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Workforce Management Web for Supervisors (Classic) Help

Performance Intra-Day View

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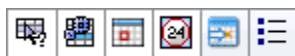
- Supervisor

View WFM performance statistics in both summarized and detailed displays in a grid.

Related documentation:

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Use the Intra-Day view to display performance statistics (both summarized and detailed) in a grid. See the descriptions of buttons shown in the toolbar image below.



Displaying the Intra-Day view

1. In the Modules tree, select **Performance > Intra-Day**.
The Intra-Day view appears. If you switched to this view from another Performance view, it retains your earlier Objects tree selection and shows the corresponding statistics.
2. Select the enterprise, a business unit, a multi-site activity, an activity group, a site, or an activity in the Objects tree.
In the tree, you can expand business units to show their sites and activity groups and multi-site activities, and expand sites to show their activities. If you made a new selection in the Objects tree, the grid is updated to match it.

Setting the time zone, granularity, and date

Use the Time Zone, Granularity and Date controls (near the top) to customize the graph:

- Use the **Time Zone** drop-down list to choose the time zone to display in the graph and grid.
- Use the date-selection controls to choose the date to display in the graph and grid.
- Use the **Granularity** drop-down list to select the time interval for the graph's horizontal axis, and also for timesteps in the table below the graph: **60 min** (minutes), **30 min**, or **15 min**.

Reading and configuring the graph

By default, you see a graph for the Interaction Volume (IV) statistic.

- To switch the graph view to match a different statistic, select the statistic from the **Show Data for:** drop-down list above the graph. The choices in the drop-down list reflect the columns displayed in the grid below the graph.
- Select the **Show Required** check box to toggle on and off the display of required data in the graph.

The graph shows times on the horizontal axis, and values on the vertical axis. The Legend (below the graph) indicates which color is used for which data category.

Reading and navigating the grid

For each statistic, the grid displays actual values compared to forecasted, or scheduled and required, values. The displayed data is automatically refreshed at the conclusion of each 15-minute timestep, and represents the values from the most recent timestep. The grid's rows show timesteps, and its columns show statistic categories. The current timestep is identified by a yellow background.

By default, the grid shows a rolling view, which displays 12 hours before, and 12 hours after, the current timestep. You can choose instead to have the grid show the Whole Day view, which shows all of the timesteps, from midnight to midnight, of the current day.

- To use the current-day view, select **Show Whole Day** from the **Actions** menu.

Tip

When WFM is unable to calculate a value for a particular timestep, or if no value has yet been entered for it in forecast views, the cell is empty (blank).

Grid rows

The grid contains the following rows, which are labeled in the **Time Step** column:

First row (--)	The first row displays summary (aggregate total or average) values for each statistic, calculated from the grid's first displayed timestep until the current timestep.
Timestep rows (numbered)	<p>The remaining rows show 15-, 30-, or 60-minute timesteps. There are 24 hours' worth of data, which may be shown as including 12 hours before, and 12 hours after, the current timestep (rolling view) or from midnight to midnight of the current day (Current Day view). The rolling view is the default view.</p> <p>Use the scroll bar to the right to reveal more timesteps. A yellow bar indicates the current timestep.</p>

Grid columns

The grid's remaining columns show the following statistics and subcategories (these statistics are present in all views, and are described in the Performance overview):

- Interaction Volume
- AHT
- Abandoned Interactions
- Service Level
- Deferred Service Level
- Actual Queue
- ASA
- Coverage
- Required Staffing
- Variance
- Headcount

Anticipated values

For Interaction Volume and AHT, future "actual" timestep values are calculated based on the ratio of previous actual/forecast values from moment to moment. For the other columns, values for future timesteps are forecasted based on anticipated IV and AHT. Actual values replace these anticipated values as the displayed data is refreshed.






Display, copy/paste, and other options

The Intra-Day view provides the following options:

- You can resize the grid columns to better view their contents.
- You can copy data from the grid to the clipboard and then paste it into another application.
 1. Click, or use the Tab or arrow keys, to move the selection box to one or more table cells.
 2. Select **Edit > copy**, or use your operating system's "copy" keyboard shortcut (such as Ctrl+C or Command+C).

Toolbar and Actions menu

You can use the following buttons on the toolbar (these commands also appear in the **Actions** menu):

Icon	Name	Description
	What If	Opens the What If window for calculating "what if" scenarios based on the selected timestep's data.
	Use Multi-site Activities	By default, this button is enabled when you select a multi-site activity or business unit 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.
	Show Whole Day	Click this button to toggle between a rolling view (12 hours before and 12 hours after the current timestep) to a current-day view (from midnight to midnight of the current day).
	Total Forecasted Values for Whole Day	<p>When selected, calculates totals across the grid's top row using actual performance data (displayed above the horizontal yellow line that indicates the current time slot) and forecast data (displayed below the line).</p> <p>When not selected, calculates totals across the grid's top row using actual performance data only.</p> <div> Tip This option affects only how the totals row is calculated, using the currently displayed data. </div>
	Move to Current Day	Click this button to display data for today.
	Options	Displays the Options dialog with a list of statistics that can be displayed in the grid.

Displaying statistics in the grid

Selecting the **Options** button in the Performance Intra-Day view opens the **Options** dialog, which contains a directory-style tree of statistics that can be displayed in the grid. By default all are selected. To clear or select any individual statistic, click its check box. There is a check box at the top of the tree that selects or clears all statistics at once.

Click **OK** to accept your changes or **Cancel** to abandon them.

For a list of statistics and their descriptions, see Performance.