GENESYS

Workforce Management ETL Database Reference

Query examples

2/5/2026

Contents

- 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** (WM_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