Workforce Management Web for Supervisors (Classic) Help

Scenario Staffing View

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Edit calculated and required staffing in selected Forecast scenarios.

Related documentation:
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The toolbar at the top of the **Staffing** view is shown here. See the button descriptions below.

This view provides standard date-selection controls and a grid that shows staffing levels for days or timesteps.

Displaying the view

To display the **Staffing** view:

1. Select **Forecast** from the **Home** menu on the toolbar.
2. Select **Scenarios** from the **Forecast** menu on the toolbar.
3. Select a scenario from the list in the data pane, and open it.
4. Select the open scenario's name from the **Forecast** menu on the toolbar.

> Tip
> All open scenarios appear on the menu.

5. Select **Staffing** from the **selected scenario name>** menu on the toolbar.
6. In the **Objects** tree, select an **activity**, **multi-site activity**, **site**, **business unit**, or **enterprise**.

The view displays a graph above a table, each containing the same statistics, and controls that set the data display properties for the graph and table.

If you do not see any data, you may need to adjust the **Period**, **Granularity**, or **Date** controls at the top of the window to reflect those used for the forecast.

Setting the data display properties and date range

Use these controls to customize the data display in the graph and table:

- **Period** *drop-down list*—Change the time range for the graph and the grid by selecting **Year**, **Month**, or **Week**. {{NoteFormat| **Planning Period** also appears as a value in the **Period** list if the selected site has a configured planning period.}}
  If you select **Week**, you can further adjust each row's time range by selecting 15, 30, or 60 (minutes) from the **Granularity** drop-down list.

- **Show Statistics** *drop-down list*—Specify what data is displayed in the graph and table by selecting from these choices: **Calculated Staffing**, **Required Staffing**, **Calculated and Required Staffing**.

- **Show Columns** *check boxes*—Show (or hide) data columns in the table by selecting or clearing the **Calculated** and **Required** check boxes.

- Use standard date-selection controls (in the upper right portion of the window) to jump to a different week within the Scenario Forecast's date range.

Reading the data

The table provides columns that display the following statistics:

Week/Time Step	Identifies the range of dates or timesteps on this row. (The column's label and contents depend on the date range and granularity that you selected above.)
[Days or Dates]	If you select the **Month** date range, each group of columns shows statistics for one full day. If you select the **Week** date range, each group of columns indicates one day. The top row shows daily totals measured in **Full-Time Equivalents** (defined below). Each lower row shows statistics for one timestep on that date. (Timestep durations depend on the granularity that you selected above.) **Full Time Equivalent** (FTE) is a standard measurement used within contact centers that allows the analyst to do an "apples-to-apples" comparison of the number of agents required to handle the expected interaction volume, across activities that may have different open hours, different planned overheads, and so on. In WFM, the number of FTEs is provided for informational purposes only. It does not affect the Intra-Day staffing requirements that WFM produces, which is the basis for building schedules.
Calc	Shows the calculated number of agents for each day (measured in Full Time Equivalents) or for each timestep (measured in **Single Skill Equivalents**). You can edit these cells' contents. See **Req** column

	for more information on **Calculated** and **Required Staffing**.
Req	Shows the required number of agents for each day (measured in Full Time Equivalents) or for each timestep (measured in **Single Skill Equivalents**). You can edit these cells' contents. WFM populates **Calculated Staffing** when you build staffing through the Staffing Build Wizard. **Required Staffing** is a user-defined data series. It can be populated based on data from the **Calculated Staffing** data series, or you can copy and paste data from an external spreadsheet into these columns. When building schedules, the Use Required option lets you base a schedule on **Calculated** or **Required Staffing**. This allows you to take the staffing forecast that WFM provides and adjust it in a user-defined way.
[Weekly Totals]	If you select the **Week** date range, the columns at right show weekly totals for the displayed statistics.

> **Tip**
> You can copy and paste data between the grid and a spreadsheet.

Modifying and managing scenario data

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

Icon	Name	Description
	Publish	Opens the Publish Forecast Wizard, where you can publish a forecast directly to the master schedule.
	Add activity	Opens the Add Activity window, where you can add activities to this forecast scenario.
	Remove activity	Opens the Remove Activity window, where you can remove activities from this forecast scenario.
	Save	Saves your changes to this forecast scenario.
	Save as template	Opens the Save as Template dialog box, where you can save

Icon	Name	Description
		data from this scenario as a forecast template.
	Build	Opens the Staffing Build Wizard, which builds staffing data for the selected activity.
	Comments	Opens the Comments window, where you can enter comments for each day of the forecast.
	Close	Closes this scenario, prompting you to save any unsaved changes.
	Use multi-site activities	Controls whether WFM Web's calculation of aggregated information includes multi-site activities. You can select this button only if you first select a **multi-site activity**, **business unit**, or **enterprise** 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.
	Required staffing	Opens the Required Staffing Wizard, where you can set the forecast's required number of agents.
	Split	Opens the Staffing Split Wizard, which splits staffing from a multi-site activity Staffing forecast scenario.
	Budgeting	Opens the Budgeting Information dialog, where you can specify the start and end dates of the target range, paid hours and wage that are to be used for FTE calculations.

Budgeting information

Use the **Budgeting Information** screen to enter the paid hours and wage you want to use in the forecast.

1. For each field, enter or select the value to apply to the forecast.
2. Click **OK**.

Target Date Range:

- **Start date**
- **End date**

Budgeting Information:

- **Paid Hours a Day**
- **Hourly Wage**