



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Workforce Management ETL Database Reference

[Query examples](#)

12/15/2025

Contents

- 1 Adherence queries
 - 1.1 Agent adherence totals (daily granularity)
 - 1.2 Team adherence totals (daily granularity)
- 2 Schedule queries
 - 2.1 Schedule states
 - 2.2 Agent schedule state totals
 - 2.3 Team schedule state totals
 - 2.4 Schedule marked time report
 - 2.5 Schedule marked time totals (daily granularity)
 - 2.6 Schedule marked time totals (timestep granularity)
 - 2.7 Weekly schedule report
 - 2.8 Schedule state group totals
 - 2.9 Activity schedule coverage
- 3 Performance statistics queries
 - 3.1 Schedule daily summary for activity
 - 3.2 Schedule daily summary for multi-site activity
 - 3.3 Schedule daily summary for activity group
 - 3.4 Schedule daily summary for site
 - 3.5 Schedule intra-day summary for activity
 - 3.6 Schedule intra-day summary for multi-site activity
 - 3.7 Schedule intra-day summary for activity group
 - 3.8 Schedule intra-day summary for site
 - 3.9 Contact center performance report for activity

-
- Administrator

Use these examples to construct three different categories of database queries for the WFM ETL database schema.

Related documentation:

-

Adherence queries

Agent adherence totals (daily granularity)

SELECT

```
WFM_SITE.WFM_SITE_NAME,  
WFM_TEAM.WFM_TEAM_NAME,  
WFM_AGENT.FIRST_NAME,  
WFM_AGENT.LAST_NAME,  
WFM_ADH_AGENT_DAY.WFM_DATE,  
WFM_ADH_AGENT_DAY.WFM_SCHEDULE_DURATION,  
WFM_ADH_AGENT_DAY.WFM_NON_ADHERENCE_DURATION,  
WFM_ADH_AGENT_DAY.WFM_OUT_SCH_NON_ADH_DURATION,  
WFM_ADH_AGENT_DAY.WFM_ADHERENCE_PERC
```

FROM WFM_ADH_AGENT_DAY

```
JOIN WFM_SITE ON (WFM_SITE.WFM_SITE_KEY = WFM_ADH_AGENT_DAY.WFM_SITE_KEY)  
JOIN WFM_AGENT ON (WFM_AGENT.WFM_AGENT_KEY = WFM_ADH_AGENT_DAY.WFM_AGENT_KEY)  
LEFT JOIN WFM_TEAM ON (WFM_TEAM.WFM_TEAM_KEY = WFM_AGENT.WFM_TEAM_KEY)
```

WHERE

```
WFM_ADH_AGENT_DAY.WFM_DATE >= ? AND WFM_ADH_AGENT_DAY.WFM_DATE
```

ORDER BY

```
WFM_SITE.WFM_SITE_NAME,
```

WFM_TEAM.WFM_TEAM_NAME,
WFM_ADH_AGENT_DAY.WFM_DATE,
WFM_AGENT.FIRST_NAME,
WFM_AGENT.LAST_NAME

Team adherence totals (daily granularity)

SELECT

WFM_BU.WFM_BU_NAME,
WFM_SITE.WFM_SITE_NAME,
WFM_ADH_AGENT_DAY.WFM_DATE,
WFM_TEAM.WFM_TEAM_NAME,
SUM(WFM_ADH_AGENT_DAY.WFM_SCHEDULE_DURATION),
SUM(WFM_ADH_AGENT_DAY.WFM_NON_ADHERENCE_DURATION),
SUM(WFM_ADH_AGENT_DAY.WFM_OUT_SCH_NON_ADH_DURATION)

FROM WFM_ADH_AGENT_DAY

JOIN WFM_SITE **ON** (WFM_SITE.WFM_SITE_KEY = WFM_ADH_AGENT_DAY.WFM_SITE_KEY)

JOIN WFM_BU **ON** (WFM_BU.WFM_BU_KEY = WFM_SITE.WFM_BU_KEY)

LEFT JOIN WFM_TEAM **ON** (WFM_TEAM.WFM_TEAM_KEY = WFM_ADH_AGENT_DAY.WFM_TEAM_KEY)

WHERE

WFM_ADH_AGENT_DAY.WFM_DATE >= ? AND WFM_ADH_AGENT_DAY.WFM_DATE

GROUP BY

WFM_BU.WFM_BU_NAME,
WFM_SITE.WFM_SITE_NAME,
WFM_ADH_AGENT_DAY.WFM_DATE,
WFM_TEAM.WFM_TEAM_NAME

HAVING SUM(WFM_ADH_AGENT_DAY.WFM_SCHEDULE_DURATION) > 0

ORDER BY

WFM_BU.WFM_BU_NAME,

WFM_SITE.WFM_SITE_NAME,
WFM_ADH_AGENT_DAY.WFM_DATE,
WFM_TEAM.WFM_TEAM_NAME

Schedule queries

Schedule states

SELECT

WFM_SITE.WFM_SITE_NAME,
WFM_TEAM.WFM_TEAM_NAME,
WFM_AGENT.EMPLOYEE_ID,
WFM_AGENT.FIRST_NAME,
WFM_AGENT.LAST_NAME,
WFM_SCH_AGENT_DAY.WFM_DATE,
WFM_STATE.WFM_STATE_NAME,
WFM_SSG.WFM_SSG_NAME,
WFM_SCH_AGENT_STATE.WFM_FULL_DAY,
WFM_SCH_AGENT_STATE.WFM_STATE_START,
WFM_SCH_AGENT_STATE.WFM_STATE_END,
WFM_SCH_AGENT_STATE.WFM_STATE_DURATION,
WFM_SCH_AGENT_STATE.WFM_PAID_DURATION

FROM WFM_SCH_AGENT_STATE

JOIN WFM_SCH_AGENT_DAY "ON" (WFM_SCH_AGENT_DAY.WFM_SCH_AGENT_DAY_KEY =
WFM_SCH_AGENT_STATE.WFM_SCH_AGENT_DAY_KEY)
JOIN WFM_AGENT **ON** (WFM_AGENT.AGENT_KEY = WFM_SCH_AGENT_DAY.WFM_AGENT_KEY)
JOIN WFM_SITE **ON** (WFM_SITE.WFM_SITE_KEY = WFM_SCH_AGENT_DAY.WFM_SITE_KEY)
LEFT JOIN WFM_TEAM **ON** (WFM_TEAM.WFM_TEAM_KEY = WFM_AGENT.WFM_TEAM_KEY)
JOIN WFM_STATE **ON** (WFM_STATE.WFM_STATE_KEY = WFM_SCH_AGENT_STATE.WFM_STATE_KEY)
JOIN WFM_STATE_TYPE **ON** (WFM_STATE_TYPE.WFM_STATE_TYPE_KEY =

WFM_STATE.WFM_STATE_TYPE_KEY)

LEFT JOIN WFM_SSG **ON** (WFM_SSG.WFM_SSG_KEY = WFM_STATE.WFM_SSG_KEY)

WHERE

WFM_STATE_TYPE.WFM_STATE_TYPE_NAME NOT IN ('Shift', 'Activity Set', 'Marked Time') AND

WFM_SCH_AGENT_STATE.WFM_STATE_END >= ?

AND WFM_SCH_AGENT_STATE.WFM_STATE_START < ?

ORDER BY

WFM_SITE.WFM_SITE_NAME,

WFM_TEAM.WFM_TEAM_NAME,

WFM_AGENT.EMPLOYEE_ID,

WFM_SCH_AGENT_DAY.WFM_DATE,

WFM_SCH_AGENT_STATE.WFM_STATE_START,

WFM_STATE.WFM_STATE_KEY

Agent schedule state totals

SELECT

WFM_SITE.WFM_SITE_NAME,

WFM_TEAM.WFM_TEAM_NAME,

WFM_AGENT.FIRST_NAME,

WFM_AGENT.LAST_NAME,

WFM_SCH_AGENT_DAY.WFM_DATE,

SUM(WFM_SCH_AGENT_STATE_TIMESTEP.WFM_STATE_DURATION)

FROM WFM_SCH_AGENT_STATE_TIMESTEP

JOIN WFM_SCH_AGENT_DAY **ON** (WFM_SCH_AGENT_DAY.WFM_SCH_AGENT_DAY_KEY =
WFM_SCH_AGENT_STATE_TIMESTEP.WFM_SCH_AGENT_DAY_KEY)

JOIN WFM_AGENT **ON** (WFM_AGENT.AGENT_KEY = WFM_SCH_AGENT_DAY.WFM_AGENT_KEY)

JOIN WFM_SITE **ON** (WFM_SITE.WFM_SITE_KEY = WFM_SCH_AGENT_DAY.WFM_SITE_KEY)

LEFT JOIN WFM_TEAM **ON** (WFM_TEAM.WFM_TEAM_KEY = WFM_AGENT.WFM_TEAM_KEY)

JOIN WFM_STATE **ON** (WFM_STATE.WFM_STATE_KEY =

WFM_SCH_AGENT_STATE_TIMESTEP.WFM_STATE_KEY)

JOIN WFM_SSG **ON** (WFM_SSG.WFM_SSG_KEY = WFM_STATE.WFM_SSG_KEY)

WHERE

WFM_SCH_AGENT_DAY.WFM_DATE >= ? AND WFM_SCH_AGENT_DAY.WFM_DATE <= ?

GROUP BY

WFM_SITE.WFM_SITE_NAME,

WFM_TEAM.WFM_TEAM_NAME,

WFM_AGENT.FIRST_NAME,

WFM_AGENT.LAST_NAME,

WFM_SCH_AGENT_DAY.WFM_DATE

ORDER BY

WFM_SITE.WFM_SITE_NAME,

WFM_TEAM.WFM_TEAM_NAME,

WFM_AGENT.FIRST_NAME,

WFM_AGENT.LAST_NAME,

WFM_SCH_AGENT_DAY.WFM_DATE

Team schedule state totals

SELECT

WFM_BU.WFM_BU_NAME,

WFM_SITE.WFM_SITE_NAME,

WFM_TEAM.WFM_TEAM_NAME,

WFM_SCH_AGENT_DAY.WFM_DATE,

SUM(WFM_SCH_AGENT_STATE_TIMESTEP.WFM_STATE_DURATION)

FROM WFM_SCH_AGENT_STATE_TIMESTEP

JOIN WFM_SCH_AGENT_DAY **ON** (WFM_SCH_AGENT_DAY.WFM_SCH_AGENT_DAY_KEY =
WFM_SCH_AGENT_STATE_TIMESTEP.WFM_SCH_AGENT_DAY_KEY)

JOIN WFM_AGENT **ON** (WFM_AGENT.AGENT_KEY = WFM_SCH_AGENT_DAY.WFM_AGENT_KEY)

JOIN WFM_SITE **ON** (WFM_SITE.WFM_SITE_KEY = WFM_SCH_AGENT_DAY.WFM_SITE_KEY)

```
JOIN WFM_BU ON (WFM_BU.WFM_BU_KEY = WFM_SITE.WFM_BU_KEY)
LEFT JOIN WFM_TEAM ON (WFM_TEAM.WFM_TEAM_KEY = WFM_SCH_AGENT_DAY.WFM_TEAM_KEY)
JOIN WFM_STATE ON (WFM_STATE.WFM_STATE_KEY =
WFM_SCH_AGENT_STATE_TIMESTEP.WFM_STATE_KEY)
JOIN WFM_SSG ON (WFM_SSG.WFM_SSG_KEY = WFM_STATE.WFM_SSG_KEY)
```

WHERE

```
WFM_SCH_AGENT_DAY.WFM_DATE >= ? AND WFM_SCH_AGENT_DAY.WFM_DATE <= ?
```

GROUP BY

```
WFM_BU.WFM_BU_NAME,
WFM_SITE.WFM_SITE_NAME,
WFM_TEAM.WFM_TEAM_NAME,
WFM_SCH_AGENT_DAY.WFM_DATE
```

ORDER BY

```
WFM_BU.WFM_BU_NAME,
WFM_SITE.WFM_SITE_NAME,
WFM_TEAM.WFM_TEAM_NAME,
WFM_SCH_AGENT_DAY.WFM_DATE
```

Schedule marked time report

SELECT

```
WFM_SITE.WFM_SITE_NAME,
WFM_TEAM.WFM_TEAM_NAME,
WFM_AGENT.FIRST_NAME,
WFM_AGENT.LAST_NAME,
WFM_SCH_AGENT_DAY.WFM_DATE,
WFM_STATE.WFM_STATE_NAME,
WFM_SCH_AGENT_STATE.WFM_STATE_START,
WFM_SCH_AGENT_STATE.WFM_STATE_END,
WFM_SCH_AGENT_STATE.WFM_STATE_DURATION,
```

WFM_SCH_AGENT_STATE.WFM_PAID_DURATION

FROM WFM_SCH_AGENT_STATE

JOIN WFM_SCH_AGENT_DAY "'ON'" (WFM_SCH_AGENT_DAY.WFM_SCH_AGENT_DAY_KEY =
WFM_SCH_AGENT_STATE.WFM_SCH_AGENT_DAY_KEY)

JOIN WFM_AGENT **ON** (WFM_AGENT.AGENT_KEY = WFM_SCH_AGENT_DAY.WFM_AGENT_KEY)

JOIN WFM_SITE **ON** (WFM_SITE.WFM_SITE_KEY = WFM_SCH_AGENT_DAY.WFM_SITE_KEY)

LEFT JOIN WFM_TEAM **ON** (WFM_TEAM.WFM_TEAM_KEY = WFM_AGENT.WFM_TEAM_KEY)

JOIN WFM_STATE **ON** (WFM_STATE.WFM_STATE_KEY = WFM_SCH_AGENT_STATE.WFM_STATE_KEY)

JOIN WFM_STATE_TYPE **ON** (WFM_STATE_TYPE.WFM_STATE_TYPE_KEY =
WFM_STATE.WFM_STATE_TYPE_KEY)

WHERE

WFM_STATE_TYPE.WFM_STATE_TYPE_NAME IN ('Marked Time') AND

WFM_SCH_AGENT_STATE.WFM_STATE_END >= ? AND WFM_SCH_AGENT_STATE.WFM_STATE_START
< ?

ORDER BY

WFM_SITE.WFM_SITE_NAME,

WFM_TEAM.WFM_TEAM_NAME,

WFM_AGENT.FIRST_NAME,

WFM_AGENT.LAST_NAME,

WFM_SCH_AGENT_DAY.WFM_DATE,

WFM_SCH_AGENT_STATE.WFM_STATE_START,

WFM_STATE.WFM_STATE_KEY

Schedule marked time totals (daily granularity)

SELECT

WFM_SITE.WFM_SITE_NAME,

WFM_TEAM.WFM_TEAM_NAME,

WFM_AGENT.FIRST_NAME,

WFM_AGENT.LAST_NAME,

WFM_SCH_AGENT_DAY.WFM_DATE,

```

SUM(WFM_SCH_AGENT_STATE.WFM_STATE_DURATION),
SUM(WFM_SCH_AGENT_STATE.WFM_PAID_DURATION)
FROM WFM_SCH_AGENT_STATE
JOIN WFM_SCH_AGENT_DAY ON (WFM_SCH_AGENT_DAY.WFM_SCH_AGENT_DAY_KEY =
WFM_SCH_AGENT_STATE.WFM_SCH_AGENT_DAY_KEY)
JOIN WFM_AGENT ON (WFM_AGENT.AGENT_KEY = WFM_SCH_AGENT_DAY.WFM_AGENT_KEY)
JOIN WFM_SITE ON (WFM_SITE.WFM_SITE_KEY = WFM_SCH_AGENT_DAY.WFM_SITE_KEY)
LEFT JOIN WFM_TEAM ON (WFM_TEAM.WFM_TEAM_KEY = WFM_AGENT.WFM_TEAM_KEY)
JOIN WFM_STATE ON (WFM_STATE.WFM_STATE_KEY = WFM_SCH_AGENT_STATE.WFM_STATE_KEY)
JOIN WFM_STATE_TYPE ON (WFM_STATE_TYPE.WFM_STATE_TYPE_KEY =
WFM_STATE.WFM_STATE_TYPE_KEY)

WHERE

WFM_STATE_TYPE.WFM_STATE_TYPE_NAME IN ('Marked Time') AND

WFM_SCH_AGENT_STATE.WFM_STATE_END >= ? AND WFM_SCH_AGENT_STATE.WFM_STATE_START
< ?

GROUP BY

WFM_SITE.WFM_SITE_NAME,
WFM_TEAM.WFM_TEAM_NAME,
WFM_AGENT.FIRST_NAME,
WFM_AGENT.LAST_NAME,
WFM_SCH_AGENT_DAY.WFM_DATE

ORDER BY

WFM_SITE.WFM_SITE_NAME,
WFM_TEAM.WFM_TEAM_NAME,
WFM_AGENT.FIRST_NAME,
WFM_AGENT.LAST_NAME,
WFM_SCH_AGENT_DAY.WFM_DATE

Schedule marked time totals (timestep granularity)

SELECT

```

```

WFM_SITE.WFM_SITE_NAME,
WFM_TEAM.WFM_TEAM_NAME,
WFM_AGENT.FIRST_NAME,
WFM_AGENT.LAST_NAME,
WFM_SCH_AGENT_STATE_TIMESTEP.WFM_TIME_STEP,
WFM_SCH_AGENT_STATE_TIMESTEP.WFM_STATE_DURATION
FROM WFM_SCH_AGENT_STATE_TIMESTEP

JOIN WFM_SCH_AGENT_DAY ON (WFM_SCH_AGENT_DAY.WFM_SCH_AGENT_DAY_KEY =
WFM_SCH_AGENT_STATE_TIMESTEP.WFM_SCH_AGENT_DAY_KEY)

JOIN WFM_AGENT ON (WFM_AGENT.AGENT_KEY = WFM_SCH_AGENT_DAY.WFM_AGENT_KEY)

JOIN WFM_SITE ON (WFM_SITE.WFM_SITE_KEY = WFM_SCH_AGENT_DAY.WFM_SITE_KEY)

LEFT JOIN WFM_TEAM ON (WFM_TEAM.WFM_TEAM_KEY = WFM_AGENT.WFM_TEAM_KEY)

JOIN WFM_STATE ON (WFM_STATE.WFM_STATE_KEY =
WFM_SCH_AGENT_STATE_TIMESTEP.WFM_STATE_KEY)

JOIN WFM_STATE_TYPE ON (WFM_STATE_TYPE.WFM_STATE_TYPE_KEY =
WFM_STATE.WFM_STATE_TYPE_KEY)

WHERE

WFM_STATE_TYPE.WFM_STATE_TYPE_NAME IN ('Marked Time') AND

WFM_SCH_AGENT_STATE_TIMESTEP.WFM_TIME_STEP >= ? AND
WFM_SCH_AGENT_STATE_TIMESTEP.WFM_TIME_STEP < ?

ORDER BY

WFM_SITE.WFM_SITE_NAME,
WFM_TEAM.WFM_TEAM_NAME,
WFM_AGENT.FIRST_NAME,
WFM_AGENT.LAST_NAME,
WFM_SCH_AGENT_STATE_TIMESTEP.WFM_TIME_STEP

```

Weekly schedule report

SELECT

```

WFM_SITE.WFM_SITE_NAME,

```

```

WFM_TEAM.WFM_TEAM_NAME,
WFM_AGENT.EMPLOYEE_ID,
WFM_AGENT.FIRST_NAME,
WFM_AGENT.LAST_NAME,
WFM_SCH_AGENT_DAY.WFM_DATE,
WFM_STATE.WFM_STATE_NAME,
WFM_SCH_AGENT_DAY.WFM_FULL_DAY,
WFM_SCH_AGENT_DAY.WFM_DAY_START,
WFM_SCH_AGENT_DAY.WFM_DAY_END,
SUM(WFM_SCH_AGENT_DAY.WFM_SCHEDULE_DURATION) AS SCHEDULE_DURATION,
SUM(WFM_SCH_AGENT_DAY.WFM_PAID_DURATION) AS PAID_DURATION,
SUM(WFM_SCH_AGENT_DAY.WFM_WORK_DURATION) AS WORK_DURATION,
SUM(WFM_SCH_AGENT_DAY.WFM_OVERTIME_DURATION) AS OVERTIME_DURATION
FROM WFM_SCH_AGENT_DAY
JOIN WFM_STATE ON (WFM_STATE.WFM_STATE_KEY = WFM_SCH_AGENT_DAY.WFM_STATE_KEY)
JOIN WFM_SITE ON (WFM_SITE.WFM_SITE_KEY = WFM_SCH_AGENT_DAY.WFM_SITE_KEY)
JOIN WFM_AGENT ON (WFM_AGENT.WFM_AGENT_KEY = WFM_SCH_AGENT_DAY.WFM_AGENT_KEY)
LEFT JOIN WFM_TEAM ON (WFM_TEAM.WFM_TEAM_KEY = WFM_AGENT.WFM_TEAM_KEY)

WHERE

WFM_SCH_AGENT_DAY.WFM_DATE >= ? AND WFM_SCH_AGENT_DAY.WFM_DATE <= ?

GROUP BY

WFM_SITE.WFM_SITE_NAME,
WFM_TEAM.WFM_TEAM_NAME,
WFM_AGENT.EMPLOYEE_ID,
WFM_AGENT.FIRST_NAME,
WFM_AGENT.LAST_NAME,
WFM_SCH_AGENT_DAY.WFM_DATE,
WFM_STATE.WFM_STATE_NAME,

```

WFM_SCH_AGENT_DAY.WFM_DAY_START,
WFM_SCH_AGENT_DAY.WFM_DAY_END,
WFM_SCH_AGENT_DAY.WFM_FULL_DAY

ORDER BY

WFM_SITE.WFM_SITE_NAME,
WFM_TEAM.WFM_TEAM_NAME,
WFM_AGENT.EMPLOYEE_ID,
WFM_AGENT.FIRST_NAME,
WFM_AGENT.LAST_NAME,
WFM_SCH_AGENT_DAY.WFM_DATE

Schedule state group totals

SELECT

WFM_BU.WFM_BU_NAME,
WFM_SITE.WFM_SITE_NAME,
WFM_SCH_AGENT_STATE_TIMESTEP.WFM_TIME_STEP,
WFM_SSG.WFM_SSG_NAME,

SUM(WFM_SCH_AGENT_STATE_TIMESTEP.WFM_STATE_DURATION) / 15 **AS** WFM_SSG_TOTAL,
WFM_SSG.WFM_SSG_WEIGHT

FROM WFM_SCH_AGENT_STATE_TIMESTEP

JOIN WFM_SCH_AGENT_DAY **V** (WFM_SCH_AGENT_DAY.WFM_SCH_AGENT_DAY_KEY =
WFM_SCH_AGENT_STATE_TIMESTEP.WFM_SCH_AGENT_DAY_KEY)

JOIN WFM_AGENT **ON** (WFM_AGENT.AGENT_KEY = WFM_SCH_AGENT_DAY.WFM_AGENT_KEY)

JOIN WFM_SITE **ON** (WFM_SITE.WFM_SITE_KEY = WFM_SCH_AGENT_DAY.WFM_SITE_KEY)

JOIN WFM_BU **ON** (WFM_BU.WFM_BU_KEY = WFM_SITE.WFM_BU_KEY)

JOIN WFM_STATE **ON** (WFM_STATE.WFM_STATE_KEY =
WFM_SCH_AGENT_STATE_TIMESTEP.WFM_STATE_KEY)

JOIN WFM_SSG **ON** (WFM_SSG.WFM_SSG_KEY = WFM_STATE.WFM_SSG_KEY)

WHERE

```
WFM_SCH_AGENT_STATE_TIMESTEP.WFM_TIME_STEP >= '11/14/2013' AND  
WFM_SCH_AGENT_STATE_TIMESTEP.WFM_TIME_STEP < '11/15/2013'
```

```
AND WFM_SITE.WFM_SITE_NAME = 'Sched Pot 4'
```

GROUP BY

```
WFM_BU.WFM_BU_NAME,  
WFM_SITE.WFM_SITE_NAME,  
WFM_SCH_AGENT_STATE_TIMESTEP.WFM_TIME_STEP,  
WFM_SSG.WFM_SSG_NAME,  
WFM_SSG.WFM_SSG_WEIGHT
```

ORDER BY

```
WFM_SCH_AGENT_STATE_TIMESTEP.WFM_TIME_STEP,  
WFM_SSG.WFM_SSG_WEIGHT
```

Activity schedule coverage

SELECT

```
WFM_BU.WFM_BU_NAME,  
WFM_SITE.WFM_SITE_NAME,  
WFM_ACTIVITY.WFM_ACTIVITY_NAME,  
WFM_SCH_AGENT_STATE_TIMESTEP.WFM_TIME_STEP,  
SUM(WFM_SCH_AGENT_STATE_TIMESTEP.WFM_STATE_DURATION) / 15 AS WFM_ACTIVITY_COVERAGE  
FROM WFM_SCH_AGENT_STATE_TIMESTEP  
  
JOIN WFM_SCH_AGENT_DAY "'ON'" (WFM_SCH_AGENT_DAY.WFM_SCH_AGENT_DAY_KEY =  
WFM_SCH_AGENT_STATE_TIMESTEP.WFM_SCH_AGENT_DAY_KEY)  
  
JOIN WFM_AGENT ON (WFM_AGENT.AGENT_KEY = WFM_SCH_AGENT_DAY.WFM_AGENT_KEY)  
  
JOIN WFM_SITE ON (WFM_SITE.WFM_SITE_KEY = WFM_SCH_AGENT_DAY.WFM_SITE_KEY)  
  
JOIN WFM_BU ON (WFM_BU.WFM_BU_KEY = WFM_SITE.WFM_BU_KEY)  
  
JOIN WFM_STATE ON (WFM_STATE.WFM_STATE_KEY =  
WFM_SCH_AGENT_STATE_TIMESTEP.WFM_STATE_KEY)  
  
JOIN WFM_STATE_TYPE ON (WFM_STATE_TYPE.WFM_STATE_TYPE_KEY =  
WFM_STATE.WFM_STATE_TYPE_KEY)
```

```
JOIN WFM_ACTIVITY ON (WFM_ACTIVITY.WFM_ACTIVITY_KEY = WFM_STATE.WFM_STATE_ID AND  
WFM_STATE_TYPE.WFM_STATE_TYPE_NAME = 'Activity')
```

WHERE

```
WFM_SCH_AGENT_STATE_TIMESTEP.WFM_TIME_STEP >= '11/14/2013' AND  
WFM_SCH_AGENT_STATE_TIMESTEP.WFM_TIME_STEP < '11/15/2013'
```

```
AND WFM_SITE.WFM_SITE_NAME = 'Sched Pot 4'
```

```
AND WFM_ACTIVITY.WFM_ACTIVITY_NAME = 'Broadband Priority Care'
```

GROUP BY

```
WFM_BU.WFM_BU_NAME,
```

```
WFM_SITE.WFM_SITE_NAME,
```

```
WFM_ACTIVITY.WFM_ACTIVITY_NAME,
```

```
WFM_SCH_AGENT_STATE_TIMESTEP.WFM_TIME_STEP
```

```
ORDER BY WFM_SCH_AGENT_STATE_TIMESTEP.WFM_TIME_STEP, WFM_ACTIVITY.WFM_ACTIVITY_NAME
```

Performance statistics queries

Schedule daily summary for activity

SELECT

```
WFM_SITE.WFM_SITE_NAME,
```

```
WFM_ACTIVITY.WFM_ACTIVITY_NAME,
```

```
WFM_PERF_ITEM_DAY.WFM_DATE,
```

```
WFM_PERF_ITEM.WFM_PERF_ITEM_CODE,
```

```
SUM(WFM_PERF_ITEM_DAY.WFM_PERF_ITEM_VALUE)
```

```
FROM WFM_PERF_ITEM_DAY
```

```
JOIN WFM_ACTIVITY ON (WFM_ACTIVITY.WFM_ACTIVITY_KEY =  
WFM_PERF_ITEM_DAY.WFM_ACTIVITY_KEY)
```

```
JOIN WFM_SITE ON (WFM_SITE.WFM_SITE_KEY = WFM_ACTIVITY.WFM_SITE_KEY)
```

```
JOIN WFM_PERF_ITEM ON (WFM_PERF_ITEM.WFM_PERF_ITEM_KEY =  
WFM_PERF_ITEM_DAY.WFM_PERF_ITEM_KEY)
```

WHERE

```
WFM_PERF_ITEM_DAY.WFM_DATE >= ? AND WFM_PERF_ITEM_DAY.WFM_DATE <= ? AND  
WFM_PERF_ITEM.WFM_PERF_ITEM_CODE IN ('SCH_HEADCOUNT', 'SCH_SERVICE_PCT',  
'FRC_CALC_SERVICE_PCT', 'SCH_IV', 'FRC_IV', 'SCH_AHT', 'FRC_AHT', 'FRC_CALC_MAN_HOURS',  
'FRC_REQ_MAN_HOURS', 'SCH_MAN_HOURS', 'SCH_ASA', 'FRC_CALC_ASA',  
'SCH_MAX_OCCUPANCY_PCT', 'FRC_CALC_MAX_OCCUPANCY_PCT')
```

GROUP BY

```
WFM_SITE.WFM_SITE_NAME,  
WFM_ACTIVITY.WFM_ACTIVITY_NAME,  
WFM_PERF_ITEM_DAY.WFM_DATE,  
WFM_PERF_ITEM.WFM_PERF_ITEM_CODE
```

ORDER BY

```
WFM_SITE.WFM_SITE_NAME,  
WFM_ACTIVITY.WFM_ACTIVITY_NAME,  
WFM_PERF_ITEM_DAY.WFM_DATE,  
WFM_PERF_ITEM.WFM_PERF_ITEM_CODE
```

Schedule daily summary for multi-site activity

SELECT

```
WFM_BU.WFM_BU_NAME,  
WFM_ACTIVITY.WFM_ACTIVITY_NAME,  
WFM_PERF_ITEM_DAY.WFM_DATE,  
WFM_PERF_ITEM.WFM_PERF_ITEM_CODE,
```

SUM(WFM_PERF_ITEM_DAY.WFM_PERF_ITEM_VALUE)

FROM WFM_PERF_ITEM_DAY

JOIN WFM_ACTIVITY **ON** (WFM_ACTIVITY.WFM_ACTIVITY_KEY =
WFM_PERF_ITEM_DAY.WFM_ACTIVITY_KEY AND WFM_ACTIVITY.WFM_SITE_KEY IS NULL AND
WFM_ACTIVITY.WFM_ACTIVITY_TYPE_KEY 10)

JOIN WFM_BU **ON** (WFM_BU.WFM_BU_KEY = WFM_ACTIVITY.WFM_BU_KEY)

JOIN WFM_PERF_ITEM **ON** (WFM_PERF_ITEM.WFM_PERF_ITEM_KEY =
WFM_PERF_ITEM_DAY.WFM_PERF_ITEM_KEY)

WHERE

```
WFM_PERF_ITEM_DAY.WFM_DATE >= ? AND WFM_PERF_ITEM_DAY.WFM_DATE <= ? AND
```

```
WFM_PERF_ITEM.WFM_PERF_ITEM_CODE IN ('SCH_HEADCOUNT', 'SCH_SERVICE_PCT',  
'FRC_CALC_SERVICE_PCT', 'SCH_IV', 'FRC_IV', 'SCH_AHT', 'FRC_AHT', 'FRC_CALC_FTE',  
'FRC_REQ_FTE', 'SCH_FTE', 'SCH_ASA', 'FRC_CALC_ASA', 'SCH_MAX_OCCUPANCY_PCT',  
'FRC_CALC_MAX_OCCUPANCY_PCT')
```

GROUP BY

```
WFM_BU.WFM_BU_NAME,  
  
WFM_ACTIVITY.WFM_ACTIVITY_NAME,  
  
WFM_PERF_ITEM_DAY.WFM_DATE,  
  
WFM_PERF_ITEM.WFM_PERF_ITEM_CODE
```

ORDER BY

```
WFM_BU.WFM_BU_NAME,  
  
WFM_ACTIVITY.WFM_ACTIVITY_NAME,  
  
WFM_PERF_ITEM_DAY.WFM_DATE,  
  
WFM_PERF_ITEM.WFM_PERF_ITEM_CODE
```

Schedule daily summary for activity group

SELECT

```
WFM_BU.WFM_BU_NAME,  
  
WFM_ACTIVITY.WFM_ACTIVITY_NAME,  
  
WFM_PERF_ITEM_DAY.WFM_DATE,  
  
WFM_PERF_ITEM.WFM_PERF_ITEM_CODE,
```

SUM(WFM_PERF_ITEM_DAY.WFM_PERF_ITEM_VALUE)

FROM WFM_PERF_ITEM_DAY

JOIN WFM_ACTIVITY **ON** (WFM_ACTIVITY.WFM_ACTIVITY_KEY =
WFM_PERF_ITEM_DAY.WFM_ACTIVITY_KEY AND WFM_ACTIVITY.WFM_SITE_KEY IS NULL AND
WFM_ACTIVITY.WFM_ACTIVITY_TYPE_KEY = 10)

JOIN WFM_BU **ON** (WFM_BU.WFM_BU_KEY = WFM_ACTIVITY.WFM_BU_KEY)

JOIN WFM_PERF_ITEM **ON** (WFM_PERF_ITEM.WFM_PERF_ITEM_KEY =
WFM_PERF_ITEM_DAY.WFM_PERF_ITEM_KEY)

WHERE

```
WFM_PERF_ITEM_DAY.WFM_DATE >= ? AND WFM_PERF_ITEM_DAY.WFM_DATE <= ? AND
```

```
WFM_PERF_ITEM.WFM_PERF_ITEM_CODE IN ('SCH_HEADCOUNT', 'SCH_SERVICE_PCT',  
'FRC_CALC_SERVICE_PCT', 'SCH_IV', 'FRC_IV', 'SCH_AHT', 'FRC_AHT',  
'FRC_CALC_MAN_HOURS', 'FRC_REQ_MAN_HOURS', 'SCH_MAN_HOURS', 'SCH_ASA', 'FRC_CALC_ASA',  
'SCH_MAX_OCCUPANCY_PCT', 'FRC_CALC_MAX_OCCUPANCY_PCT')
```

GROUP BY

```
WFM_BU.WFM_BU_NAME,  
  
WFM_ACTIVITY.WFM_ACTIVITY_NAME,  
  
WFM_PERF_ITEM_DAY.WFM_DATE,  
  
WFM_PERF_ITEM.WFM_PERF_ITEM_CODE
```

ORDER BY

```
WFM_BU.WFM_BU_NAME,  
  
WFM_ACTIVITY.WFM_ACTIVITY_NAME,  
  
WFM_PERF_ITEM_DAY.WFM_DATE,  
  
WFM_PERF_ITEM.WFM_PERF_ITEM_CODE
```

Schedule daily summary for site

SELECT

```
WFM_BU.WFM_BU_NAME,  
  
WFM_SITE.WFM_SITE_NAME,  
  
WFM_PERF_ITEM_DAY.WFM_DATE,  
  
WFM_PERF_ITEM.WFM_PERF_ITEM_CODE,  
  
SUM(WFM_PERF_ITEM_DAY.WFM_PERF_ITEM_VALUE)
```

FROM WFM_PERF_ITEM_DAY

```
JOIN WFM_SITE ON (WFM_SITE.WFM_SITE_KEY = WFM_PERF_ITEM_DAY.WFM_SITE_KEY)
```

```
JOIN WFM_BU ON (WFM_BU.WFM_BU_KEY = WFM_SITE.WFM_BU_KEY)
```

```
JOIN WFM_PERF_ITEM ON (WFM_PERF_ITEM.WFM_PERF_ITEM_KEY =  
WFM_PERF_ITEM_DAY.WFM_PERF_ITEM_KEY)
```

WHERE

```
WFM_PERF_ITEM_DAY.WFM_DATE >= ? AND WFM_PERF_ITEM_DAY.WFM_DATE <= ? AND  
  
WFM_PERF_ITEM.WFM_PERF_ITEM_CODE IN ('SCH_HEADCOUNT', 'SCH_SERVICE_PCT',  
'FRC_CALC_SERVICE_PCT', 'SCH_IV', 'FRC_IV', 'SCH_AHT', 'FRC_AHT', 'FRC_CALC_FTE', 'FRC_REQ_FTE',
```

```
'SCH_FTE', 'SCH_ASA', 'FRC_CALC_ASA', 'SCH_MAX_OCCUPANCY_PCT',  
'FRC_CALC_MAX_OCCUPANCY_PCT')
```

GROUP BY

```
WFM_BU.WFM_BU_NAME,  
WFM_SITE.WFM_SITE_NAME,  
WFM_PERF_ITEM_DAY.WFM_DATE,  
WFM_PERF_ITEM.WFM_PERF_ITEM_CODE
```

ORDER BY

```
WFM_BU.WFM_BU_NAME,  
WFM_SITE.WFM_SITE_NAME,  
WFM_PERF_ITEM_DAY.WFM_DATE,  
WFM_PERF_ITEM.WFM_PERF_ITEM_CODE
```

Schedule intra-day summary for activity

SELECT

```
WFM_SITE.WFM_SITE_NAME,  
WFM_ACTIVITY.WFM_ACTIVITY_NAME,  
WFM_PERF_ITEM_TIMESTEP.WFM_TIME_STEP,  
WFM_PERF_ITEM.WFM_PERF_ITEM_CODE,  
SUM(WFM_PERF_ITEM_TIMESTEP.WFM_PERF_ITEM_VALUE)
```

FROM WFM_PERF_ITEM_TIMESTEP

```
JOIN WFM_PERF_ITEM_DAY ON (WFM_PERF_ITEM_DAY.WFM_PERF_ITEM_DAY_KEY =  
WFM_PERF_ITEM_TIMESTEP.WFM_PERF_ITEM_DAY_KEY)
```

```
JOIN WFM_ACTIVITY ON (WFM_ACTIVITY.WFM_ACTIVITY_KEY =  
WFM_PERF_ITEM_DAY.WFM_ACTIVITY_KEY)
```

```
JOIN WFM_SITE ON (WFM_SITE.WFM_SITE_KEY = WFM_ACTIVITY.WFM_SITE_KEY)
```

```
JOIN WFM_PERF_ITEM ON (WFM_PERF_ITEM.WFM_PERF_ITEM_KEY =  
WFM_PERF_ITEM_DAY.WFM_PERF_ITEM_KEY)
```

WHERE

```
WFM_PERF_ITEM_DAY.WFM_DATE = ? AND
```

```
WFM_PERF_ITEM.WFM_PERF_ITEM_CODE IN ('SCH_HEADCOUNT', 'SCH_SERVICE_PCT',  
'FRC_CALC_SERVICE_PCT', 'SCH_IV', 'FRC_IV', 'SCH_AHT', 'FRC_AHT', 'FRC_CALC_STAFFING',  
'FRC_REQ_STAFFING', 'SCH_COVERAGE', 'SCH_ASA', 'FRC_CALC_ASA', 'SCH_MAX_OCCUPANCY_PCT',  
'FRC_CALC_MAX_OCCUPANCY_PCT')
```

GROUP BY

```
WFM_SITE.WFM_SITE_NAME,  
  
WFM_ACTIVITY.WFM_ACTIVITY_NAME,  
  
WFM_PERF_ITEM_TIMESTEP.WFM_TIME_STEP,  
  
WFM_PERF_ITEM.WFM_PERF_ITEM_CODE
```

ORDER BY

```
WFM_PERF_ITEM_TIMESTEP.WFM_TIME_STEP,  
  
WFM_SITE.WFM_SITE_NAME,  
  
WFM_ACTIVITY.WFM_ACTIVITY_NAME,  
  
WFM_PERF_ITEM.WFM_PERF_ITEM_CODE
```

Schedule intra-day summary for multi-site activity

SELECT

```
WFM_BU.WFM_BU_NAME,  
  
WFM_ACTIVITY.WFM_ACTIVITY_NAME,  
  
WFM_PERF_ITEM_TIMESTEP.WFM_TIME_STEP,  
  
WFM_PERF_ITEM.WFM_PERF_ITEM_CODE,  
  
SUM(WFM_PERF_ITEM_TIMESTEP.WFM_PERF_ITEM_VALUE)
```

FROM WFM_PERF_ITEM_TIMESTEP

```
JOIN WFM_PERF_ITEM_DAY ON (WFM_PERF_ITEM_DAY.WFM_PERF_ITEM_DAY_KEY =  
WFM_PERF_ITEM_TIMESTEP.WFM_PERF_ITEM_DAY_KEY)
```

```
JOIN WFM_ACTIVITY ON (WFM_ACTIVITY.WFM_ACTIVITY_KEY =  
WFM_PERF_ITEM_DAY.WFM_ACTIVITY_KEY AND WFM_ACTIVITY.WFM_SITE_KEY IS NULL AND  
WFM_ACTIVITY.WFM_ACTIVITY_TYPE_KEY 10)
```

```
JOIN WFM_BU ON (WFM_BU.WFM_BU_KEY = WFM_ACTIVITY.WFM_BU_KEY)
```

```
JOIN WFM_PERF_ITEM ON (WFM_PERF_ITEM.WFM_PERF_ITEM_KEY =  
WFM_PERF_ITEM_DAY.WFM_PERF_ITEM_KEY)
```

WHERE

WFM_PERF_ITEM_DAY.WFM_DATE = ? AND

WFM_PERF_ITEM.WFM_PERF_ITEM_CODE IN ('SCH_HEADCOUNT', 'SCH_SERVICE_PCT',
'FRC_CALC_SERVICE_PCT', 'SCH_IV', 'FRC_IV', 'SCH_AHT', 'FRC_AHT', 'FRC_CALC_STAFFING',
'FRC_REQ_STAFFING', 'SCH_COVERAGE', 'SCH_ASA', 'FRC_CALC_ASA', 'SCH_MAX_OCCUPANCY_PCT',
'FRC_CALC_MAX_OCCUPANCY_PCT')

GROUP BY

WFM_BU.WFM_BU_NAME,
WFM_ACTIVITY.WFM_ACTIVITY_NAME,
WFM_PERF_ITEM_TIMESTEP.WFM_TIME_STEP,
WFM_PERF_ITEM.WFM_PERF_ITEM_CODE

ORDER BY

WFM_PERF_ITEM_TIMESTEP.WFM_TIME_STEP,
WFM_BU.WFM_BU_NAME,
WFM_ACTIVITY.WFM_ACTIVITY_NAME,
WFM_PERF_ITEM.WFM_PERF_ITEM_CODE

Schedule intra-day summary for activity group

SELECT

WFM_BU.WFM_BU_NAME,
WFM_ACTIVITY.WFM_ACTIVITY_NAME,
WFM_PERF_ITEM_TIMESTEP.WFM_TIME_STEP,
WFM_PERF_ITEM.WFM_PERF_ITEM_CODE,

SUM(WFM_PERF_ITEM_TIMESTEP.WFM_PERF_ITEM_VALUE)

FROM WFM_PERF_ITEM_TIMESTEP

JOIN WFM_PERF_ITEM_DAY **ON** (WFM_PERF_ITEM_DAY.WFM_PERF_ITEM_DAY_KEY =
WFM_PERF_ITEM_TIMESTEP.WFM_PERF_ITEM_DAY_KEY)

JOIN WFM_ACTIVITY **ON** (WFM_ACTIVITY.WFM_ACTIVITY_KEY =
WFM_PERF_ITEM_DAY.WFM_ACTIVITY_KEY AND .WFM_SITE_KEY IS NULL AND
WFM_ACTIVITY.WFM_ACTIVITY_TYPE_KEY = 10)

JOIN WFM_BU **ON** (WFM_BU.WFM_BU_KEY = WFM_ACTIVITY.WFM_BU_KEY)

JOIN WFM_PERF_ITEM **ON** (WFM_PERF_ITEM.WFM_PERF_ITEM_KEY =
WFM_PERF_ITEM_DAY.WFM_PERF_ITEM_KEY)

WHERE

WFM_PERF_ITEM_DAY.WFM_DATE = ? AND

WFM_PERF_ITEM.WFM_PERF_ITEM_CODE IN ('SCH_HEADCOUNT', 'SCH_SERVICE_PCT',
'FRC_CALC_SERVICE_PCT', 'SCH_IV', 'FRC_IV', 'SCH_AHT', 'FRC_AHT', 'FRC_CALC_STAFFING',
'FRC_REQ_STAFFING', 'SCH_COVERAGE', 'SCH_ASA', 'FRC_CALC_ASA', 'SCH_MAX_OCCUPANCY_PCT',
'FRC_CALC_MAX_OCCUPANCY_PCT')

GROUP BY

WFM_BU.WFM_BU_NAME,
WFM_ACTIVITY.WFM_ACTIVITY_NAME,
WFM_PERF_ITEM_TIMESTEP.WFM_TIME_STEP,
WFM_PERF_ITEM.WFM_PERF_ITEM_CODE

ORDER BY

WFM_PERF_ITEM_TIMESTEP.WFM_TIME_STEP,
WFM_BU.WFM_BU_NAME,
WFM_ACTIVITY.WFM_ACTIVITY_NAME,
WFM_PERF_ITEM.WFM_PERF_ITEM_CODE

Schedule intra-day summary for site

SELECT

WFM_BU.WFM_BU_NAME,
WFM_SITE.WFM_SITE_NAME,
WFM_PERF_ITEM_TIMESTEP.WFM_TIME_STEP,
WFM_PERF_ITEM.WFM_PERF_ITEM_CODE,

SUM(WFM_PERF_ITEM_TIMESTEP.WFM_PERF_ITEM_VALUE)

FROM WFM_PERF_ITEM_TIMESTEP

JOIN WFM_PERF_ITEM_DAY "'ON'" (WFM_PERF_ITEM_DAY.WFM_PERF_ITEM_DAY_KEY =
WFM_PERF_ITEM_TIMESTEP.WFM_PERF_ITEM_DAY_KEY)

JOIN WFM_SITE "'ON'" (WFM_SITE.WFM_SITE_KEY = WFM_PERF_ITEM_DAY.WFM_SITE_KEY)

JOIN WFM_BU "'ON'" (WFM_BU.WFM_BU_KEY = WFM_SITE.WFM_BU_KEY)

JOIN WFM_PERF_ITEM "'ON'" (WFM_PERF_ITEM.WFM_PERF_ITEM_KEY =
WFM_PERF_ITEM_DAY.WFM_PERF_ITEM_KEY)

WHERE

WFM_PERF_ITEM_DAY.WFM_DATE = ? AND

WFM_PERF_ITEM.WFM_PERF_ITEM_CODE IN ('SCH_HEADCOUNT', 'SCH_SERVICE_PCT',
'FRC_CALC_SERVICE_PCT', 'SCH_IV', 'FRC_IV', 'SCH_AHT', 'FRC_AHT', 'FRC_CALC_STAFFING',
'FRC_REQ_STAFFING', 'SCH_COVERAGE', 'SCH_ASA', 'FRC_CALC_ASA', 'SCH_MAX_OCCUPANCY_PCT',
'FRC_CALC_MAX_OCCUPANCY_PCT')

GROUP BY

WFM_BU.WFM_BU_NAME,

WFM_SITE.WFM_SITE_NAME,

WFM_PERF_ITEM_TIMESTEP.WFM_TIME_STEP,

WFM_PERF_ITEM.WFM_PERF_ITEM_CODE

ORDER BY

WFM_PERF_ITEM_TIMESTEP.WFM_TIME_STEP,

WFM_BU.WFM_BU_NAME,

WFM_SITE.WFM_SITE_NAME,

WFM_PERF_ITEM.WFM_PERF_ITEM_CODE

Contact center performance report for activity

SELECT

WFM_TIME_STEP,

WFM_SITE.WFM_SITE_NAME,

WFM_ACTIVITY.WFM_ACTIVITY_NAME,

WFM_PERF_ITEM.WFM_PERF_ITEM_CODE,

SUM(WFM_PERF_ITEM_TIMESTEP.WFM_PERF_ITEM_VALUE)

FROM WFM_PERF_ITEM_TIMESTEP

JOIN WFM_PERF_ITEM_DAY **ON** (WFM_PERF_ITEM_DAY.WFM_PERF_ITEM_DAY_KEY =
WFM_PERF_ITEM_TIMESTEP.WFM_PERF_ITEM_DAY_KEY)

JOIN WFM_ACTIVITY **ON** (WFM_ACTIVITY.WFM_ACTIVITY_KEY =
WFM_PERF_ITEM_DAY.WFM_ACTIVITY_KEY)

JOIN WFM_SITE **ON** (WFM_SITE.WFM_SITE_KEY = WFM_ACTIVITY.WFM_SITE_KEY)

JOIN WFM_PERF_ITEM **ON** (WFM_PERF_ITEM.WFM_PERF_ITEM_KEY =

WFM_PERF_ITEM_DAY.WFM_PERF_ITEM_KEY)

WHERE

WFM_TIME_STEP >= ? AND WFM_TIME_STEP < ? AND

WFM_PERF_ITEM.WFM_PERF_ITEM_CODE IN ('ACT_IV', 'ACT_ABANDONED_IV_PCT', 'ACT_AHT',
'ACT_ASA', 'ACT_IV', 'ACT_SERVICE_PCT')

GROUP BY

WFM_SITE.WFM_SITE_NAME,

WFM_ACTIVITY.WFM_ACTIVITY_NAME,

WFM_PERF_ITEM.WFM_PERF_ITEM_CODE,

WFM_PERF_ITEM_TIMESTEP.WFM_TIME_STEP

ORDER BY

WFM_SITE.WFM_SITE_NAME,

WFM_ACTIVITY.WFM_ACTIVITY_NAME,

WFM_PERF_ITEM_TIMESTEP.WFM_TIME_STEP,

WFM_PERF_ITEM.WFM_PERF_ITEM_CODE