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# Workforce Management ETL Database Reference

[Query examples](#)

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- 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