GENESYS

Workforce Management Web for Supervisors (Classic) Help

Performance Monitor View

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Use this view to monitor each performance statistic, displayed in a horizontal bar graph and based on the most recent timestep.

Related documentation:
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See descriptions of the buttons shown in the toolbar image below.

Displaying the view

To display the **Monitor** view:

1. In the Modules tree, select **Performance** > **Monitor**.
   The Monitor view appears. If you switched to this view from another Performance view, it retains your earlier objects selection and shows graphs for the most recent timestep.

2. Select the enterprise, a business unit, site, or activity in the Objects tree.
   In the tree, you can expand business units to show their sites and expand sites to show their activities. If you make a new selection, the graphs refresh to match it.

Reading the data

The **Monitor** view shows as many graphs as can fit on the screen at once. Use the scroll bar to the right to reveal graphs for additional statistics.

Each graph shows actual data, and either forecast data or scheduled and required data. The displayed data is automatically refreshed at the conclusion of each 15-minute timestep, and represents the values from the most recent timestep.

The Legend (at the bottom) shows which color bar indicates which data category. Next to each data bar, a label lists the numerical value shown on the graph, with the following prefixes:

- A for actual data

- F for forecasted

- S for scheduled

- R for required

> **Tip**
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> Scheduled metrics such as scheduled Average Speed of Answer (sec), Scheduled Service Level Percentage, and so on, describe what objectives you should meet based on the number of agents scheduled.

If alerts were configured for a statistic and that statistic exceeds the alert's configured deviation level, a red ALERT comment appears near the graph.

Required data options

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

Icon	Name	Description
	Show Required	Turns on and off the display of "Required" data in some statistics' graphs. (This option is a toggle: A darker button color, or a check mark beside the **Actions** menu option, indicates that it is selected. Click the same option again to deselect it.)
	Use Multi-site Activities	This button becomes enabled when you select a multi-site activity or business unit in the Objects tree. Clicking this button displays data for the selected multi-site activity. 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.