GENESYS

Workforce Management Web for Supervisors (Classic) Help

Schedule Marked Time Reports

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Contents

Configure these reports to display data related to Marked Time for enterprises, business units, sites, teams, or agents. WFM uses Marked Time to identify and track periods of time that are not already accounted for. For more information, see Marked Time.

Related documentation:
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Schedule Marked Time Report

To configure the report:

1. On the **Reports** tab, select **Schedule Reports** from the Views menu.

2. Select **Schedule Marked Time Report** from the list in the Objects pane. The Reports Wizard's first screen, **Header**, appears.

3. Optional: To generate a header on the report, select **Show Header** and type your header text into the text box.

4. Optional: To export the report to a file in the comma-separated values format, select the check box **Create report with .csv friendly format** (and then, after the report is created, select **Actions** > **Save As** and select **Comma Separated** as the report format). Do not use Workforce Management to print reports that you created in ".csv friendly format," because the result may be truncated. To print the file correctly, open it in a program that reads the .csv format, and then print it.

5. Click **Next**.

6. On the **Scenarios** screen, select a schedule scenario or the Master Schedule. Then click **Next**. You will not see this screen if the report is created from the Report Scheduler, because the report data is retrieved from the Master Schedule.

7. On the **Date Range** screen:

   a. In the **Date Range** section, select Start and End dates for the report. If you selected a scenario on the previous screen, you cannot select dates outside the scenario date range.

   b. In the **Time Range** section, select Start and End times and check **Next Day** for End time, if required.

   c. In the **Options** section, check the **Show filter on first page of report only** check box, if required. Then click **Next**.

8. On the first **Data** screen, in the **Options** section, select the enterprise or business units, sites, teams, or agents you want to see in the report. You can expand business units to display the sites and expand the sites to view the teams and agents. You can select any combination of teams and/or agents from multiple sites.

9. Click **Next**.

10. On the second **Data** screen, select the marked-time types that you want to be displayed. Marked-time types are listed under the sites for which they are configured.

11. Click **Finish**.

The report appears in the Report Viewer.

Understanding the report

Site [header]	The site's name and time zone.
Team [header]	Agents are displayed by team.
Date and Time Period [header]	The dates covered by the report, and the time period covered each day.
Agent	The agent whose information is displayed.
Date	The date on which the marked time occurs.
Marked Time	The name of the marked-time type.
Start Time	The marked time's start time.
End Time	The marked time's end time.
Duration	The duration of each marked-time period.
Paid Hours	The number of paid hours covered by the marked-time period.
Total Duration and Total Paid Hours for Team	The total number of marked-time hours and the total paid marked-time hours for the team during the selected report period.

Schedule Marked Time Totals Report

To configure the report:

1. Complete steps 1 to 6 in Schedule Marked Time Reports, selecting **Schedule Mark Time Totals Report** in the Objects pane.

2. On the **Date Range** screen:

    a. Select a granularity and a corresponding start and end date. (Your granularity selection may restrict your date selections.)

    b. On the **Target** pane, select **Agent**, **Team**, or **Site** from the drop-down list.

    c. In the **Options** section, check the **Show filter on first page of report only** check box, if required. Then, click **Next**.

3. On the first **Data** screen, select the targets (agents, teams, or sites) that you want to include in the report. Then click **Next**. You can expand business units to display their sites. If you selected **Team** or **Agent** on the **Target** pane, you can further expand the tree's branches. You can select across multiple sites.

4. On the second **Data** screen, select the marked-time types to include. Then click **Finish**. You can expand business units to display their sites, and expand sites to display their marked-time types. You can select multiple marked-time types across different sites.

The report appears in the Report Viewer.

Understanding the report

The report takes one of three forms, depending on the target that you selected.

The Site Schedule Marked Time Totals Report

Enterprise [header]	The name and time zone of the enterprise in which this site is included.
Business Unit [header]	The name of the business unit, if any, to which the selected site belongs. If the report covers independent sites, no business unit name appears.
Date Period [header]	The time range covered by the report.
Selected Schedule Marked Times [header]	The marked time types covered by the report.
Site	The name of each site included in the report.
Day	Each date in the selected date range.
Duration	The time that this site's agents spent in the selected marked-time types for each day included in the report.
Paid Hours	The number of the marked-time hours that were paid.
Total Duration and Total Paid Hours for Business Unit	The combined time that all the sites spent in the selected marked-time types over the report's date range and the number of those hours that were paid.

The Team Schedule Marked Time Totals Report

Business Unit [header]	The name of the business unit. If the report covers only independent sites, no business unit name appears.
Site [header]	The name and time zone of the site.
Date Period [header]	The time range covered by the report.
Selected Schedule Marked Times [header]	The marked-time types covered by the report.
Team	The name of each team included in the report.
Day	Each matching date in the selected date range.
Duration	The time that each team spent the selected marked-time types during each day included in the report.
Paid Hours	The number of hours spent in the marked-time types that were paid.
Total Duration and Total Paid Hours for Site	The combined time that all of the teams in the site spent in the selected marked-time types during the report's date range.

The Agent Schedule Marked Time Totals Report

Site [header]	The name and time zone of each site included in

	the report.
Team [header]	The team to which the selected agents belong.
Date Period [header]	The time range covered by the report.
Selected Schedule Marked Times [header]	The marked-time types covered by the report.
Agent	The name of each agent in the team who had marked time.
Day	Each matching date in the selected date range.
Duration	The time that this team's agents spent in the selected marked-time types for each day included in the report.
Paid Hours	The number of marked-time hours that were paid for each day included in the report.
Total Duration and Paid Time for Team	The combined time that all of the team's agents spent in the selected marked time over the report's date range, and how many of those hours were paid.