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Workforce Management ETL Database Reference

Dimension tables

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Contents

- 1 When to use IANA time zones
- 2 WFM_BU
 - 2.1 Description of Columns
- 3 WFM_SITE
 - 3.1 Description of Columns
- 4 WFM_TEAM
 - 4.1 Description of Columns
- 5 WFM_AGENT
 - 5.1 Description of Columns
- 6 WFM_ACTIVITY_TYPE
 - 6.1 Description of Columns
- 7 WFM_ACTIVITY
 - 7.1 Description of Columns
- 8 WFM_SSG_TYPE
 - 8.1 Description of Columns
- 9 WFM_SSG
 - 9.1 Description of Columns
- 10 WFM_STATE_TYPE
 - 10.1 Description of Columns
- 11 WFM_STATE
 - 11.1 Description of Columns
- 12 WFM_PERF_ITEM
 - 12.1 Description of Columns

- Administrator

Use these tables to define descriptive information for WFM objects in the WFM ETL database schema.

Related documentation:

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For a description of the abbreviations used in these tables, see Abbreviation of database terms.

When to use IANA time zones

The IANA_TIMEZONE column in the WFM_BU and WFM_SITE tables supports Internet Assigned Numbers Authority (IANA) time zones in WFM business units and sites.

In certain configurations, WFM switches from using proprietary time zones (synchronized with Genesys Configuration Server) to standard IANA time zones (see Internet Assigned Numbers Authority (IANA)). Also, the ETL column TIME_ZONE_KEY associated with BUs and sites becomes NULL as this key represents Configuration Server's time zone assignment, which WFM no longer uses.

If you are using WFM's classic Forecast UI, you can disable IANA time zones in WFM and restore the previous time zone functionality. However, if you are using WFM's latest Forecast UI, it requires IANA time zones.

Tip

Some configuration is necessary to support this feature. Contact your Genesys Professional Services representative to implement this feature

WFM_BU

This table contains business unit descriptive information.

| Column | Data type | P | M | F | DV |
|---------------|--------------|---|---|---|----|
| WFM_BU_KEY | int | ✓ | ✓ | | |
| WFM_BU_NAME | varchar(255) | | ✓ | | |
| WFM_TIMESTAMP | numeric(19) | | ✓ | | |
| TIME_ZONE_KEY | int | | | ✓ | |
| IANA_TIMEZONE | varchar(255) | | | | |

| Column | Data type | P | M | F | DV |
|------------------|-------------|---|---|---|----|
| ACTIVE_FLAG | int | | ✓ | | |
| TENANT_KEY | int | | | ✓ | |
| CREATE_AUDIT_KEY | numeric(19) | | | ✓ | |
| UPDATE_AUDIT_KEY | numeric(19) | | | ✓ | |
| PURGE_FLAG | int | | | | |

Description of Columns

- **WFM_BU_KEY**—The primary key for this table.
- **WFM_BU_NAME**—The name of Business Unit (BU).
- **WFM_TIMESTAMP**—An internal timestamp value.
- **TIME_ZONE_KEY**—The surrogate key used to join the TIME_ZONE dimension to the fact tables. It specifies the time zone of the Business Unit.
- **IANA_TIMEZONE**—The name of the standard IANA time zone. It specifies the time zone of the Business Unit. See more information about IANA time zones in *When to use IANA time zones*.
- **ACTIVE_FLAG**—Indicates whether the Business Unit is currently active and the corresponding record exists in operational WFM Database: 0 = No, 1 = Yes. See more about ACTIVE_FLAG in *Purging terminated agents*.
- **TENANT_KEY**—The surrogate key used to join the TENANT dimension to the fact tables.
- **CREATE_AUDIT_KEY**—The surrogate key used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value is useful for aggregation, Enterprise Application Integration (EAI), and ETL tools (that is, applications that need to identify newly added data).
- **UPDATE_AUDIT_KEY**—The surrogate key used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data update. This value is useful for aggregation, Enterprise Application Integration (EAI), and ETL tools (that is, applications that need to identify recently modified data).
- **PURGE_FLAG**—This field is reserved (used internally by the purging script to mark records for purging).

WFM_SITE

This table contains site descriptive information.

| Column | Data type | P | M | F | DV |
|---------------|--------------|---|---|---|----|
| WFM_SITE_KEY | int | | ✓ | | |
| WFM_BU_KEY | int | | ✓ | ✓ | |
| WFM_SITE_NAME | varchar(255) | | ✓ | | |
| WFM_TIMESTAMP | numeric(19) | | ✓ | | |
| SWITCH_KEY | int | | | ✓ | |
| TIME_ZONE_KEY | int | | | ✓ | |
| IANA_TIMEZONE | varchar(255) | | | | |

| Column | Data type | P | M | F | DV |
|------------------|-------------|---|---|---|----|
| ACTIVE_FLAG | int | | ✓ | | |
| TENANT_KEY | int | | | ✓ | |
| CREATE_AUDIT_KEY | numeric(19) | | | ✓ | |
| UPDATE_AUDIT_KEY | numeric(19) | | | ✓ | |
| PURGE_FLAG | int | | | | |

Description of Columns

- **WFM_SITE_KEY**—The primary key for this table.
- **WFM_BU_KEY**—The surrogate key used to join the WFM_BU dimension to the fact tables. It specifies the Business Unit of the Site.
- **WFM_SITE_NAME**—The name of the Site.
- **WFM_TIMESTAMP**—An internal timestamp value.
- **SWITCH_KEY**—The surrogate key used to join the GIDB_GC_SWITCH dimension to the fact tables. It specifies the switch associated with the Site.
- **TIME_ZONE_KEY**—The surrogate key used to join the TIME_ZONE dimension to the fact tables. It specifies the time zone of the Site.
- **IANA_TIMEZONE**—The name of the standard IANA time zone. It specifies the time zone of the Business Unit. See more information about IANA time zones in [When to use IANA time zones](#).
- **ACTIVE_FLAG**—Indicates whether the Site is currently active and the corresponding record exists in operational WFM Database: 0 = No, 1 = Yes. See more about ACTIVE_FLAG in [Purging terminated agents](#).
- **TENANT_KEY**—The surrogate key used to join the TENANT dimension to the fact tables.
- **CREATE_AUDIT_KEY**—The surrogate key used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value is useful for aggregation, Enterprise Application Integration (EAI), and ETL tools (that is, applications that need to identify newly added data).
- **UPDATE_AUDIT_KEY**—The surrogate key used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data updates. This value is useful for aggregation, Enterprise Application Integration (EAI), and ETL tools (that is, applications that need to identify recently modified data).
- **PURGE_FLAG**—This field is reserved (used internally by the purging script to mark records for purging).

WFM_TEAM

This table contains team descriptive information.

| Column | Data type | P | M | F | DV |
|---------------|--------------|---|---|---|----|
| WFM_TEAM_KEY | int | ✓ | ✓ | | |
| WFM_TEAM_NAME | varchar(255) | | ✓ | | |
| WFM_SITE_KEY | int | | ✓ | ✓ | |

| Column | Data type | P | M | F | DV |
|------------------|-------------|---|---|---|----|
| WFM_TIMESTAMP | numeric(19) | | ✓ | | |
| ACTIVE_FLAG | int | | ✓ | | |
| TENANT_KEY | int | | | ✓ | |
| CREATE_AUDIT_KEY | numeric(19) | | | ✓ | |
| UPDATE_AUDIT_KEY | numeric(19) | | | ✓ | |
| PURGE_FLAG | int | | | | |

Description of Columns

- **WFM_TEAM_KEY**—The primary key for this table.
- **WFM_TEAM_NAME**—The name of the Team.
- **WFM_SITE_KEY**—The surrogate key used to join the WFM_SITE dimension to the fact tables. It specifies the Site of the Team.
- **WFM_TIMESTAMP**—An internal timestamp value.
- **ACTIVE_FLAG**—Indicates whether the Team is currently active and the corresponding record exists in operational WFM Database: 0 = No, 1 = Yes. See more about ACTIVE_FLAG in Purging terminated agents.
- **TENANT_KEY**—The surrogate key used to join the TENANT dimension to the fact tables.
- **CREATE_AUDIT_KEY**—The surrogate key used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value is useful for aggregation, Enterprise Application Integration (EAI), and ETL tools (that is, applications that need to identify newly added data).
- **UPDATE_AUDIT_KEY**—The surrogate key used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data update. This value is useful for aggregation, Enterprise Application Integration (EAI), and ETL tools (that is, applications that need to identify recently modified data).
- **PURGE_FLAG**—This field is reserved (used internally by the purging script to mark records for purging).

WFM_AGENT

This table contains agent descriptive information.

| Column | Data type | P | M | F | DV |
|---------------|-------------|---|---|---|----|
| WFM_AGENT_KEY | int | ✓ | ✓ | | |
| WFM_BU_KEY | int | | | ✓ | |
| WFM_SITE_KEY | int | | | ✓ | |
| WFM_TEAM_KEY | int | | | ✓ | |
| EMPLOYEE_ID | varchar(64) | | ✓ | | |
| FIRST_NAME | varchar(64) | | ✓ | | |
| LAST_NAME | varchar(64) | | ✓ | | |

| Column | Data type | P | M | F | DV |
|------------------|-------------|---|---|---|----|
| HIRE_DATE | date | | ✓ | | |
| TERMINATION_DATE | date | | | | |
| WFM_TIMESTAMP | numeric(19) | | ✓ | | |
| WM_HOURLY_WAGE | int | | | | |
| WM_SENIORITY | int | | | | |
| AGENT_KEY | int | | | ✓ | |
| ACTIVE_FLAG | int | | ✓ | | |
| TENANT_KEY | int | | | ✓ | |
| CREATE_AUDIT_KEY | numeric(19) | | | ✓ | |
| UPDATE_AUDIT_KEY | numeric(19) | | | ✓ | |
| PURGE_FLAG | int | | | | |

Description of Columns

- **WFM_AGENT_KEY**—The primary key for this table.
- **WFM_BU_KEY**—The surrogate key used to join the WFM_BU dimension to the fact tables. It specifies the the Agent's business unit.
- **WFM_SITE_KEY**—The surrogate key used to join the WFM_SITE dimension to the fact tables. It specifies the Agent's site.
- **WFM_TEAM_KEY**—The surrogate key used to join the WFM_TEAM dimension to the fact tables. It specifies the Agent's team. It is NULL if Agent does not belong to any team.
- **EMPLOYEE_ID**—The Agent's employee ID.
- **FIRST_NAME**—The Agent's first name.
- **LAST_NAME**—The Agent's last name.
- **HIRE_DATE**—The Agent's hire date.
- **TERMINATION_DATE**—The Agent's termination date.
- **WFM_TIMESTAMP**—An internal timestamp value.
- **WM_HOURLY_WAGE**—The agent's hourly wage.
- **WM_SENIORITY**—The user-defined rank field.
- **AGENT_KEY**—The surrogate key used to join the GIDB_GC_AGENT dimension to the fact tables.
- **ACTIVE_FLAG**—Indicates whether the agent is currently active and the corresponding record exists in operational WFM Database: 0 = No, 1 = Yes. See more about ACTIVE_FLAG in Purging terminated agents.
- **TENANT_KEY**—The surrogate key used to join the TENANT dimension to the fact tables.
- **CREATE_AUDIT_KEY**—The surrogate key used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value is useful for aggregation, Enterprise Application Integration (EAI), and ETL tools (that is, applications that need to identify newly added data).
- **UPDATE_AUDIT_KEY**—The surrogate key used to join to the CTL_AUDIT_LOG control table. The key

specifies the lineage for data update. This value is useful for aggregation, Enterprise Application Integration (EAI), and ETL tools (that is, applications that need to identify recently modified data).

- **PURGE_FLAG**—This field is reserved (used internally by the purging script to mark records for purging).

WFM_ACTIVITY_TYPE

This table contains activity types and descriptions.

| Column | Data type | P | M | F | DV |
|------------------------|-------------|---|---|---|----|
| WFM_ACTIVITY_TYPE_KEY | int | ✓ | ✓ | | |
| WFM_ACTIVITY_TYPE_NAME | varchar(64) | | ✓ | | |

Description of Columns

- **WFM_ACTIVITY_TYPE_KEY**—The Activity type ID.
- **WFM_ACTIVITY_TYPE_NAME**—The Activity type name. The table below contains valid values.

| ID | Name |
|----|------------------|
| 0 | 'Immediate' |
| 2 | 'Fixed Staffing' |
| 4 | 'Deferred' |
| 10 | 'Activity Group' |

WFM_ACTIVITY

This table contains activity descriptive information.

| Column | Data type | P | M | F | DV |
|-------------------------|--------------|---|---|---|----|
| WFM_ACTIVITY_KEY | int | ✓ | ✓ | | |
| WFM_BU_KEY | int | | ✓ | ✓ | |
| WFM_SITE_KEY | int | | | ✓ | |
| WFM_MSA_KEY | int | | | ✓ | |
| WFM_ACTIVITY_NAME | varchar(255) | | ✓ | | |
| WFM_ACTIVITY_SHORT_NAME | varchar(6) | | ✓ | | |
| WFM_ACTIVITY_TYPE_KEY | int | | ✓ | ✓ | |
| WFM_TIMESTAMP | numeric(19) | | ✓ | | |
| ACTIVE_FLAG | int | | ✓ | | |
| TENANT_KEY | int | | | ✓ | |

| Column | Data type | P | M | F | DV |
|------------------|-------------|---|---|---|----|
| CREATE_AUDIT_KEY | numeric(19) | | | ✓ | |
| UPDATE_AUDIT_KEY | numeric(19) | | | ✓ | |
| PURGE_FLAG | int | | | | |

Description of Columns

- **WFM_ACTIVITY_KEY**—The primary key for this table.
- **WFM_BU_KEY**—The surrogate key used to join the WFM_BU dimension to the fact tables. It specifies the Business Unit of the Activity.
- **WFM_SITE_KEY**—The surrogate key used to join the WFM_SITE dimension to the fact tables. It specifies the Site of the Activity. It is NULL if Activity is Multi-Site Activity (MSA) or Activity Group (AG).
- **WFM_MSA_KEY**—The surrogate key used to join the parent Multi-Site Activity to the child Activity. It is NULL for Multi-Site Activity and Activity Group or if Activity does not belong to any Multi-Site Activity.
- **WFM_ACTIVITY_NAME**—The name of the Activity.
- **WFM_ACTIVITY_SHORT_NAME**—The short name of the Activity.
- **WFM_ACTIVITY_TYPE_KEY**—The surrogate key used to join the WFM_ACTIVITY_TYPE dimension. It specifies the type of the Activity.
- **WFM_TIMESTAMP**—An internal timestamp value.
- **ACTIVE_FLAG**—Indicates whether the Activity is currently active and the corresponding record exists in operational WFM Database: 0 = No, 1 = Yes. See more about ACTIVE_FLAG in Purging terminated agents.
- **TENANT_KEY**—The surrogate key used to join the TENANT dimension to the fact tables.
- **CREATE_AUDIT_KEY**—The surrogate key used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value is useful for aggregation, Enterprise Application Integration (EAI), and ETL tools (that is, applications that need to identify newly added data).
- **UPDATE_AUDIT_KEY**—The surrogate key used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data update. This value is useful for aggregation, Enterprise Application Integration (EAI), and ETL tools (that is, applications that need to identify recently modified data).
- **PURGE_FLAG**—This field is reserved (used internally by the purging script to mark records for purging).

WFM_SSG_TYPE

This table contains schedule state group types and descriptions.

| Column | Data type | P | M | F | DV |
|-------------------|-----------|---|---|---|----|
| WFM_SSG_TYPE_KEY | int | ✓ | ✓ | | |
| WFM_SSG_TYPE_NAME | nchar(64) | | ✓ | | |

Description of Columns

- **WFM_SSG_TYPE_KEY**—The Schedule State Group type ID.
- **WFM_SSG_TYPE_NAME**—The Schedule State Group type name. The table below contains valid values.

| ID | Name |
|----|------------------------|
| 1 | 'Working Overhead' |
| 2 | 'Non-Working Overhead' |
| 3 | 'Actual Work' |

WFM_SSG

This table contains schedule state group descriptive information.

| Column | Data type | P | M | F | DV |
|------------------|--------------|---|---|---|----|
| WFM_SSG_KEY | int | ✓ | ✓ | | |
| WFM_SITE_KEY | int | | ✓ | ✓ | |
| WFM_SSG_NAME | varchar(255) | | ✓ | | |
| WFM_SSG_TYPE_KEY | int | | ✓ | ✓ | |
| WFM_SSG_WEIGHT | int | | ✓ | | |
| WFM_TIMESTAMP | numeric(19) | | ✓ | | |
| ACTIVE_FLAG | int | | ✓ | | |
| TENANT_KEY | int | | | ✓ | |
| CREATE_AUDIT_KEY | numeric(19) | | | ✓ | |
| UPDATE_AUDIT_KEY | numeric(19) | | | | |
| PURGE_FLAG | int | | | | |

Description of Columns

- **WFM_SSG_KEY**—The primary key for this table.
- **WFM_SITE_KEY**—*The surrogate key used to join the WFM_SITE dimension to the fact tables. It specifies the site of the Schedule State Group (SSG).
- **WFM_SSG_NAME**—The name of the Schedule State Group.
- **WFM_SSG_TYPE_KEY**—The surrogate key used to join the WFM_SSG_TYPE dimension. It specifies the type of the Schedule State Group.
- **WFM_SSG_WEIGHT**—The superficial weight value of Schedule State Group used for grouping.
- **WFM_TIMESTAMP**—An internal timestamp value.
- **ACTIVE_FLAG**—Indicates whether the Schedule State Group is currently active and the corresponding record exists in operational WFM Database: 0 = No, 1 = Yes. See more about ACTIVE_FLAG in Purging

terminated agents.

- **TENANT_KEY**—The surrogate key used to join the TENANT dimension to the fact tables.
- **CREATE_AUDIT_KEY**—The surrogate key used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value is useful for aggregation, enterprise application integration (EAI), and ETL tools (that is, applications that need to identify newly added data).
- **UPDATE_AUDIT_KEY**—The surrogate key used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data update. This value is useful for aggregation, Enterprise Application Integration (EAI), and ETL tools (that is, applications that need to identify recently modified data).
- **PURGE_FLAG**—This field is reserved (used internally by the purging script to mark records for purging).

WFM_STATE_TYPE

This table contains schedule state types and descriptions.

| Column | Data type | P | M | F | DV |
|---------------------|-----------|---|---|---|----|
| WFM_STATE_TYPE_KEY | KEY | ✓ | ✓ | | |
| WFM_STATE_TYPE_NAME | char(64) | | ✓ | | |

Description of Columns

- **WFM_STATE_TYPE_KEY**—The State type ID.
- **WFM_STATE_TYPE_NAME**—The State type name. The table below contains valid values.

| ID | Name |
|----|----------------|
| 0 | 'None' |
| 1 | 'Day Off' |
| 2 | 'Time Off' |
| 3 | 'Exception' |
| 4 | 'Break' |
| 5 | 'Meal' |
| 6 | 'Activity' |
| 7 | 'Activity Set' |
| 8 | 'Shift' |
| 9 | 'Marked Time' |

WFM_STATE

This table contains schedule state descriptive information.

| Column | Data type | P | M | F | DV |
|----------------------|--------------|---|---|---|----|
| WFM_STATE_KEY | int | ✓ | ✓ | | |
| WFM_SITE_KEY | int | | ✓ | ✓ | |
| WFM_SSG_KEY | int | | | ✓ | |
| WFM_STATE_TYPE_KEY | int | | ✓ | ✓ | |
| WFM_STATE_ID | int | | ✓ | | |
| WFM_STATE_NAME | varchar(255) | | ✓ | | |
| WFM_STATE_SHORT_NAME | varchar(6) | | ✓ | | |
| TENANT_KEY | int | | | ✓ | |
| CREATE_AUDIT_KEY | numeric (19) | | | ✓ | |
| UPDATE_AUDIT_KEY | numeric(19) | | | ✓ | |
| PURGE_FLAG | int | | | | |

Description of Columns

- **WFM_STATE_KEY**—The primary key for this table.
- **WFM_SITE_KEY**—The surrogate key used to join the WFM_SITE dimension to the fact tables. It specifies the Site of the Schedule State.
- **WFM_SSG_KEY**—The surrogate key used to join the WFM_SSG dimension to the fact tables. It specifies the SSG of the Schedule State.
- **WFM_STATE_TYPE_KEY**—The surrogate key used to join the WFM_STATE_TYPE dimension. It specifies the type of the Schedule State.
- **WFM_STATE_ID**—The ID of Schedule State corresponding to the type of Schedule State. The ID is unique within the context of Schedule State type.
- **WFM_STATE_NAME**—The name of the Schedule State.
- **WFM_STATE_SHORT_NAME**—The short name of the Schedule State.
- **TENANT_KEY**—The surrogate key used to join the TENANT dimension to the fact tables.
- **CREATE_AUDIT_KEY**—The surrogate key used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value is useful for aggregation, Enterprise Application Integration (EAI), and ETL tools (that is, applications that need to identify newly added data).
- **UPDATE_AUDIT_KEY**—The surrogate key used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data update. This value is useful for aggregation, Enterprise Application Integration (EAI), and ETL tools (that is, applications that need to identify recently modified data).
- **PURGE_FLAG**—This field is reserved (used internally by the purging script to mark records for purging).

WFM_PERF_ITEM

This table contains performance items (statistics) and descriptions.

| Column | Data type | P | M | F | DV |
|---------------------------|--------------|---|---|---|----|
| WFM_PERF_ITEM_KEY | Key | ✓ | ✓ | | |
| WFM_PERF_ITEM_CODE | Char(64) | | ✓ | | |
| WFM_PERF_ITEM_DESCRIPTION | Varchar(255) | | ✓ | | |

Description of Columns

- **WFM_PERF_ITEM_KEY**—The Performance item ID.
- **WFM_PERF_ITEM_CODE**—The code of Performance item (statistic). The table below contains WFM Performance statistics.
- **WFM_PERF_ITEM_DESCRIPTION**—The description of the Performance item.

Performance Statistics

| ID | Code | Description |
|----|----------------------------|---|
| 12 | FRC_CALC_STAFFING | Total Calculated Staffing Difference (between Optimal number of agents for Forecast workload and Calculated Staffing) |
| 16 | FRC_REQ_STAFFING | Total Required Staffing |
| 38 | FRC_CALC_SERVICE_PCT | Weighted average of (Achieved) Calculated Service Level % (weighted on Forecast Interaction Volume) |
| 15 | FRC_REQ_SERVICE_PCT | Weighted average of (Achieved) Required Service Level % (weighted on Forecast Interaction Volume) for Activity of type Deferred |
| 40 | FRC_CALC_ASA | Weighted average of (Achieved) Calculated Average Speed of Answer (weighted on Forecast Interaction Volume) |
| 14 | FRC_REQ_ASA | Weighted average of Required Average Speed of Answer (weighted on Forecast Interaction Volume) |
| 39 | FRC_CALC_ABANDONED_IV_PCT | Weighted average of (Achieved) Calculated Abandoned Interaction Volume % (weighted on Forecast Interaction Volume) |
| 18 | FRC_REQ_ABANDONED_IV_PCT | Weighted average of Required Abandoned Interaction Volume % (weighted on Forecast Interaction Volume) |
| 41 | FRC_CALC_MAX_OCCUPANCY_PCT | Weighted average of (Achieved) |

| ID | Code | Description |
|----|---------------------------|--|
| | | Calculated Maximum Occupancy % (weighted on Forecast Interaction Volume) |
| 77 | FRC_REQ_MAX_OCCUPANCY_PCT | Weighted average of Required Maximum Occupancy % (weighted on Forecast Interaction Volume) |
| 10 | FRC_IV | Total of Forecast Interaction Volume |
| 50 | FRC_CALC_FTE | Total of Calculated Full-time Equivalent |
| 51 | FRC_REQ_FTE | Total of Required Full-time Equivalent |
| 56 | FRC_CALC_MAN_HOURS | Total of Calculated Man Hours |
| 57 | FRC_REQ_MAN_HOURS | Total of Required Man Hours |
| 21 | SCH_COVERAGE | Total of Scheduled Coverage |
| 24 | SCH_SERVICE_PCT | Weighted average of Scheduled Service Level % (weighted on Forecast Interaction Volume) |
| 19 | SCH_ASA | Weighted average of Scheduled Average Speed of Answer (weighted on Forecast Interaction Volume) |
| 22 | SCH_ABANDONED_IV_PCT | Weighted average of Scheduled Abandoned Interaction Volume % (weighted on Forecast Interaction Volume) |
| 23 | SCH_MAX_OCCUPANCY_PCT | Weighted average of Scheduled Maximum Occupancy % (weighted on Forecast Interaction Volume) |
| 49 | SCH_FTE | Total of Scheduled Full-time Equivalent |
| 55 | SCH_MAN_HOURS | Total of Scheduled Man Hours |
| 6 | ACT_STAFFING | Total of Actual Staffing Difference (between Optimal number of agents for Actual workload and Scheduled Coverage) |
| 59 | ACT_COVERAGE | Total of Actual Coverage (agent minutes divided by timestep) |
| 3 | ACT_SERVICE_PCT | Weighted average of Actual Service Level % (weighted on Actual Distributed Interaction Volume) for Activity of type Deferred |
| 5 | ACT_ASA | Weighted average of Actual Average Speed of Answer |

| ID | Code | Description |
|----|----------------------|---|
| | | (weighted on Actual Interaction Volume) |
| 4 | ACT_ABANDONED_IV_PCT | Total of Actual Abandoned Interaction Volume % |
| 1 | ACT_IV | Total of Actual Interaction Volume |
| 62 | ACT_ABANDONED_IV | Total of Actual Abandoned Interaction Volume % |
| 8 | ACT_DISTRIBUTED_IV | Total of Actual Distributed Interaction Volume |
| 9 | ACT_HANDLED_IV | Total of Actual Handled Interaction Volume |
| 60 | ACT_FTE | Total of Actual Full-time Equivalent |
| 61 | ACT_MAN_HOURS | Total of Actual Man Hours |
| 20 | SCH_HEADCOUNT | Total of Scheduled Headcount |
| 2 | ACT_AHT | Weighted average of Actual Handle Time (weighted on Actual Handled Interaction Volume) |
| 78 | ACT_SIMPLE_AHT | Simple average of Actual Handle Time |
| 11 | FRC_AHT | Weighted average of Forecast Handle Time (weighted on Forecast Interaction Volume) |
| 58 | FRC_SIMPLE_AHT | Simple average of Forecast Average Handle Time |
| 70 | SCH_AHT | Weighted average of Scheduled Average Handle Time (weighted on Forecast Interaction Volume) |
| 69 | SCH_IV | Total of Scheduled Interaction Volume |