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Workforce Management Web for Supervisors Help

Staffing Build: Multimedia Service Level Objectives

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Contents

- 1 Staffing Build: Multimedia Service Level Objectives
 - 1.1 1. Fill in the percentage target for % of Deferred Work in
 - 1.2 2. Use the Service Level Template
 - 1.3 More About Interrupted and Non-Interrupted Time

Staffing Build: Multimedia Service Level Objectives

Use the **Specify Multimedia Service Level Objectives** screen in the Staffing Build Wizard to define service level objectives when you are building staffing volumes for a **Deferred** staffing activity, such as responding to emails.

Use either one of the following two procedures:

1. Fill in the percentage target for % of Deferred Work in

- a. Enter a value into each of the following fields: **Hrs**, **Min**, and **Sec**.
- b. Select a radio button from this group:
 - **Hours (default)**—use these controls:
 - In the field below this choice, enter hours, minutes, and seconds.
 - Select one of these radio buttons: **Non-interrupted Time** (default) or **Interrupted Time**.
 - **Business days**—In the field below this choice, enter an integer greater than 0.
- c. Select the **Save Deferred work in default SL properties** check box if you want to save the multimedia service level values you have specified as the default service level objective values.
- d. Click **Finish**.

— OR —

2. Use the Service Level Template

- a. Select the **Use Service Level Template**.
- b. Click **Load Template** to **load an existing template**.
- c. Select the **Save Deferred work in default SL properties** check box if you want to save the multimedia service level values specified in the template as the default service level objective values.
- d. Click **Finish**.

More About Interrupted and Non-Interrupted Time

When WFM calculates staffing, selecting interrupted time or non-interrupted time determines whether or not the Activity closed hours are counted.

For example, if you select **Interrupted Time** WFM does not account for the Activity closed hours when calculating the "idle in queue" time of interactions. If you select **Non-interrupted Time** WFM

does account for the Activity closed hours when calculating the "idle in queue" time of interactions.