GENESYS™

Workforce Management Web for Supervisors Help

Scenario Summary View

5/8/2025

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Scenario Summary View

Use the **Scenario Summary** view to display statistics about the current schedule scenario. See the toolbar image here and the button descriptions below.

The **Summary** view provides standard date-selection controls and two data panes: a graph and a table.

Displaying the Scenario Summary View

To display the Scenarios view:

1. From the **Home** menu on the toolbar, select **Schedule**.
2. From the **Schedule** menu on the toolbar, select **Scenarios**.
   The Schedule Scenarios table appears.
3. Open a scenario by double-clicking its name in the table list or by selecting its name and clicking Open
   .
   The scenario's name appears on the toolbar, as a menu.

To display the open scenario's **Summary** view:

1. From the **<scenario_name>** menu on the toolbar, select **Summary**.
2. In the Objects pane, select the appropriate item from the **Activities** tree.

You can select a single business unit, a single site within a business unit, a multi-site activity, an activity group, or a single activity within a site. Making the selection populates the **Data** grid.

Setting Granularity

Use this drop-down list to select the **Time Step** increment to display in the grid. Select from one of these three values (in minutes): **15**, **30**, or **60**.

Graph and Data Panes

This view displays its data in a graph (upper portion of the view) and a table (lower portion), instead

of on separate tabs.

Graph Pane

The **Graph** pane provides a linear graph for each statistic that you select, with data points for individual timesteps across the selected day.

Show data for

From the **Show data for** drop-down list:

1. Select the statistic you want to graph.
   The options correspond to the Data grid's available columns (except that **Difference Calculated** and **Difference Required** cannot be graphed).
2. Select the **Show Required** check box to display that data on the graph.

Graph

The graph is redrawn to match your drop-down list selection from the **Show data for** drop-down list. *Timesteps* are shown from left to right. Quantities from bottom to top show the number of interactions, the number of agents, or the expense amount (for **Budget**).

Data Table

The **Data** pane provides a scrollable grid that displays aggregate and per-timestep statistics. The grid's first row displays a daily total or average for each statistic. Each of the remaining rows displays statistics for one timestep.

Grid Columns

The grid provides columns that display the following statistics and quantities.

- Click the Options button to display or hide each of these available columns.

Column	Description
Time Step	The start time for each timestep, configured by the Granularity setting.
Coverage [Scheduled]	The scheduled staffing coverage for an activity or multi-site activity. Schedule coverage is calculated and displayed in fractional units. For example, if any agent is scheduled to work on three **Activities** in a 15-minute timestep, that agent may count as 1/3 toward the coverage of each activity.

Column	Description
	The way the scheduling engine splits an agent's time among the activities the agent can work on depends on many factors. Examples include the open hours of each activity, the volume and handle time of each activity, and some other factors such as whether an agent has granted items in the **Calendar**, such as time off or exceptions for any or part of the day.
Headcount [Scheduled]	The number of agents scheduled (agents scheduled to be seated).
Service Level Percentage Scheduled	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.
Service Level Percentage Forecasted	The service level percentage that can be expected to be achieved based on the number of agents forecast. This may differ than the original service level objective that was stated when the staffing forecast was built due to agent rounding. For example, WFM may forecast a staffing requirement of 12 agents to meet a service level objective of 80% of interactions answered within 20 seconds, but **Service Level Percentage Forecast** may report a higher number, such as 83.48%. This is because 12 was the minimum number of agents required to meet the 80% service level objective but, with that number of agents, the contact center can be expected to achieve a slightly better service level than 80%. With one less agent (11 agents), the contact center would not be expected to achieve the 80% service level.
Interaction Volume Scheduled	The number of interactions that can be handled based on the schedule coverage—assuming that other planned metrics remain unchanged.
Interaction Volume Forecasted	The expected number of interactions, according to the **Master Forecast**.
AHT Scheduled	The **Average Handling Time** per interaction, based on the schedule—assuming that other planned metrics remain unchanged.
AHT Forecasted	The expected **Average Handling Time**, according to the **Master Forecast**.
Budget Scheduled	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.)
Budget Forecasted	The budget for the calculated staffing for the selected day and timesteps, based on the full-time-equivalent 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.)

Column	Description
Staffing Calculated	The required number of agents as calculated by WFM, based on the forecast interaction volumes, AHT, and applicable service objectives.
Staffing Required	Optional field. The required number of agents as defined by the user, either by explicitly entering forecast targets or by using a template.
Difference Calculated	The difference between **Coverage [Scheduled]** and **Staffing Calculated**.
Difference Required	Optional field. The difference between **Coverage [Scheduled]** and **Staffing Required**.
ASA Scheduled	Optional field. The **Average Speed of Answer** that you should achieve on this activity, with the number of agents currently scheduled for this activity.
ASA Forecasted	Optional field. The totals/average row for **ASA Forecast** reports a weighted average, calculated across the open hours and weighted by **Forecast IV**
Deferred Service Level Scheduled	Optional field. 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.
Deferred Service Level Forecasted	Optional field. The service level percentage that can be expected to be achieved, based on the number of deferred activities forecast.
Deferred Service Level Difference [Scheduled minus Forecasted]	Optional field. The difference between the **Scheduled Deferred Service Level** and **Forecasted Deferred Service Level** statistics.
Scheduled Queue	The scheduled number of interactions in the backlog queue at the end of the period.
Difference [ASA Scheduled minus ASA Forecasted]	Optional field. **ASA Scheduled** minus **ASA Forecasted**
Occupancy Scheduled	Optional field. The Occupancy that you should achieve on this activity, with the number of agents currently scheduled.
Occupancy Forecasted	Optional field. The **Occupancy** objective that you should be able to achieve when staffing with the number of agents from the staffing forecast
Difference [Occupancy Scheduled minus Occupancy Forecasted]	Optional field. **Occupancy Scheduled** minus **Occupancy Forecasted**
Difference [S/L Scheduled minus S/L Forecasted]	Optional field. **S/L Scheduled** minus **S/L Forecasted**
Difference [IV Scheduled minus IV Forecasted]	Optional field. **IV Scheduled** minus **IV Forecasted**
Difference [AHT Scheduled minus AHT Forecasted]	Optional field. **AHT Scheduled** minus **AHT Forecasted**

Column	Description
Difference [Budget Scheduled minus Budget Forecasted]	Optional field. **Budget Scheduled** minus **Budget Forecasted**

> ### Important
>
> You can display staffing totals in **FTE** or man-hours mode in the **Schedule coverage**, **Calculated staffing**, **Required staffing**, and other columns in the **Scenario Summary** view by adjusting the view settings in the interface. To change the display mode, see Changing the Staffing Display from FTE to Man Hours.

Using the Actions Toolbar

Use buttons on the toolbar (or commands from the **Actions** menu) for the following:

Icon	Name	Description
	Publish	Opens the Publish Schedule Wizard, where you can publish a portion of the selected scenario to the **Master Schedule**, or extract a portion of the **Master Schedule** to the selected scenario.
	Add/remove scenario elements	Opens the Add/Remove Schedule Elements Wizard, where you can add activities and agents to, or remove them from, the current schedule scenario.
	Build schedule	Opens the Schedule Build Wizard, where you can build a complete schedule for the selected site.
	Rebuild schedule	Opens the Schedule Rebuild Wizard, where you can modify and rebuild schedules, while optionally leaving intact any agent schedules that you have edited since the last build/rebuild.
	Validate schedule	Opens the Review Messages window, which lists scheduling warnings for a selected site. Warnings will only be visible if you have already built a schedule for this scenario and saved any warnings that were generated.

Icon	Name	Description
	Close	Closes the open scenario (and prompts you to save unsaved data).
	Options	Opens the Options dialog box for enabling or hiding individual statistics.
	Use Multi-Site Activities	This button becomes enabled when you select a multi-site activity or business unit in the Objects tree. Clicking this button displays data for the selected multi-site activity. If you set this button to **On**, WFM retains your last selection—in the current view and for all other views that contain multi-site activities—preventing you from having to click it every time you want to display data for the selected multi-site activity.