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Workforce Management Web for Supervisors Help

Options Dialog (Summary View)

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Options Dialog (Summary View)

Use the **Options** dialog box to customize the statistics that the **Summary** view displays.

1. Click **Options** on the **Summary** view's **Actions** toolbar.
The **Options** dialog box opens.
 2. Select the check boxes for statistics that you want to display, and clear the check boxes for statistics that you want to hide.
 - Double-click the **Statistics node** to reveal its contained statistics.
 - Select or clear all statistics at once by selecting or clearing (respectively) the **Statistics node's** check box.
- Click **OK**.

The Summary view reappears, displaying only the statistics that you selected.

Coverage Statistics

You have the option to include two **Coverage** statistics in the **Summary** view:

- **Coverage Published**—Displays the schedule coverage based on the *baseline* **Master Schedule**.
- **Coverage Scheduled**—Displays the schedule coverage based on the *current* **Master Schedule**.
- **Coverage Difference**—Displays the difference between the schedule coverage based on the *current* **Master Schedule** and schedule coverage based on the *baseline* **Master Schedule**.

Metrics

You have the option to include these **Difference** statistics in the **Summary** view:

- **Difference [S/L Scheduled minus S/L Forecasted]**—Displays (Service Level Scheduled minus Service Level Forecasted).
- **Difference [IV Scheduled minus IV Forecasted]**—Displays (Interaction Volume Scheduled minus Interaction Volume Forecasted).
- **Difference [AHT Scheduled minus AHT Forecasted]**—Displays (Average Handle Time Scheduled minus Average Handle Time Forecasted).
- **Difference [Budget Scheduled minus Budget Forecasted]**—Displays (Budget Scheduled minus Budget Forecasted).

You have the option to include these statistics in the **Summary** view:

- **AHT Forecasted**—Displays the expected Average Handling Time, according to the **Master Forecast**.
- **AHT Scheduled**—Displays the Average Handling Time per interaction, based on the schedule—assuming that other planned metrics remain unchanged.
- **ASA Scheduled**—Displays the Average Speed of Answer that would be expected with the number of scheduled agents.
- **ASA Forecasted**—Displays the Average Speed of Answer that would be expected with the number of agents from the staffing forecast.
- **Difference [ASA Scheduled minus ASA Forecasted]**—Displays (ASA Scheduled minus ASA Forecasted)
- **Budget Forecasted**—Displays the budget for the calculated staffing for the selected day and timesteps, based on the full-time-equivalent (FTE) paid hours per day and the salary specified in the **Forecast** scenario that was published to the **Master Forecast** for this date. (This statistic appears only if you have access rights to view agents' wage fields.)
- **Budget Scheduled**—Displays the budget for the scheduled coverage for the selected day and timesteps, based on the full-time-equivalent (FTE) paid hours per day and the salary specified in the **Forecast** scenario that was published to the **Master Forecast** for this date. (This statistic appears only if you have the access rights to view agents' wage fields.)
- **Deferred Service Level Difference [Scheduled minus Forecasted]**—Displays the difference between Scheduled Deferred Service Level and Forecasted Deferred Service Level statistics.
- **Deferred Service Level Forecasted**—Displays the service level percentage that can be expected to be achieved, based on the number of deferred activities forecasted.
- **Deferred Service Level Scheduled**—Displays the service level percentage that can be achieved given the deferred staffing coverage—assuming that other planned metrics (such as interaction volumes and Average Handling Time) remain unchanged.
- **Difference Calculated**—Displays the difference between Coverage [Scheduled] and Staffing Calculated.
- **Difference Required**—Displays the difference between Coverage [Scheduled] and Staffing Required. (Optional field.)
- **Headcount Scheduled**—Displays the number of agents scheduled (agents scheduled to be seated).
- **Interaction Volume Forecasted**—Displays the expected number of interactions, according to the **Master Forecast**.
- **Interaction Volume Scheduled**—Displays the number of interactions that can be handled based on the schedule coverage—assuming that other planned metrics remain unchanged.
- **Occupancy Forecasted**—Displays the Occupancy objective that you should be able to achieve when staffing with the number of agents from the staffing forecast.
- **Occupancy Scheduled**—Displays the Occupancy that you should achieve on this activity, with the number of agents currently scheduled.
- **Difference [Occupancy Scheduled minus Occupancy Forecasted]**—Displays (Occupancy Scheduled minus Occupancy Forecasted).
- **Scheduled Queue**—Displays the scheduled number of interactions in the backlog queue at the end of the period.
- **Service Level Forecasted**—Displays the service level percentage that can be expected to be achieved based on the number of agents forecasted.
- **Service Level Scheduled**—Displays the service level percentage that can be achieved given the

staffing coverage—assuming that other planned metrics (such as interaction volumes and Average Handling Time) remain unchanged.

- **Staffing Calculated**—Displays the required number of agents as calculated by WFM, based on the forecasted interaction volumes, AHT, and applicable service objectives.
- **Staffing Required**—Displays The required number of agents as defined by the user, either by explicitly entering forecast targets or by using a template. (Optional field.)

For in-depth descriptions of these statistics and the formulae used to derive them see "WFM Metrics" in the *Workforce Management Administrator's Guide*.

Background on Baseline Master Schedule

When you publish a schedule scenario to the **Master Schedule**, WFM retains a snapshot of the **Master Schedule** at that point in time. This is the *baseline Master Schedule*.

Then, after you or other schedulers make changes to the schedule such as adding exceptions and granting vacations, you can compare the schedule coverage shown in the *current Master Schedule* against the schedule coverage stored in the *baseline Master Schedule*.

This *baseline* of the **Master Schedule** is created/updated at the last time something was published to the **Master Schedule** for a particular date range. For example, assume on May 25 you publish the June schedule scenario to the **Master Schedule**, and then on May 28 you re-publish the same June schedule scenario to the **Master Schedule**. In this case, WFM uses the May 28 published schedule as the *baseline* against which the *current* schedule is compared.