

GENESYS

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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

Agent Adherence Totals (Daily granularity)	<pre>Show query [+] SELECT WFM_SITE.WFM_SITE_NAME, WFM_TEAM.WFM_TEAM_NAME, WFM_AGENT.FIRST_NAME, WFM_AGENT.FIRST_NAME, WFM_ADH_AGENT_DAY.WFM_DATE, WFM_ADH_AGENT_DAY.WFM_OUT_SCHEDULE_DURATION, WFM_ADH_AGENT_DAY.WFM_OUT_SCH_NON_ADH_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_SITE ON (WFM_AGENT_KEY) LEFT_JOIN WFM_TEAM_ON (WFM_AGENT_KEY) LEFT_JOIN WFM_TEAM_ON (WFM_DATE >= ? AND WFM_ADH_AGENT_DAY.WFM_DATE >= ? AND WFM_ADH_AGENT_DAY.WFM_DATE <= ? ORDER BY WFM_SITE.WFM_SITE_NAME, WFM_ADH_AGENT_DAY.WFM_DATE, WFM_AGENT_DAY.WFM_DATE, WFM_AGENT_LAST_NAME, WFM_AGENT_LAST_NAME, WFM_AGENT.LAST_NAME</pre>
Team Adherence Totals (Daily granularity)	<pre>Show query [+] SELECT WFM_BU.WFM_BU_NAME, WFM_SITE.WFM_SITE_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.WFM_SITE.WFM_SITE_KEY = WFM_ADH_AGENT_DAY.WFM_SITE_KEY) JOIN WFM_BU_ON (WFM_SITE.KEY) UEFT_JOIN WFM_TEAM_ON (WFM_TEAM.WFM_TEAM_KEY = WFM_SITE.WFM_BU_KEY) LEFT_JOIN WFM_TEAM_ON (WFM_TEAM.WFM_TEAM_KEY = WFM_ADH_AGENT_DAY.WFM_DATE >= ? AND WFM_ADH_AGENT_DAY.WFM_DATE <= ? GROUP BY WFM_BU.WFM_BU_NAME,</pre>

	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

	Show query [+]
Schedule States	<pre>SELECT WFM_SITE.WFM_SITE_NAME, WFM_AGENT.EMPLOYEE_ID, WFM_AGENT.FIRST_NAME, WFM_AGENT.FIRST_NAME, WFM_SCH_AGENT_DAY.WFM_DATE, WFM_SCH_AGENT_STATE.WFM_DATE, WFM_SCH_AGENT_STATE.WFM_FULL_DAY, WFM_SCH_AGENT_STATE.WFM_STATE_DURATION, WFM_SCH_AGENT_STATE.WFM_STATE_DURATION, WFM_SCH_AGENT_STATE.WFM_STATE_DURATION, WFM_SCH_AGENT_STATE.WFM_SCH_AGENT_DAY_KEY = WFM_SCH_AGENT_STATE.WFM_SCH_AGENT_DAY_KEY = WFM_SCH_AGENT_DAY.WFM_SCH_AGENT_LAY_KEY) JOIN WFM_SCH_AGENT_ONY WFM_SCH_AGENT_MEM_SCH_ZENT WFM_SCH_AGENT_DAY.WFM_SCH_AGENT_KEY = WFM_SCH_AGENT_DAY.WFM_SCH_AGENT_KEY = WFM_SCH_AGENT_DAY.WFM_SITE.WFM_SITE_KEY = WFM_SCH_AGENT_DAY.WFM_SITE_KEY) JOIN WFM_SITE ON (WFM_SITE.WFM_SITE_KEY = WFM_SCH_AGENT_DAY.WFM_SITE_KEY) JOIN WFM_SITE ON (WFM_SITE_KEY) UEFT_JOIN WFM_SITE_ON (WFM_SITE_KEY) UEFT_JOIN WFM_STATE_TYPE ON (WFM_STATE_TYPE ON (WFM_STATE_TYPE ON (WFM_STATE_TYPE ON (WFM_STATE_WFM_STATE_TYPE_KEY) LEFT_JOIN WFM_SIG ON (WFM_STATE_KEY) = WFM_SCH_AGENT_STATE.WFM_STATE_KEY = WFM_STATE.WFM_SITATE_TYPE_KEY) LEFT_JOIN WFM_SIGG ON (WFM_STATE_KEY) = WFM_STATE.WFM_SITATE_TYPE_KEY) WFM_STATE_WFM_SITATE_TYPE_KEY = WFM_STATE.WFM_SITATE_TYPE_KEY = WFM_STATE.WFM_SITATE_TYPE_KEY = WFM_STATE.WFM_SITATE_TYPE_KEY = WFM_SITATE.WFM_SITATE_TYPE_KEY = WFM_SITATE.WFM_SITATE_WFM_SITATE_SITATE_SITATE_Y AND WFM_SCH_AGENT_SITATE_WFM_SITATE_SITATE_Y WFM_SITATE.WFM_SITATE_WFM_SITATE_SITATE_Y WFM_SITATE.WFM_SITATE_WFM_SITATE_SITATE_Y WFM_SITATE.WFM_SITATE_WFM_SITATE_SITATE_Y WFM_SITATE.WFM_SITATE_WFM_SITATE_SITATE_Y WFM_SITATE.WFM_SITATE_KEY</pre>
Agent Schedule State Totals	<pre>Show query [+] select wfm_site.wfm_site_name,</pre>

	<pre>WFM_TEAM.WFM_TEAM_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.WFM_STATE_DURATION) FROM WFM_SCH_AGENT_STATE_TIMESTEP.WFM_SCH_AGENT_DAY_KEY = WFM_SCH_AGENT_DAY.WFM_SCH_AGENT_DAY_KEY = WFM_SCH_AGENT_DAY.WFM_STETE.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_SITE ON (WFM_SITE.WFM_SITE_KEY = WFM_SCH_AGENT_DAY.WFM_SITE_KEY) JOIN WFM_STATE ON (WFM_SITE.WFM_STATE_KEY = WFM_AGENT.WFM_TEAM_ON (WFM_STATE.WFM_STATE_KEY = WFM_SCH_AGENT_STATE_IMESTEP.WFM_STATE_KEY = WFM_SCH_AGENT_DAY.WFM_DATE >= ? AND WFM_SCH_AGENT_DAY.WFM_DATE >= ? AND WFM_SCH_AGENT_DAY.WFM_DATE <= ? GROUP BY WFM_SITE.WFM_SITE_NAME, WFM_AGENT.LAST_NAME, WFM_SCH_AGENT_LAST_NAME, WFM_SCH_AGENT_LAST_NAME, WFM_SCH_AGENT_DAY.WFM_DATE ORDER BY WFM_SITE.WFM_SITE_NAME, WFM_AGENT.LAST_NAME, WFM_AGENT.LAST_NAME, WFM_AGENT.LAST_NAME, WFM_AGENT.LAST_NAME, WFM_AGENT.LAST_NAME, WFM_AGENT.LAST_NAME, WFM_AGENT.LAST_NAME, WFM_AGENT.LAST_NAME, WFM_AGENT.LAST_NAME, WFM_AGENT.LAST_NAME, WFM_AGENT.LAST_NAME, WFM_AGENT.LAST_NAME, WFM_AGENT.LAST_NAME, WFM_AGENT.LAST_NAME, WFM_SCH_AGENT_DAY.WFM_DATE</pre>
Team Schedule State Totals	<pre>Show query [+] SELECT WFM_BU.WFM_BU_NAME, WFM_SITE.WFM_SITE_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_TATE_TIMESTEP.WFM_SCH_AGENT_DAY_KEY = WFM_SCH_AGENT_DAY.WFM_SCH_AGENT_DAY_KEY = WFM_SCH_AGENT_DAY.WFM_SCH_AGENT_AGENT_KEY = WFM_SCH_AGENT_DAY.WFM_SITE_KEY) JOIN WFM_SITE ON (WFM_SITE_KEY) JOIN WFM_SITE_ON (WFM_SITE_KEY) JOIN WFM_SITE.WFM_SITE_KEY) JOIN WFM_STATE ON (WFM_SITE_WFM_SIATE_KEY = WFM_SCH_AGENT_DAY.WFM_TEAM_KEY) JOIN WFM_STATE ON (WFM_SSG.WFM_SSG_KEY = WFM_SCH_AGENT_STATE_TIMESTEP.WFM_SIATE_KEY) JOIN WFM_SSG ON (WFM_SSG.WFM_SSG_KEY = WFM_SCH_AGENT_DAY.WFM_DATE >= ? AND WFM_SCH_AGENT_DAY.WFM_DATE >= ? AND WFM_SITE.WFM_SITE_NAME, WFM_SITE.WFM_SITE_NAME, WFM_SITE.WFM_SITE_NAME, WFM_SITE.WFM_SITE_NAME, WFM_SCH_AGENT_DAY.WFM_DATE ORDER BY WFM_BU.WFM_BU_NAME, WFM_SULWFM_BU_NAME, WFM_SU_WFM_SU_SULWFM_SULWFM_SULWFM_SULWFM_SULWFM_</pre>

	WFM_SITE.WFM_SITE_NAME, WFM_TEAM.WFM_TEAM_NAME, WFM_SCH_AGENT_DAY.WFM_DATE
Schedule Marked Time Report	<pre>Show query [+] SELECT WFM_SITE.WFM_SITE_NAME, WFM_AGENT.FIRST_NAME, WFM_AGENT.LAST_NAME, WFM_AGENT_LAST_NAME, WFM_SCH_AGENT_DAY.WFM_DATE, WFM_SCH_AGENT_STATE_NAME, WFM_SCH_AGENT_STATE.WFM_STATE_END, WFM_SCH_AGENT_STATE.WFM_STATE_DURATION, WFM_SCH_AGENT_STATE.WFM_STATE_DURATION, WFM_SCH_AGENT_STATE.WFM_STATE_DURATION FROM WFM_SCH_AGENT_DAY.WFM_SCH_AGENT_DAY_KEY = WFM_SCH_AGENT_DAY.WFM_SCH_AGENT_DAY_KEY) JOIN WFM_SCH_AGENT_ONY WFM_SCH_AGENT_ONY WFM_SCH_AGENT_STATE.WFM_STATE_KEY) JOIN WFM_SCH_AGENT_ONY WFM_SCH_AGENT_ONY WFM_SCH_AGENT_CNY WFM_SCH_AGENT_STATE.WFM_SCH_AGENT_LASY WFM_SCH_AGENT_ONY WFM_SCH_AGENT_STATE.WFM_SCH_AGENT_LASY WFM_SCH_AGENT_ONY WFM_SCH_AGENT_STATE.WFM_SCH_AGENT_LASY WFM_SCH_AGENT_DAY.WFM_SCH_KEY) JOIN WFM_STATE_ONY WFM_STATE_VPE ON (WFM_STATE_STATE.WFM_STATE_KEY) JOIN WFM_STATE_ONY WFM_STATE_TYPE ON (WFM_STATE_TYPE_WFM_STATE_TYPE_KEY) WFM_SCH_AGENT_STATE.WFM_STATE_KEY) JOIN WFM_STATE_TYPE_KEY) WHERE WFM_SCH_AGENT_STATE.WFM_STATE_TYPE_NAME_IN ('Marked Time') AND WFM_SCH_AGENT_STATE.WFM_STATE_START< ? ORDER BY WFM_SCH_AGENT_DAY.WFM_STATE_START_STARTE_Y WFM_AGENT_STATE.WFM_STATE_START, WFM_AGENT_LAST_NAME, WFM_AGENT_LAST_NAME, WFM_AGENT_LAST_NAME, WFM_SCH_AGENT_STATE.WFM_STATE_START, WFM_SCH_AGENT_STATE.WFM_STATE_START, WFM_SCH_AGENT_STATE_KEY</pre>
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_STATE JOIN WFM_SCH_AGENT_DAY ON (WFM_SCH_AGENT_DAY ON (WFM_SCH_AGENT_DAY.WFM_SCH_AGENT_DAY_KEY = WFM_SCH_AGENT_DAY.WFM_SCH_AGENT_LAY WFM_SCH_AGENT_ON (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_AGENT_WFM_TEAM_KEY) JOIN WFM_STATE ON (WFM_STATE.WFM_STATE_KEY = WFM_AGENT_WFM_TEAM_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_SITE.WFM_SITE_NAME, WFM_AGENT.LAST_NAME, WFM_AGENT_LAST_NAME, WFM_SCH_AGENT_DAY.WFM_DATE ORDER BY WFM_SITE.WFM_SITE_NAME, WFM_AGENT.LAST_NAME, WFM_AGENT.LAST_NAME, WFM_AGENT.LAST_NAME, WFM_AGENT.LAST_NAME, WFM_AGENT.LAST_NAME, WFM_AGENT.LAST_NAME, WFM_SCH_AGENT_DAY.WFM_DATE
Schedule Marked Time Totals (Timestep granularity)	<pre>Show query [+] SELECT WFM_SITE.WFM_SITE_NAME, WFM_AGENT.LAST_NAME, WFM_AGENT.LAST_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_DAY_ON (WFM_SCH_AGENT_DAY_MFM_SCH_AGENT_DAY_KEY = WFM_SCH_AGENT_DAY_WFM_SCH_AGENT_DAY_KEY = WFM_SCH_AGENT_DAY.WFM_SCH_AGENT_DAY_KEY) JOIN WFM_AGENT_ON (WFM_AGENT_AGENT_KEY = WFM_SCH_AGENT_DAY.WFM_SITE.WFM_SITE_KEY = WFM_SCH_AGENT_DAY.WFM_SITE.WFM_SITE_KEY = WFM_SCH_AGENT_DAY.WFM_SITE.WFM_SITE_KEY = WFM_SCH_AGENT_DAY.WFM_SITE_KEY) JOIN WFM_SITE ON (WFM_SITE.WFM_SITE_KEY = WFM_SCH_AGENT_DAY.WFM_SITE_KEY) JOIN WFM_SITE ON (WFM_STATE.WFM_STATE_KEY = WFM_SCH_AGENT_STATE_TIMESTEP.WFM_STATE_KEY = WFM_SCH_AGENT_STATE_TIMESTEP.WFM_STATE_KEY = WFM_SCH_AGENT_STATE_TIMESTEP.WFM_STATE_KEY = WFM_SCH_AGENT_STATE_TIMESTEP.WFM_STATE_KEY = WFM_SCH_AGENT_STATE_TIMESTEP.WFM_STATE_KEY = WFM_STATE_TYPE_WFM_STATE_TYPE_KEY = WFM_STATE_TYPE.WFM_STATE_TYPE_KEY = WFM_STATE_TYPE.WFM_STATE_TYPE_KEY = WFM_STATE_TYPE.WFM_STATE_TYPE_KEY = WFM_STATE_TYPE.WFM_STATE_TYPE_KEY = WFM_SCH_AGENT_STATE_TIMESTEP.WFM_TIME_STEP >= ? AND WFM_SCH_AGENT_STATE_TIMESTEP.WFM_TIME_STEP >= ? AND WFM_SCH_AGENT_STATE_TIMESTEP.WFM_TIME_STEP >= ? AND WFM_SCH_AGENT_STATE_TIMESTEP.WFM_TIME_STEP >= ? AND WFM_SCH_AGENT_LAST_NAME, WFM_AGENT_LAST_NAME, WFM_AGENT_LAST_NAME, WFM_AGENT_LAST_NAME, WFM_AGENT_LAST_NAME, WFM_AGENT_LAST_NAME, WFM_SCH_AGENT_STATE_TIMESTEP.WFM_TIME_STEP</pre>
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,

	<pre>WFM_SCH_AGENT_DAY.WFM_DAY_START, WFM_SCH_AGENT_DAY.WFM_DAY_END, SUM(WFM_SCH_AGENT_DAY.WFM_DAY_END, 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.WFM_OVERTIME_DURATION) AS OVERTIME_DURATION FROM WFM_SCH_AGENT_DAY.WFM_OVERTIME_DURATION) AS OVERTIME_DURATION FROM 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_KEY) JOIN WFM_AGENT_DAY.WFM_SITE_KEY) JOIN WFM_AGENT_ON (WFM_AGENT.WFM_AGENT_KEY = WFM_SCH_AGENT_DAY.WFM_SITE_KEY) LEFT JOIN WFM_TEAM ON (WFM_TEAM.WFM_TEAM_KEY = WFM_SCH_AGENT_DAY.WFM_DATE >= ? AND WFM_SCH_AGENT_DAY.WFM_DATE >= ? AND WFM_SCH_AGENT_DAY.WFM_DATE >= ? AND WFM_SCH_AGENT_DAY.WFM_DATE >= ? AND WFM_SCH_AGENT_DAY.WFM_DATE, WFM_AGENT.HAST_NAME, WFM_AGENT.HAST_NAME, WFM_AGENT.FIRST_NAME, WFM_AGENT_LAST_NAME, WFM_AGENT.FIRST_NAME, WFM_SCH_AGENT_DAY.WFM_DATE, WFM_SCH_AGENT_DAY.WFM_DATE, WFM_SCH_AGENT_DAY.WFM_DATE, WFM_SCH_AGENT_DAY.WFM_DATE, WFM_SCH_AGENT_DAY.WFM_DAY_START, WFM_SCH_AGENT_DAY.WFM_DAY_START, WFM_SCH_AGENT_DAY.WFM_DAY_START, WFM_SCH_AGENT_DAY.WFM_DAY_END, WFM_SCH_AGENT_DAY.WFM_DAY_END, WFM_SCH_AGENT_DAY.WFM_DAY_END, WFM_SCH_AGENT_DAY.WFM_DAY_END, WFM_SCH_AGENT_DAY.WFM_DAY_START, WFM_SCH_AGENT_DAY.WFM_DAY_END, WFM_SCH_AGENT_DAY.WFM_DAY_END, WFM_SCH_AGENT_DAY.WFM_DAY_END, WFM_SCH_AGENT_DAY.WFM_DAY_END, WFM_SCH_AGENT_DAY.WFM_DAY_END, WFM_SCH_AGENT_DAY.WFM_DAY_END, WFM_SCH_AGENT_DAY.WFM_DAY_END, WFM_SCH_AGENT_DAY.WFM_DAY_END, WFM_SCH_AGENT_FIRST_NAME, WFM_AGENT.FIRST_NAME, WFM_AGENT.FIRST_NAME, WFM_AGENT.FIRST_NAME, WFM_AGENT.FIRST_NAME, WFM_AGENT.FIRST_NAME, WFM_AGENT.FIRST_NAME, WFM_SCH_AGENT_DAY.WFM_DATE</pre>
Schedule State Group (SSG) Totals	<pre>Show query [+] 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_SCH_AGENT_STATE_TIMESTEP JOIN WFM_SCH_AGENT_DAY ON (WFM_SCH_AGENT_DAY ON (WFM_SCH_AGENT_DAY ON (WFM_SCH_AGENT_ON) (WFM_AGENT_KEY) JOIN WFM_SCH_AGENT_ON (WFM_SCH_AGENT_ON (WFM_SCH_AGENT_ON (WFM_SCH_AGENT_KEY) JOIN WFM_SITE ON (WFM_SITE_WFM_SITE_KEY) JOIN WFM_BU ON (WFM_SITE_KEY) JOIN WFM_STATE ON (WFM_SITE_KEY) JOIN WFM_STATE ON (WFM_SITE_KEY) JOIN WFM_STATE ON (WFM_STATE_KEY) JOIN WFM_STATE ON (WFM_STATE_KEY) JOIN WFM_STATE ON (WFM_STATE_KEY) JOIN WFM_STATE ON (WFM_STATE_WFM_STATE_KEY) JOIN WFM_STATE_WFM_STATE_TIMESTEP.WFM_STATE_KEY) JOIN WFM_STATE_WFM_STATE_TIMESTEP.WFM_TIME_STEP >= '11/14/ 2013' </pre>

	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
	Show query [+]
Activity Schedule Coverage	<pre>SELECT WFM_BU.WFM_BU_NAME, WFM_SITE.WFM_SITE_NAME, WFM_SCH_AGENT_STATE_TIMESTEP.WFM_TIME_STEP, 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_ON (WFM_SCH_AGENT_DAY_WFM_SCH_AGENT_AGENT_KEY = WFM_SCH_AGENT_DAY.WFM_SCH_AGENT_KEY) JOIN WFM_SITE_ON (WFM_SITE_KEY) JOIN WFM_SITE ON (WFM_SITE_KEY) JOIN WFM_SITE_ON (WFM_SITE_KEY) JOIN WFM_STATE_TIMESTEP.WFM_STATE_KEY = WFM_SCH_AGENT_DAY.WFM_SITE_KEY) JOIN WFM_SITE ON (WFM_SITE_KEY) JOIN WFM_STATE ON (WFM_SITE_KEY) JOIN WFM_STATE ON (WFM_SITE_KEY) JOIN WFM_STATE ON (WFM_SITE_KEY) JOIN WFM_STATE_ON (WFM_SITE_KEY) JOIN WFM_STATE_ON (WFM_SITE_KEY) JOIN WFM_STATE_TYPE ON (WFM_STATE_TYPE ON (WFM_STATE_TYPE.WFM_STATE_TYPE_KEY) JOIN WFM_STATE_TYPE_NAME = 'Activity') WFM_STATE.WFM_SITATE_ID AND WFM_SCH_AGENT_STATE_TIMESTEP.WFM_TIME_STEP >= '11/14/ 2013' AND WFM_SITE_ID AND WFM_SCH_AGENT_STATE_TIMESTEP.WFM_TIME_STEP <= '11/15/2013' AND WFM_SITE_NAME = 'Sched Pot 4' AND WFM_SITE.WFM_SITE_NAME = 'Sched Pot 4' AND WFM_SITE_WFM_SITE_NAME = 'Sched Pot 4' AND WFM_SITE_WFM_SITE_NAME = 'Sched Pot 4' AND WFM_SITE_WFM_SITE_NAME = 'Sched Pot 4' AND WFM_SITE_WFM_SITE_NAME, WFM_SCH_AGENT_STATE_TIMESTEP.WFM_TIME_STEP ORDER BY WFM_SCH_AGENT_STATE_TIMESTEP.WFM_TIME_STEP, WFM_ACTIVITY.WFM_ACTIVITY_NAME</pre>

Performance Statistics Queries

	how query [+]
Schedule Daily Summary for Activity	ELECT FM_SITE.WFM_SITE_NAME, FM_ACTIVITY.WFM_ACTIVITY_NAME, FM_PERF_ITEM_DAY.WFM_DATE, FM_PERF_ITEM_WFM_PERF_ITEM_CODE, UM(WFM_PERF_ITEM_DAY.WFM_PERF_ITEM_VALUE)

	<pre>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) WHM_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_CALC_MAN_HOURS', 'FRC_CALC_SERVICE_PCT', 'SCH_IV', '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_WFM_PERF_ITEM_CODE ORDER BY WFM_SITE.WFM_SITE_NAME, WFM_ACTIVITY.WFM_ACTIVITY_NAME, WFM_ACTIVITY.WFM_ACTIVITY_NAME, WFM_ACTIVITY.WFM_ACTIVITY_NAME, WFM_ACTIVITY.WFM_ACTIVITY_NAME, WFM_PERF_ITEM_DAY.WFM_DATE, WFM_PERF_ITEM_DAY.WFM_DATE, WFM_PERF_ITEM_DAY.WFM_DATE, WFM_PERF_ITEM_DAY.WFM_PERF_ITEM_CODE</pre>
Schedule Daily Summary for Multi-Site Activity (MSA)	<pre>Show query [+] SELECT WFM_BU.WFM_BU_NAME, WFM_ACTIVITY.WFM_ACTIVITY_NAME, WFM_PERF_ITEM_DAY.WFM_DATE, WFM_PERF_ITEM_DAY.WFM_PERF_ITEM_VALUE) FROM 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_ACTIVITY_TYPE_KEY <> 10) JOIN WFM_BU ON (WFM_BU.WFM_BU_KEY = WFM_PERF_ITEM_DAY.WFM_DATE_VEX WFM_PERF_ITEM_DAY.WFM_PERF_ITEM.WFM_PERF_ITEM_KEY = WFM_PERF_ITEM_DAY.WFM_DATE >= ? AND WFM_PERF_ITEM_DAY.WFM_DATE >= ? AND WFM_PERF_ITEM_DAY.WFM_DATE <= ? 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_PERF_ITEM_DAY.WFM_DATE, WFM_PERF_ITEM_DAY.WFM_DATE, WFM_PERF_ITEM_WFM_PERF_ITEM_CODE ORDER BY WFM_PERF_ITEM_DAY.WFM_DATE, WFM_PERF_ITEM_DAY.WFM_DATE, WFM_PERF_ITEM_WFM_PERF_ITEM_CODE ORDER BY WFM_PERF_ITEM_DAY.WFM_DATE, WFM_PERF_ITEM_MAME, WFM_ACTIVITY.WFM_ACTIVITY_NAME, WFM_PERF_ITEM_WFM_PERF_ITEM_CODE ORDER BY WFM_BU.WFM_BU_NAME, WFM_ACTIVITY.WFM_ACTIVITY_NAME, WFM_PERF_ITEM_WFM_PERF_ITEM_CODE ORDER BY WFM_PERF_ITEM_WFM_PERF_ITEM_CODE</pre>
Schedule Daily Summary for Activity Group (AG)	<pre>Show query [+] SELECT WFM_BU.WFM_BU_NAME, WFM_ACTIVITY.WFM_ACTIVITY_NAME, WFM_PERF_ITEM_DAY.WFM_DATE,</pre>

	<pre>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_DAY.WFM_DATE <= ? AND WFM_PERF_ITEM_DAY.WFM_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_MAX_OCCUPANCY_PCT', 'FRC_CALC_ASA', 'SCH_MAX_OCCUPANCY_PCT', 'FRC_CALC_ASA', WFM_PERF_ITEM_DAY.WFM_DATE, WFM_PERF_ITEM_DAY.WFM_DATE, 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_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_DAY.WFM_DATE, WFM_PERF_ITEM_DAY.WFM_DATE, WFM_PERF_ITEM_WFM_PERF_ITEM_CODE ORDER BY WFM_BU.WFM_BU_NAME, WFM_PERF_ITEM_DAY.WFM_DATE, WFM_PERF_ITEM_WFM_PERF_ITEM_CODE</pre>
Schedule Daily Summary for Site	<pre>Show query[+] SELECT WFM_BU.WFM_BU_NAME, WFM_SITE.WFM_SITE_NAME, WFM_PERF_ITEM_DAY.WFM_DATE, WFM_PERF_ITEM_DAY.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_SUTE 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_DATE >= ? AND WFM_PERF_ITEM_DAY.WFM_DATE <= ? AND WFM_PERF_ITEM_DAY.WFM_DATE <= ? AND WFM_PERF_ITEM_DAY.WFM_DATE <= ? AND WFM_PERF_ITEM_MFM_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_PERF_ITEM_MFM_PERF_ITEM_CODE ORDER BY WFM_PERF_ITEM_DAY.WFM_DATE, WFM_PERF_ITEM_MAME, WFM_PERF_ITEM_MAME, WFM_PERF_ITEM_MAME, WFM_PERF_ITEM_MAME, WFM_PERF_ITEM_DAY.WFM_DATE, WFM_PERF_ITEM_MAME, WFM_PERF_ITEM_MAM</pre>
Schedule Intraday Summary for Activity	Show query [+] SELECT

	<pre>WFM_SITE.WFM_SITE_NAME, WFM_ACTIVITY.WFM_ACTIVITY_NAME, WFM_PERF_ITEM_TIMESTEP.WFM_TIME_STEP, 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_PERF_ITEM_DAY.WFM_ACTIVITY_KEY) JOIN WFM_SITE ON (WFM_SITE.WFM_SITE_KEY = WFM_PERF_ITEM_DAY.WFM_DERF_ITEM.WFM_PERF_ITEM_KEY = WFM_PERF_ITEM_DAY.WFM_PERF_ITEM_KEY) MHEMEE WFM_PERF_ITEM_DAY.WFM_DATE = ? AND WFM_PERF_ITEM_DAY.WFM_DATE = ? AND WFM_PERF_ITEM_DAY.WFM_DATE = ? AND WFM_PERF_ITEM_OAY.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_OVERAGE', 'SCH_ASA', 'FRC_CALC_ASA', 'SCH_MAX_OCCUPANCY_PCT', 'FRC_CALC_MAX_OCCUPANCY_PCT') GROUP BY WFM_SITE.WFM_SITE_NAME, WFM_PERF_ITEM_TIMESTEP.WFM_TIME_STEP, WFM_PERF_ITEM_TIMESTEP.WFM_TIME_STEP, WFM_PERF_ITEM_TIMESTEP.WFM_TIME_STEP, WFM_PERF_ITEM_TIMESTEP.WFM_TIME_STEP, WFM_PERF_ITEM_TIMESTEP.WFM_TIME_STEP, WFM_PERF_ITEM_TIMESTEP.WFM_TIME_STEP, WFM_PERF_ITEM_TIMESTEP.WFM_TIME_STEP, WFM_PERF_ITEM_TIMESTEP.WFM_TIME_STEP, WFM_PERF_ITEM_TIMESTEP.WFM_TIME_STEP, WFM_PERF_ITEM_TIMESTEP.WFM_TIME_STEP, WFM_PERF_ITEM_TIMESTEP.WFM_TIME_STEP, WFM_PERF_ITEM_TIMESTEP.WFM_TIME_STEP, WFM_PERF_ITEM_WFM_PERF_ITEM_CODE ORDER BY WFM_PERF_ITEM_WFM_PERF_ITEM_CODE</pre>
Schedule Intraday Summary for Multi-Site Activity (MSA)	<pre>Show query[+] SELECT WFM_BU.WFM_BU_NAME, WFM_ACTIVITY.WFM_ACTIVITY_NAME, WFM_PERF_ITEM_TIMESTEP.WFM_TIME_STEP, WFM_PERF_ITEM_TIMESTEP.WFM_PERF_ITEM_VALUE) FROM WFM_PERF_ITEM_TIMESTEP.WFM_PERF_ITEM_VALUE) FROM WFM_PERF_ITEM_DAY_ON (WFM_PERF_ITEM_DAY_WFM_PERF_ITEM_DAY_KEY = WFM_PERF_ITEM_DAY_WFM_PERF_ITEM_DAY_KEY = WFM_PERF_ITEM_DAY_WFM_PERF_ITEM_DAY_KEY = WFM_PERF_ITEM_DAY_WFM_ACTIVITY_WFM_ACTIVITY_KEY = WFM_PERF_ITEM_DAY_WFM_ACTIVITY_WFM_ACTIVITY_KEY = WFM_ACTIVITY.WFM_ACTIVITY_TPE_KEY AND WFM_ACTIVITY_WFM_SITE_KEY IS NULL AND WFM_ACTIVITY_WFM_BU_KEY) JOIN WFM_BU ON (WFM_BU.WFM_BU_KEY = WFM_PERF_ITEM_DAY_WFM_DERF_ITEM_WFM_PERF_ITEM_KEY = WFM_PERF_ITEM_DAY.WFM_DATE = ? AND WFM_PERF_ITEM_DAY.WFM_DATE = ? AND WFM_PERF_ITEM_DAY.WFM_DATE = ? AND WFM_PERF_ITEM_DAY.WFM_PERF_ITEM_CODE IN ('SCH_HEADCOUNT', 'SCH_SERVICE_PCT', 'FRC_CALT', 'FRC_CALC_STAFFING', 'FRC_REQ_STAFFING', 'SCH_OVERAGE', 'SCH_ASA', 'FRC_CALC_ASA', 'SCH_MAX_OCCUPANCY_PCT', 'FRC_CALC_ASA', 'SCH_MAX_OCCUPANCY_PCT', 'FRC_CALC_ASA', 'SCH_MAX_OCCUPANCY_PCT', 'FRC_CALC_ASA', 'SCH_MAX_OCCUPANCY_PCT', 'FRC_CALC_MAX_OCCUPANCY_PCT') GROUP BY WFM_PERF_ITEM_TIMESTEP.WFM_TIME_STEP, WFM_PERF_ITEM_WFM_PERF_ITEM_CODE ORDER BY WFM_PERF_ITEM_TIMESTEP.WFM_TIME_STEP, WFM_PERF_ITEM_TIMESTEP.WFM_TIME_STEP,</pre>

	WFM_BU.WFM_BU_NAME, WFM_ACTIVITY.WFM_ACTIVITY_NAME, WFM_PERF_ITEM.WFM_PERF_ITEM_CODE
Schedule Intraday Summary for Activity Group (AG)	<pre>Show query [+] SELECT WFM_BU.WFM_BU_NAME, WFM_ACTIVITY.WFM_ACTIVITY_NAME, WFM_PERF_ITEM_TIMESTEP.WFM_TIME_STEP, WFM_PERF_ITEM_TIMESTEP.WFM_PERF_ITEM_VALUE) FROM WFM_PERF_ITEM_TIMESTEP.WFM_PERF_ITEM_VALUE) FROM WFM_PERF_ITEM_DAY.WFM_PERF_ITEM_DAY_KEY = WFM_PERF_ITEM_DAY_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_SITE_KEY IS NULL AND WFM_ACTIVITY.WFM_BU_KEY] JOIN WFM_BU_ON (WFM_BU.WFM_BU_KEY = 10) JOIN WFM_BU_ON (WFM_PERF_ITEM_WFM_PERF_ITEM_KEY) WFM_ERF_ITEM_DAY.WFM_PERF_ITEM_KEY) WHERE WFM_PERF_ITEM_DAY.WFM_DATE = ? AND WFM_PERF_ITEM_DAY.WFM_PERF_ITEM_KEY) WHERE WFM_PERF_ITEM_ON_WFM_PERF_ITEM_COLE_PCT', 'SCH_IV', 'SCH_SERVICE_PCT', 'FRC_CALC_SERVICE_PCT', 'SCH_IV', 'SCH_SERVICE_PCT', 'FRC_CALC_SERVICE_PCT', 'SCH_IV', 'SCH_OVERAGE', 'SCH_ASA', 'FRC_CALC_ASA', 'SCH_OVERAGE', 'SCH_ASA', 'FRC_CALC_ASA', 'SCH_OVERAGE', 'SCH_ASA', 'FRC_CALC_ASA', 'SCH_OVERAGE', 'SCH_ASA', 'FRC_CALC_ASA', 'SCH_MAX_OCCUPANCY_PCT', 'FRC_CALC_ASA', 'SCH_MAX_OCCUPANCY_PCT', 'FRC_CALC_ASA', 'SCH_MAX_OCCUPANCY_PCT', 'FRC_CALC_ASA', 'SCH_MAX_OCCUPANCY_PCT', 'FRC_CALC_ASA', 'SCH_MAX_OCCUPANCY_PCT', 'FRC_CALC_MAX_OCCUPANCY_PCT') GROUP BY WFM_PERF_ITEM_ITMESTEP.WFM_ITME_STEP, WFM_PERF_ITEM_ITMESTEP.WFM_ITME_STEP, WFM_PERF_ITEM_ITMESTEP.WFM_ITME_STEP, WFM_PERF_ITEM_ITMESTEP.WFM_ITME_STEP, WFM_PERF_ITEM_ITME_STEP,WFM_ITME_STEP, WFM_PERF_ITEM_ITMESTEP.WFM_ITME_STEP, WFM_PERF_ITEM_ITMESTEP.WFM_ITME_STEP, WFM_PERF_ITEM_WFM_PERF_ITEM_CODE ONDER BY WFM_PERF_ITEM_WFM_PERF_ITEM_CODE</pre>
Schedule Intraday Summary for Site	<pre>Show query. [+] SELECT WFM_BU.WFM_BU_NAME, WFM_SITE.WFM_SITE_NAME, WFM_SITE.WFM_SITE_NAME, WFM_PERF_ITEM_TIMESTEP.WFM_TIME_STEP, WFM_PERF_ITEM_TIMESTEP.WFM_PERF_ITEM_VALUE) FROM WFM_PERF_ITEM_TIMESTEP.WFM_PERF_ITEM_VALUE) FROM WFM_PERF_ITEM_DAY_ON (WFM_PERF_ITEM_DAY_WFM_PERF_ITEM_DAY_KEY = WFM_PERF_ITEM_DAY.WFM_PERF_ITEM_DAY_KEY) JOIN WFM_SITE ON (WFM_SITE.KEY) JOIN WFM_SITE ON (WFM_SITE.KEY) JOIN WFM_BU_ON (WFM_BU.WFM_BU_KEY = WFM_SITE.WFM_BU_KEY) JOIN WFM_PERF_ITEM_DAY.WFM_PERF_ITEM_KEY = WFM_SITE.WFM_BU_KEY) JOIN WFM_BU_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_OAY.WFM_PERF_ITEM_CODE IN ('SCH_HEADCOUNT', 'SCH_SERVICE_PCT', 'FRC_CALC_SERVICE_PCT', 'SCH_IV', 'FRC_CALC_STAFFING', 'FRC_REQ_STAFFING', 'SCH_COVERAGE', 'SCH_ASA', 'FRC_CALC_ASA',</pre>

	<pre>'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_NEME, WFM_SITE.WFM_BU_NAME, WFM_SITE.WFM_SITE_NAME, WFM_PERF_ITEM.WFM_PERF_ITEM_CODE</pre>
	Show query [+]
Contact Center Performance Report for Activity	<pre>SELECT WFM_TIME_STEP, WFM_SITE.WFM_SITE_NAME, WFM_ACTIVITY.WFM_ACTIVITY_NAME, WFM_PACTIVITY.WFM_ACTIVITY_NAME, WFM_PERF_ITEM_TIMESTEP.WFM_PERF_ITEM_DAY_KEY = JOIN WFM_PERF_ITEM_DAY_ON (WFM_PERF_ITEM_DAY.WFM_PERF_ITEM_DAY_KEY) JOIN WFM_PERF_ITEM_DAY.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_PERF_ITEM_DAY.WFM_ACTIVITY_KEY) JOIN WFM_SITE ON (WFM_SITE.WFM_SITE_KEY = WFM_PERF_ITEM_DAY.WFM_PERF_ITEM.WFM_PERF_ITEM_KEY = WFM_PERF_ITEM_DAY.WFM_PERF_ITEM_KEY) JOIN WFM_SITE ON (WFM_SITE.WFM_SITE_KEY) WFM_ACTIVITY.WFM_SITE_KEY) WHEME 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_TIMESTEP.WFM_TIME_STEP ORDER BY WFM_SITE.WFM_SITE_NAME, WFM_ACTIVITY.WFM_ACTIVITY_NAME, WFM_ACTIVITY.WFM_ACTIVITY_NAME, WFM_ACTIVITY.WFM_ACTIVITY_NAME, WFM_ACTIVITY.WFM_ACTIVITY_NAME, WFM_SITE.WFM_SITE_NAME, WFM_SITE.WFM_SITE_NAME, WFM_SITE.WFM_SITE_NAME, WFM_PERF_ITEM_TIMESTEP.WFM_TIME_STEP, WFM_PERF_ITEM_TIMESTEP.WFM_TIME_STEP, WFM_PERF_ITEM_TIMESTEP.WFM_TIME_STEP, WFM_PERF_ITEM_TIMESTEP.WFM_TIME_STEP, WFM_PERF_ITEM_TIMESTEP.WFM_TIME_STEP, WFM_PERF_ITEM_TIMESTEP.WFM_TIME_STEP, WFM_PERF_ITEM_TIMESTEP.WFM_TIME_STEP, WFM_PERF_ITEM_WFM_PERF_ITEM_CODE</pre>