_SERVICE_PCT', 'FRC_CALC_SERVICE_PCT', 'SCH_IV',
'FRC_IV', 'SCH_AHT', 'FRC_AHT',
'FRC_CALC_MAN_HOURS', 'FRC_REQ_MAN_HOURS',
'SCH_MAN_HOURS', 'SCH_ASA', 'FRC_CALC_ASA',
'SCH_MAX_OCCUPANCY_PCT', 'FRC_CALC_MAX_OCCUPANCY_PCT')
GROUP BY
WFM_BU.WFM_BU_NAME,
WFM_ACTIVITY.WFM_ACTIVITY_NAME,
WFM_PERF_ITEM_DAY.WFM_DATE,
WFM_PERF_ITEM.WFM_PERF_ITEM_CODE
ORDER BY
WFM_BU.WFM_BU_NAME,
WFM_ACTIVITY.WFM_ACTIVITY_NAME,
WFM_PERF_ITEM_DAY.WFM_DATE,
WFM_PERF_ITEM.WFM_PERF_ITEM_CODE
``` |
| Schedule Daily Summary for Site | **Show query.. [+]**<br><br>```
SELECT
WFM_BU.WFM_BU_NAME,
WFM_SITE.WFM_SITE_NAME,
WFM_PERF_ITEM_DAY.WFM_DATE,
WFM_PERF_ITEM.WFM_PERF_ITEM_CODE,
SUM(WFM_PERF_ITEM_DAY.WFM_PERF_ITEM_VALUE)
FROM WFM_PERF_ITEM_DAY
JOIN WFM_SITE ON (WFM_SITE.WFM_SITE_KEY =
WFM_PERF_ITEM_DAY.WFM_SITE_KEY)
JOIN WFM_BU ON (WFM_BU.WFM_BU_KEY =
WFM_SITE.WFM_BU_KEY)
JOIN WFM_PERF_ITEM ON (WFM_PERF_ITEM.WFM_PERF_ITEM_KEY
= WFM_PERF_ITEM_DAY.WFM_PERF_ITEM_KEY)
WHERE
WFM_PERF_ITEM_DAY.WFM_DATE >= ? AND
WFM_PERF_ITEM_DAY.WFM_DATE <= ? AND
WFM_PERF_ITEM.WFM_PERF_ITEM_CODE IN ('SCH_HEADCOUNT',
'SCH_SERVICE_PCT', 'FRC_CALC_SERVICE_PCT', 'SCH_IV',
'FRC_IV', 'SCH_AHT', 'FRC_AHT', 'FRC_CALC_FTE',
'FRC_REQ_FTE', 'SCH_FTE', 'SCH_ASA', 'FRC_CALC_ASA',
'SCH_MAX_OCCUPANCY_PCT', 'FRC_CALC_MAX_OCCUPANCY_PCT')
GROUP BY
WFM_BU.WFM_BU_NAME,
WFM_SITE.WFM_SITE_NAME,
WFM_PERF_ITEM_DAY.WFM_DATE,
WFM_PERF_ITEM.WFM_PERF_ITEM_CODE
ORDER BY
WFM_BU.WFM_BU_NAME,
WFM_SITE.WFM_SITE_NAME,
WFM_PERF_ITEM_DAY.WFM_DATE,
WFM_PERF_ITEM.WFM_PERF_ITEM_CODE
``` |
| Schedule Intraday Summary for Activity | **Show query.. [+]**<br><br>```
SELECT
``` |

| | ```
WFM_SITE.WFM_SITE_NAME,
WFM_ACTIVITY.WFM_ACTIVITY_NAME,
WFM_PERF_ITEM_TIMESTEP.WFM_TIME_STEP,
WFM_PERF_ITEM.WFM_PERF_ITEM_CODE,
SUM(WFM_PERF_ITEM_TIMESTEP.WFM_PERF_ITEM_VALUE)
FROM WFM_PERF_ITEM_TIMESTEP
JOIN WFM_PERF_ITEM_DAY ON
(WFM_PERF_ITEM_DAY.WFM_PERF_ITEM_DAY_KEY =
WFM_PERF_ITEM_TIMESTEP.WFM_PERF_ITEM_DAY_KEY)
JOIN WFM_ACTIVITY ON (WFM_ACTIVITY.WFM_ACTIVITY_KEY =
WFM_PERF_ITEM_DAY.WFM_ACTIVITY_KEY)
JOIN WFM_SITE ON (WFM_SITE.WFM_SITE_KEY =
WFM_ACTIVITY.WFM_SITE_KEY)
JOIN WFM_PERF_ITEM ON (WFM_PERF_ITEM.WFM_PERF_ITEM_KEY
= WFM_PERF_ITEM_DAY.WFM_PERF_ITEM_KEY)
WHERE
WFM_PERF_ITEM_DAY.WFM_DATE = ? AND
WFM_PERF_ITEM.WFM_PERF_ITEM_CODE IN ('SCH_HEADCOUNT',
'SCH_SERVICE_PCT', 'FRC_CALC_SERVICE_PCT', 'SCH_IV',
'FRC_IV', 'SCH_AHT', 'FRC_AHT',
'FRC_CALC_STAFFING', 'FRC_REQ_STAFFING',
'SCH_COVERAGE', 'SCH_ASA', 'FRC_CALC_ASA',
'SCH_MAX_OCCUPANCY_PCT', 'FRC_CALC_MAX_OCCUPANCY_PCT')
GROUP BY
WFM_SITE.WFM_SITE_NAME,
WFM_ACTIVITY.WFM_ACTIVITY_NAME,
WFM_PERF_ITEM_TIMESTEP.WFM_TIME_STEP,
WFM_PERF_ITEM.WFM_PERF_ITEM_CODE
ORDER BY
WFM_PERF_ITEM_TIMESTEP.WFM_TIME_STEP,
WFM_SITE.WFM_SITE_NAME,
WFM_ACTIVITY.WFM_ACTIVITY_NAME,
WFM_PERF_ITEM.WFM_PERF_ITEM_CODE
``` |
| Schedule Intraday Summary for Multi-Site Activity (MSA) | **Show query.. [+]**<br><br>```
SELECT
WFM_BU.WFM_BU_NAME,
WFM_ACTIVITY.WFM_ACTIVITY_NAME,
WFM_PERF_ITEM_TIMESTEP.WFM_TIME_STEP,
WFM_PERF_ITEM.WFM_PERF_ITEM_CODE,
SUM(WFM_PERF_ITEM_TIMESTEP.WFM_PERF_ITEM_VALUE)
FROM WFM_PERF_ITEM_TIMESTEP
JOIN WFM_PERF_ITEM_DAY ON
(WFM_PERF_ITEM_DAY.WFM_PERF_ITEM_DAY_KEY =
WFM_PERF_ITEM_TIMESTEP.WFM_PERF_ITEM_DAY_KEY)
JOIN WFM_ACTIVITY ON (WFM_ACTIVITY.WFM_ACTIVITY_KEY =
WFM_PERF_ITEM_DAY.WFM_ACTIVITY_KEY AND
WFM_ACTIVITY.WFM_SITE_KEY IS NULL AND
WFM_ACTIVITY.WFM_ACTIVITY_TYPE_KEY <> 10)
JOIN WFM_BU ON (WFM_BU.WFM_BU_KEY =
WFM_ACTIVITY.WFM_BU_KEY)
JOIN WFM_PERF_ITEM ON (WFM_PERF_ITEM.WFM_PERF_ITEM_KEY
= WFM_PERF_ITEM_DAY.WFM_PERF_ITEM_KEY)
WHERE
WFM_PERF_ITEM_DAY.WFM_DATE = ? AND
WFM_PERF_ITEM.WFM_PERF_ITEM_CODE IN ('SCH_HEADCOUNT',
'SCH_SERVICE_PCT', 'FRC_CALC_SERVICE_PCT', 'SCH_IV',
'FRC_IV', 'SCH_AHT', 'FRC_AHT',
'FRC_CALC_STAFFING', 'FRC_REQ_STAFFING',
'SCH_COVERAGE', 'SCH_ASA', 'FRC_CALC_ASA',
'SCH_MAX_OCCUPANCY_PCT', 'FRC_CALC_MAX_OCCUPANCY_PCT')
GROUP BY
WFM_BU.WFM_BU_NAME,
WFM_ACTIVITY.WFM_ACTIVITY_NAME,
WFM_PERF_ITEM_TIMESTEP.WFM_TIME_STEP,
WFM_PERF_ITEM.WFM_PERF_ITEM_CODE
ORDER BY
WFM_PERF_ITEM_TIMESTEP.WFM_TIME_STEP,
``` |

| | ```
WFM_BU.WFM_BU_NAME,
WFM_ACTIVITY.WFM_ACTIVITY_NAME,
WFM_PERF_ITEM.WFM_PERF_ITEM_CODE
``` |
| Schedule Intraday Summary for Activity Group (AG) | **Show query.. [+]**<br><br>```
SELECT
WFM_BU.WFM_BU_NAME,
WFM_ACTIVITY.WFM_ACTIVITY_NAME,
WFM_PERF_ITEM_TIMESTEP.WFM_TIME_STEP,
WFM_PERF_ITEM.WFM_PERF_ITEM_CODE,
SUM(WFM_PERF_ITEM_TIMESTEP.WFM_PERF_ITEM_VALUE)
FROM WFM_PERF_ITEM_TIMESTEP
JOIN WFM_PERF_ITEM_DAY ON
(WFM_PERF_ITEM_DAY.WFM_PERF_ITEM_DAY_KEY =
WFM_PERF_ITEM_TIMESTEP.WFM_PERF_ITEM_DAY_KEY)
JOIN WFM_ACTIVITY ON (WFM_ACTIVITY.WFM_ACTIVITY_KEY =
WFM_PERF_ITEM_DAY.WFM_ACTIVITY_KEY AND
WFM_ACTIVITY.WFM_SITE_KEY IS NULL AND
WFM_ACTIVITY.WFM_ACTIVITY_TYPE_KEY = 10)
JOIN WFM_BU ON (WFM_BU.WFM_BU_KEY =
WFM_ACTIVITY.WFM_BU_KEY)
JOIN WFM_PERF_ITEM ON (WFM_PERF_ITEM.WFM_PERF_ITEM_KEY
= WFM_PERF_ITEM_DAY.WFM_PERF_ITEM_KEY)
WHERE
WFM_PERF_ITEM_DAY.WFM_DATE = ? AND
WFM_PERF_ITEM.WFM_PERF_ITEM_CODE IN ('SCH_HEADCOUNT',
'SCH_SERVICE_PCT', 'FRC_CALC_SERVICE_PCT', 'SCH_IV',
'FRC_IV', 'SCH_AHT', 'FRC_AHT',
'FRC_CALC_STAFFING', 'FRC_REQ_STAFFING',
'SCH_COVERAGE', 'SCH_ASA', 'FRC_CALC_ASA',
'SCH_MAX_OCCUPANCY_PCT', 'FRC_CALC_MAX_OCCUPANCY_PCT')
GROUP BY
WFM_BU.WFM_BU_NAME,
WFM_ACTIVITY.WFM_ACTIVITY_NAME,
WFM_PERF_ITEM_TIMESTEP.WFM_TIME_STEP,
WFM_PERF_ITEM.WFM_PERF_ITEM_CODE
ORDER BY
WFM_PERF_ITEM_TIMESTEP.WFM_TIME_STEP,
WFM_BU.WFM_BU_NAME,
WFM_ACTIVITY.WFM_ACTIVITY_NAME,
WFM_PERF_ITEM.WFM_PERF_ITEM_CODE
``` |
| Schedule Intraday Summary for Site | **Show query.. [+]**<br><br>```
SELECT
WFM_BU.WFM_BU_NAME,
WFM_SITE.WFM_SITE_NAME,
WFM_PERF_ITEM_TIMESTEP.WFM_TIME_STEP,
WFM_PERF_ITEM.WFM_PERF_ITEM_CODE,
SUM(WFM_PERF_ITEM_TIMESTEP.WFM_PERF_ITEM_VALUE)
FROM WFM_PERF_ITEM_TIMESTEP
JOIN WFM_PERF_ITEM_DAY ON
(WFM_PERF_ITEM_DAY.WFM_PERF_ITEM_DAY_KEY =
WFM_PERF_ITEM_TIMESTEP.WFM_PERF_ITEM_DAY_KEY)
JOIN WFM_SITE ON (WFM_SITE.WFM_SITE_KEY =
WFM_PERF_ITEM_DAY.WFM_SITE_KEY)
JOIN WFM_BU ON (WFM_BU.WFM_BU_KEY =
WFM_SITE.WFM_BU_KEY)
JOIN WFM_PERF_ITEM ON (WFM_PERF_ITEM.WFM_PERF_ITEM_KEY
= WFM_PERF_ITEM_DAY.WFM_PERF_ITEM_KEY)
WHERE
WFM_PERF_ITEM_DAY.WFM_DATE = ? AND
WFM_PERF_ITEM.WFM_PERF_ITEM_CODE IN ('SCH_HEADCOUNT',
'SCH_SERVICE_PCT', 'FRC_CALC_SERVICE_PCT', 'SCH_IV',
'FRC_IV', 'SCH_AHT', 'FRC_AHT',
'FRC_CALC_STAFFING', 'FRC_REQ_STAFFING',
'SCH_COVERAGE', 'SCH_ASA', 'FRC_CALC_ASA',
``` |

	`'SCH_MAX_OCCUPANCY_PCT', 'FRC_CALC_MAX_OCCUPANCY_PCT')`
	GROUP BY
	`WFM_BU.WFM_BU_NAME,`
	`WFM_SITE.WFM_SITE_NAME,`
	`WFM_PERF_ITEM_TIMESTEP.WFM_TIME_STEP,`
	`WFM_PERF_ITEM.WFM_PERF_ITEM_CODE`
	ORDER BY
	`WFM_PERF_ITEM_TIMESTEP.WFM_TIME_STEP,`
	`WFM_BU.WFM_BU_NAME,`
	`WFM_SITE.WFM_SITE_NAME,`
	`WFM_PERF_ITEM.WFM_PERF_ITEM_CODE`

Contact Center Performance Report for Activity	**Show query.. [+]**
	
	SELECT
	`WFM_TIME_STEP,`
	`WFM_SITE.WFM_SITE_NAME,`
	`WFM_ACTIVITY.WFM_ACTIVITY_NAME,`
	`WFM_PERF_ITEM.WFM_PERF_ITEM_CODE,`
	SUM`(WFM_PERF_ITEM_TIMESTEP.WFM_PERF_ITEM_VALUE)`
	FROM `WFM_PERF_ITEM_TIMESTEP`
	`JOIN WFM_PERF_ITEM_DAY` **ON**
	`(WFM_PERF_ITEM_DAY.WFM_PERF_ITEM_DAY_KEY =`
	`WFM_PERF_ITEM_TIMESTEP.WFM_PERF_ITEM_DAY_KEY)`
	`JOIN WFM_ACTIVITY` **ON** `(WFM_ACTIVITY.WFM_ACTIVITY_KEY =`
	`WFM_PERF_ITEM_DAY.WFM_ACTIVITY_KEY)`
	`JOIN WFM_SITE` **ON** `(WFM_SITE.WFM_SITE_KEY =`
	`WFM_ACTIVITY.WFM_SITE_KEY)`
	`JOIN WFM_PERF_ITEM` **ON** `(WFM_PERF_ITEM.WFM_PERF_ITEM_KEY`
	`= WFM_PERF_ITEM_DAY.WFM_PERF_ITEM_KEY)`
	WHERE
	`WFM_TIME_STEP >= ? AND WFM_TIME_STEP < ? AND`
	`WFM_PERF_ITEM.WFM_PERF_ITEM_CODE IN ('ACT_IV',`
	`'ACT_ABANDONED_IV_PCT', 'ACT_AHT', 'ACT_ASA',`
	`'ACT_IV', 'ACT_SERVICE_PCT')`
	GROUP BY
	`WFM_SITE.WFM_SITE_NAME,`
	`WFM_ACTIVITY.WFM_ACTIVITY_NAME,`
	`WFM_PERF_ITEM.WFM_PERF_ITEM_CODE,`
	`WFM_PERF_ITEM_TIMESTEP.WFM_TIME_STEP`
	ORDER BY
	`WFM_SITE.WFM_SITE_NAME,`
	`WFM_ACTIVITY.WFM_ACTIVITY_NAME,`
	`WFM_PERF_ITEM_TIMESTEP.WFM_TIME_STEP,`
	`WFM_PERF_ITEM.WFM_PERF_ITEM_CODE`