Workforce Management Web for Supervisors (Classic) Help

Performance

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  - Supervisor

Learn how to display performance statistics for business units, sites, and activities.

Related documentation:
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Use the following Performance views to display performance statistics for business units, sites, and activities:

- Monitor view, for the most recently completed timestep
- Intra-day table view
- Alerts view.

You can compare actual site performance with planned performance using key indicators, such as Service Level and Average Speed of Answer (ASA).

Also, use the procedures and What-If Window to analyze how changes to some statistics affect other factors.

All views display the following statistics, which are calculated by the WFM servers:

Interaction Volume	Forecast and Actual number of interactions.
AHT (Average handling Time)	Forecasted, Actual, Difference, and Difference % in the average handling time, in seconds.
Abandoned Interactions (%)	Scheduled, Calculated, Required, and Actual percentage of abandoned calls.
Service Level (%)	Scheduled, Calculated, Required, and Actual service level percentage.
Deferred Service Level (%)	Scheduled, Calculated, Required, and Actual deferred service level percentage.
Actual Queue	The actual number of interactions in the backlog queue at the end of the period.
ASA (Average Speed of Answer)	Scheduled, Calculated, Required, and Actual average speed of answer, in seconds.

Coverage (*formerly Scheduled Staffing*)	Number of agents scheduled for each activity. If an agent works only part of a time interval, only the portion during which the agent works (rounded to the nearest minute) is counted toward scheduled staffing. As a result, these values may be fractions or decimals.
Staffing	Number of agents Calculated and Required for each activity. These values are taken from the forecast and are always whole numbers.
Variance	Scheduled and Required variance. Optimal staffing value for the timestep minus the scheduled number of agents (Sch.), and the optimal staffing value for the timestep minus the required number of agents (Req.). **Tip** *Optimal staffing* is a calculation based on actual interaction volume, actual AHT, and the service objectives specified in the forecast. This value is not displayed on its own, but is used in calculating Variance values.
Headcount	Scheduled and Actual headcount. Number of scheduled (Sch.) and actually working (Act.) agents. For more information, see description of Headcount in the Master Schedule Summary view.

These statistics are presented for a 24-hour range, with 12 hours before, and 12 hours after, the current timestep. The displayed data is automatically refreshed at least once per minute.

For timesteps in the future, the displayed "actual" values are those that WFM Web anticipates by comparing past data with the planned forecast. These anticipated values do not affect the schedule, and they are not saved.

The anticipated values can help you make real-time changes to your site setup. For example, unneeded agents can be sent home if you are overstaffed, or extra agents can be called in if you are understaffed. You cannot change the schedule from the Performance views; use the Master Schedule Intra-Day view to do so.

> **Tip**
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> For timesteps that have an interaction volume of zero, you can display service-level data as either 0% or 100%. This is determined in Configuration Server by the WFM Server application's **Options** tab > **PerformanceService** section > **NoCallsServiceLevel** key, whose value can be set to either 0 or 100. The default value is 0.