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# Workforce Management Web for Supervisors (Classic) Help

[Configuration Reports](#)

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Use the Configuration reports to summarize the configuration settings for the Activities and Shared Transport objects.

### **Related documentation:**

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The Configuration reports are:

- Activity Properties Report
- Shared Transport Report

To create a report, click that report's link (above) and follow the steps.

For a complete list of WFM reports, see the Reports List.

## Restrictions

There are some restrictions when working with reports.

### Security restrictions

You can view and print reports only for those sites for which you have security access.

### Date restrictions

For reports whose wizard includes a **Date Range** screen:

- If you select weekly or monthly granularity, the **Start Date** and **End Date** selectors may be constrained to particular days (to the week's start and end days, or to the selected month's first and last days).
- If you enter dates that do not match these constraints and click **Next**, an error message alerts you to change your selection.
- If you select intra-day granularity, the **End Date** selector is disabled.

## Configuring the report

To configure the report:

1. On the **Reports** tab, select **Configuration Reports** from the Views menu.

2. From the list on the Objects pane select the report you want to configure.  
**The Reports Wizard's first screen, Header, appears.**
3. To print a header on the report, select **Show Header** and type your header text into the text box.
4. Click **Next**.
5. On the **Data** screen, select the activities you want to include in the report.  
**You can expand business units to display their sites; you can expand sites to display their activities. You can select any combination of activities from multiple sites.**
6. If you selected the **Shared Transport Report** in step 2, on the **Shared Transport** page, select the shared transport items you want to include in the report.
7. Click **Finish**.  
**The report appears in the Report Viewer.**

## Activity Properties Report

Here's what in the report:

<b>Site [header]</b>	The selected site, its time zone, and the maximum number of seats available.
<b>Activity</b>	Each activity that you selected to include in the report.
<b>Hours of Operation (Start Time, End Time)</b>	The start and end times for each activity on the indicated day in hh:mm format. (A plus sign (+) before the end time indicates that the activity ends on the next day.)
<b>Maximum Simultaneous Users</b>	The maximum number of agents scheduled to perform each activity at any one time.
<b>Minimum Staffing</b>	The minimum staffing levels configured for each activity. Minimum Staffing Level can be shown as a percentage or shown as number of agents (see Activity properties). If the <b>Minimum Staffing Level</b> parameter is configured as percentage, then the value is shown as a percentage; For example, 20%. If set as agents, then this value is shown as a number; For example, 20.
<b>Skills (Min-Max Levels)</b>	The skills, and minimum and maximum skill levels, configured for each activity.
<b>Activity Set Name</b>	The name of the activity set in which the activity is included (if applicable).

## Shared Transport Report

Here's what in the report:

<b>Shared Transport Report</b>	The report title.
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Each Shared Transport in the report has this information in its header:	
<b>Business Unit</b> field	Business unit of the shared transport.
<b>Site</b> field	Site of the shared transport.
<b>Transport</b> field	Shared transport name.
<b>Status</b> field	Status of the shared transport.
<b>Comments</b> field	Comments (if any) that are attached to the shared transport.
<b>This is the bus with maximum size <i>nn</i></b> field	Maximum size of the shared transport, if it is a bus.
Below the header, each agent in the shared transport is listed on a separate row, with these columns:	
<b>No.</b>	Number of the row.
<b>Agent</b>	Agent name.
<b>Team</b>	Agent's team name.