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Workforce Management Web for Supervisors (Classic) Help

[Master Schedule Summary View](#)

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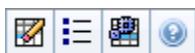
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Configure the display of Master Schedule statistics in a summary view.

Related documentation:

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Use the **Master Schedule Summary** view to display statistics about the Master Schedule. See the toolbar image here and the button descriptions below.



The summary view provides standard date-selection controls, a Granularity control, a Graph and a Data table.

Displaying the view

To display the Master Schedule Summary view:

1. From the **Home** menu on the toolbar, select **Schedule**.
2. From the **Schedule** menu on the toolbar, select **Master Schedule**.
3. From the **Master Schedule** menu, select **Summary**.
4. Select an **activity** from the tree on the Objects pane.

You can select a single business unit, a single site or a multi-site activity or an activity group within a business unit, or a single activity within a site. Making the selections populates the **Data** table.

Setting the granularity

Use this drop-down list to select the **Time Step** increment to display in the grid. Select from one of these three values (in minutes): **15**, **30**, or **60**.

Graph pane

This view displays its data in a graph (upper portion of the view) and a table (lower portion), instead of on separate tabs.

The **Graph** pane provides a linear graph for each statistic that you select, with data points for individual timesteps across the selected day.

Show data for

From the **Show data for** drop-down list, select the statistic you want to graph. The options correspond to the Data table's available columns (except that **Difference Calculated** and **Difference Required** cannot be graphed).

Select the **Show Required** check box to display that data on the graph.

Graph

The graph is redrawn to match your drop-down list selection from the **Show data for** drop-down list. Timesteps are shown from left to right. Quantities from bottom to top show the number of interactions, the number of agents, or the expense amount (for **Budget**).

Data pane

The **Data** pane provides a scrollable grid that displays aggregate and per-timestep statistics. The grid's first row displays a daily total or average for each statistic. Each of the remaining rows displays statistics for one timestep.

Grid columns

The grid provides columns displaying the following statistics and quantities.

- Click **Options**  to display or hide each of these columns, available for selection:

| | | |
|--|---|--|
| Coverage Scheduled Headcount Scheduled Service Level Scheduled Service Level Forecasted Interaction Volume Scheduled Interaction Volume Forecasted AHT (Average Handling Time) Scheduled AHT Forecasted, Budget Scheduled Budget Forecasted Staffing Calculated | Staffing Required Difference Calculated Difference Required Coverage Published Coverage Difference ASA Scheduled ASA Forecasted Difference [ASA Scheduled - ASA Forecasted] Occupancy Scheduled Occupancy Forecasted | Difference [Occupancy Scheduled - Occupancy Forecasted] Difference [S/L Scheduled - S/L Forecasted] Difference [IV Scheduled - IV Forecasted] Difference [AHT Scheduled - AHT Forecasted] Difference [Budget Scheduled - Budget Forecasted] Deferred Service Level Scheduled Deferred Service Level Forecasted Deferred Service Level Difference Scheduled Queue |
|--|---|--|

See explanations of Optional fields in the "Options Dialog Box" topic.

| | |
|-----------------------------|--|
| Time Step | The start time for each timestep, configured by the Granularity setting. |
| Coverage [Scheduled] | The scheduled staffing coverage for an activity or multi-site activity. Schedule coverage is calculated and displayed in fractional units. For example, if any agent is scheduled to work on three Activities in a 15-minute timestep, that agent may count as 1/3 toward the coverage of each activity. |

| | |
|--|--|
| | The way the scheduling engine splits an agent's time among the activities the agent can work on depends on many factors. Examples include the open hours of each activity, the volume and handle time of each activity, and some other factors such as whether an agent has granted items in the Calendar , such as time off or exceptions for any or part of the day. |
| Coverage [Published] | The schedule staffing coverage, based on the baseline Master Schedule. |
| Coverage [Difference] | The difference between the schedule staffing coverage, based on the current Master Schedule and schedule staffing coverage, based on the baseline Master Schedule. |
| Headcount [Scheduled] | The number of agents scheduled (agents scheduled to be seated). |
| Service Level Percentage Scheduled | The service level percentage that can be achieved given the staffing coverage—assuming that other planned metrics (such as interaction volumes and Average Handling Time) remain unchanged. |
| Service Level Percentage Forecasted | <p>The service level percentage that can be expected to be achieved based on the number of agents forecast.</p> <p>This may differ than the original service level objective that was stated when the staffing forecast was built due to agent rounding. For example, WFM might forecast a staffing requirement of 12 agents to meet a service level objective of 80% of interactions answered within 20 seconds, but Service Level Percentage Forecast might report a higher number, such as 83.48%. This is because 12 was the minimum number of agents required to meet the 80% service level objective but, with that number of agents, the contact center can be expected to achieve a slightly better service level than 80%. With one less agent (11 agents), the contact center would not be expected to achieve the 80% service level.</p> |
| Interaction Volume Scheduled | The number of interactions that can be handled based on the schedule coverage—assuming that other planned metrics remain unchanged. |
| Interaction Volume Forecasted | The expected number of interactions, according to the Master Forecast . |
| AHT Scheduled | The Average Handling Time per interaction, based on the schedule—assuming that other planned metrics remain unchanged. |
| AHT Forecasted | The expected Average Handling Time , according to the Master Forecast . |
| Budget Scheduled | The budget for the scheduled coverage for the selected day and timesteps, based on the full-time-equivalent (FTE) paid hours per day and the salary specified in the Forecast scenario that was published to the Master Forecast for this date. (This statistic appears only if you have the access rights to view agents' wage fields.) |
| Budget Forecasted | The budget for the calculated staffing for the selected day and timesteps, based on the full-time- |

| | |
|---|--|
| | equivalent (FTE) paid hours per day and the salary specified in the Forecast scenario that was published to the Master Forecast for this date. (This statistic appears only if you have access rights to view agents' wage fields.) |
| Staffing Calculated | The required number of agents as calculated by WFM, based on the forecast interaction volumes, AHT, and applicable service objectives. |
| Staffing Required | Optional field. The required number of agents as defined by the user, either by explicitly entering forecast targets or by using a template. |
| Difference Calculated | The difference between Coverage [Scheduled] and Staffing Calculated . |
| Difference Required | Optional field. The difference between Coverage [Scheduled] and Staffing Required . |
| ASA Scheduled | Optional field. The Average Speed of Answer that you should achieve on this activity, with the number of agents currently scheduled for this activity. |
| ASA Forecasted | Optional field. The totals/average row for ASA Forecasted reports a weighted average, calculated across the open hours and weighted by Forecasted IV |
| Deferred Service Level Scheduled | Optional field. The service level percentage that can be achieved given the deferred staffing coverage—assuming that other planned metrics (such as interaction volumes and Average Handling Time) remain unchanged. |
| Deferred Service Level Forecasted | Optional field. The service level percentage that can be expected to be achieved, based on the number of deferred activities forecasted. |
| Deferred Service Level Difference [Scheduled minus Forecasted] | Optional field. The difference between the Scheduled Deferred Service Level and Forecasted Deferred Service Level statistics. |
| Scheduled Queue | The scheduled number of interactions in the backlog queue at the end of the period. |
| Difference [ASA Scheduled minus ASA Forecasted] | Optional field. ASA Scheduled minus ASA Forecasted |
| Occupancy Scheduled | Optional field. The Occupancy that you should achieve on this activity, with the number of agents currently scheduled. |
| Occupancy Forecasted | Optional field. The Occupancy objective that you should be able to achieve when staffing with the number of agents from the staffing forecast |
| Difference [Occupancy Scheduled minus Occupancy Forecasted] | Optional field. Occupancy Scheduled minus Occupancy Forecasted |
| Difference [S/L Scheduled minus S/L Forecasted] | Optional field. S/L Scheduled minus S/L Forecasted |
| Difference [IV Scheduled | Optional field. IV Scheduled minus IV |

| | |
|--|--|
| minus IV Forecasted] | Forecasted |
| Difference [AHT Scheduled minus AHT Forecasted] | Optional field. AHT Scheduled minus AHT Forecasted |
| Difference [Budget Scheduled minus Budget Forecasted] | Optional field. Budget Scheduled minus Budget Forecasted |

Tip

You can display staffing totals in **Full Time Equivalent** (FTE) or man-hours mode in the **Coverage [Scheduled]**, **Staffing Calculated**, **Staffing Required**, **Difference Calculated**, and **Difference Required** columns by adjusting the view settings in the interface. To change the display mode, see Changing the Staffing Display from FTE to Man Hours.

Configuring the view

In the **Master Schedule Summary** view, use these commands in the **Actions** toolbar (and also on the **Actions** menu):

| Icon | Name | Description |
|---|----------------|--|
|  | Options | Opens the Options dialog box. Enables you to display or hide individual statistics. The following statistics are available for selection: <ul style="list-style-type: none"> ASA Scheduled, ASA Forecasted, Headcount Scheduled, Service Level Scheduled, Service Level Forecasted, Interaction Volume Scheduled, Interaction Volume Forecasted, AHT (Average Handling Time) Scheduled, AHT Forecasted, Budget Scheduled, Budget Forecasted, Staffing Calculated, Staffing Required, Difference Calculated, Difference Required, Coverage Scheduled, Coverage Published, Coverage Difference, Difference [ASA Scheduled - ASA Forecasted], Occupancy Scheduled, Occupancy Forecasted, Difference |

| Icon | Name | Description |
|---|----------------------------------|--|
| | | <p>[Occupancy Scheduled - Occupancy Forecasted], Difference [S/L Scheduled - S/L Forecasted], Difference [IV Scheduled - IV Forecasted], Difference [AHT Scheduled - AHT Forecasted], Difference [Budget Scheduled - Budget Forecasted]</p> <p>See the Optional field section.</p> |
|  | Use multi-site activities | <p>This button becomes enabled when you select a multi-site activity or business unit in the Objects tree. Clicking this button causes both tabs to display combined data for all the activities included in the selected multi-site activity or business unit.</p> <p>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.</p> |
|  | Cleanup | <p>Opens the Cleanup window. Enables you to delete Master Schedule information for selected dates and agents.</p> |

Granularity

Select a timestep to apply to the grid: **15** (default), **30**, or **60**. All values are in minutes.

Date

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