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Workforce Management Web for Supervisors Help

Staffing Build: Provide Target Options

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Staffing Build: Provide Target Options

Use the **Provide Target Options** screen in the Staffing Build Wizard to specify the options described below.

Indirectly Occupied Time

At a minimum, enter a value for **Indirectly Occupied Time (IOT)**. IOT is a parameter that helps define the queuing model that WFM uses when building a staffing forecast. Here is why:

There is a certain pool of agents that WFM considers in its queuing model when determining how calls would be distributed from the queue to agents. IOT affects the availability of agents to handle calls. For example, if IOT is defined as 10%, that means that 10% of the time, an agent will not be in the agent pool (because the agent is off the phone).

To use template data, select the **Use Template Data** check box and click the **Load Templates** button to load the specific templates that you want to be used.

Initial Queue

If the selected activity has the type **Deferred**, then the **Initial Queue** field is displayed and inside it you must enter an integer value that is 0 or greater. You can leave this value empty, to indicate that the build process will assume that the value is 0.

Select the **Save initial queue time in default SL properties** check box if you want to save the initial queue value that you have specified as the new default service level value.

How is the Initial Queue Value Determined?

WFM Server posts a default value in **Initial Queue** field, based on existing information and calculations. WFM Server uses the ending queue value of the previous day as the default value. If it is the first day of Forecast scenario, this value is taken from Master Forecast.

This same value is used in the Contact Center Performance Report > Queue > Forecasted column for the first day of the new forecasting period after you publish the Master Forecast.

For example, if you have published the Master Forecast for 02/02 - 08/02, the Contact Center Performance Report > Queue > Forecasted column for 09/02 displays the backlog value that is proposed in the Staffing Forecast Build wizard for 09/02 in the **Initial Queue** field.

Tip

The **Initial Queue** field is hidden for all activity types except **Deferred**.

Use Service-Level Objectives

Select this check box to enable the **Specify Service Level Objectives** screen, later in the wizard.

Save IOT in default SL properties

Select this check box to save the IOT value as the new default value.

Compare Results with Previous

If you want to compare the results obtained from the **Staffing Build Wizard** with the previous staffing scenario results, select the **Compare results with previous** check box.

If you do so, after you have completed the wizard, the **Staffing Build Results** window opens, showing a comparison of the new and previous results.

Save default SL objectives

If you are building staffing for a single (or multi-site) **Immediate** activity type, you can choose to update some or all of the default service level objectives with the new values you have specified. In the next step of the **Staffing Build Wizard**, you'll be able to choose which parameter values to save as the new defaults by selecting the **Update activity default SL objective** check box for each parameter you want to update. You can then apply the updates in one of two ways:

- **Remove all** is the default setting. For each parameter where the **Update activity default SL objective** option is selected, the default service level objective value for that parameter is updated to the new specified value while the default values (or templates) for all other parameters are cleared.
- When **Append selected** is selected, the default service level objective value for each parameter where the **Update activity default SL objective** option is selected is updated to the new specified value. The default values for all other parameters remain unchanged.

If you do not select the **Update activity default SL objective** check box for any parameters, the default values remain unchanged.

Click **Next** to open the wizard's next screen.