Workforce Management Web for Supervisors (Classic) Help

Scenario Intra-Day: Performance Data Target

9/16/2025

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Choose a target to see the performance data in the Schedule Intra-Day views.

Related documentation:

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To see the performance data in the **Master Schedule Intra-Day** or **Scenario Intra-Day** view, choose a target, such as an enterprise, business unit, site, activity group, or activity (either multi-site or single-site). The target is the source of the performance data.

To change the **Select Target** window:

- Click the **Target:** button on the **Schedule Intra-Day** view window .

> **Tip**
>
> This option is available only if you have chosen to view performance data by selecting the **Show Performance Information** check box on the **Performance** tab of the View Options dialog.

Selecting an appropriate time zone

When you select a site on the **Object** pane (for example, San Francisco), you are also specifying that site's time zone, which may differ from the data source's time zone. You can change the time zone manually by selecting the appropriate zone from the **Time Zone** drop-down list near the upper right of the **Intra-Day** view. The selected time zone is applied to the grid and graphs that you view when you request performance data. Schedules and whatever you select to view would be displayed in the selected time zone, regardless of the data source's local hours (WFM makes the appropriate time conversion).

Viewing multi-site activity data

Select the **Use Multi-site Activities** check box to display forecast data that is taken from multi-site activities (MSAs), and schedule data that is the sum/average of **Activities** under your selected target (MSA, business unit, or site). All data is transposed to the time zone of the site that you selected on the **Object** pane.

Clear the **Use Multi-site Activities** check box to display all MSA data as a sum/average. All data is transposed to the selected site's time zone.

If you set the **Use Multi-site Activities** 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.