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Workforce Management Administrator's Guide

WFM Metrics

5/19/2024



- Administrator

Find everything you need to know about Workforce Management (WFM) metrics.

Related documentation:

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Tip

Enabling the use of WFM statistics and metrics in your environment might require assistance from Genesys Professional Services. For more information, contact Genesys Customer Care.

- Schedule Summary View and Report
- Contact Center Performance Report
- Agent Adherence Report
- End Notes

In these metrics, a *period* refers to the specific granularity of the report being run. For example, for Intra-day granularity a period is 15 minutes; for Daily granularity a period is 1 day; and so on.