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Workforce Management Web for Supervisors (Classic) Help

[Master Schedule Coverage View](#)

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Compare the Master Schedule's staffing coverage with the forecast (calculated and required) staffing data.

Related documentation:

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Use the **Master Schedule Coverage** view to compare staffing data. See the toolbar image and the button descriptions below.



Graphs and tables show you coverage for each weekday in the selected week, along with totals for the whole week. Overstaffed and understaffed timesteps appear in a distinctive color.

Displaying the view

To display the **Master Schedule Coverage** view:

1. From the **Home** menu on the toolbar, select **Schedule**.
2. From the **Schedule** menu, select **Master Schedule**.
3. From the **Master Schedule** menu, select **Coverage**.
4. In the **Objects** pane, select a single business unit, a single site within a business unit, a multi-site activity, and activity group, or a single activity within a site.

Using the daily graphs and tables

The **Coverage** view displays the following information for days of the week:

| | |
|---------------|---|
| Graphs | Display coverage information for each day, with a data point for each timestep. Click the Chart Type down arrow to select calculated staffing, required staffing, or both. A blank graph indicates a closed site (or no scheduled activity) for the day. |
| Tables | Display overstaffing and understaffing totals for each day, with respect to calculated and/or required staffing. Contractual constraints and other configured parameters can reduce a schedule's |

| | |
|---------------|---|
| | optimization. |
| Legend | Explains the significance of each color that is used in the graphs. |

Reading data in the table

The **Totals** table (at the lower right) displays overstaffing and understaffing totals for the selected week, with respect to calculated and/or required staffing.

Customizing the view

To customize the schedule coverage data that is presented, use these controls at the top of the working pane:

Chart type

Click the Chart Type down arrow to choose the type of graphs that you want to be displayed:

| | |
|-------------------|---|
| Advanced | Graphs present both calculated and required information. Calculated information appears as an area graph with overstaffing/understaffing data, and required staffing appears as a linear graph. |
| Calculated | Graphs present calculated information with overstaffing/understaffing data. |
| Required | Graphs present required information with overstaffing/understaffing data. |

Cleanup

Opens the Cleanup Master Schedule window, where you can delete **Master Schedule** information for selected dates and agents.

Date

Use the standard date-selection controls to move to other weeks.

Calculating understaffing and overstaffing

Any timestep can be subject to either understaffing or overstaffing. WFM calculates these conditions by evaluating Coverage against Forecast. The result is displayed in Time format (hh:mm).

Understaffing = The forecast is greater than the coverage—there are too few agents on duty.



Overstaffing = The forecast is less than the coverage—there are too many agents on duty.

Coverage is measured by evaluating the agents' contributions against the presented activities. These contributions are based on the agents' scheduled activities for each time interval, and on any schedule items that affect these scheduled activities for an interval (such as a break that occurs during only part of an interval).

Totals are calculated by summing understaffing or overstaffing for all activities for a given time range (because each single understaffing and overstaffing value is for one timestep).

Using the toolbar

You can use the following buttons on the Actions toolbar (or commands in the **Actions** menu) to further customize the chart:

| Icon | Name | Description |
|---|----------------------------------|---|
|  | Cleanup | Opens the Cleanup Master Schedule window. Enables you to delete Master Schedule information for selected dates and agents. |
|  | Use Multi-Site Activities | Controls whether WFM Web's calculation of aggregated information includes multi-site activities. You can select this button only if you first select a multi-site activity, business unit, or enterprise in the Objects tree. If you set this button to On , WFM retains your last selection—in the current view and for all other views that contain multi-site activities—preventing you from having to click it every time you want to display data for the selected multi-site activity. |