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Workforce Management Web for Supervisors (Classic) Help

[Scenario Summary View](#)

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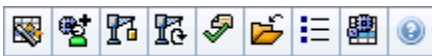
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Open the view to display a summary of statistics about the current schedule scenario.

Related documentation:

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The toolbar at the top of the **Scenario Summary** is shown here. See the button descriptions below.



The **Summary** view provides standard date-selection controls and two data panes: a graph and a table.

Displaying the view

To display the Scenarios view:

1. From the **Home** menu on the toolbar, select **Schedule**.
2. From the **Schedule** menu on the toolbar, select **Scenarios**.
The Schedule Scenarios table appears.
3. Open a scenario by double-clicking its name in the table list or by selecting its name and clicking Open



The scenario's name appears on the toolbar, as a menu.

To display the open scenario's **Summary** view:

1. From the **scenario_name>** menu on the toolbar, select **Summary**.
2. In the Objects pane, select the appropriate item from the **Activities** tree.

You can select a single business unit, a single site within a business unit, a multi-site activity, an activity group, or a single activity within a site. Making the selection populates the **Data** grid.

Setting the granularity

Use this drop-down list to select the **Time Step** increment to display in the grid. Select from one of these three values (in minutes): **15**, **30**, or **60**.

Graph and Data panes

This view displays its data in a graph (upper portion of the view) and a table (lower portion), instead of on separate tabs.

Understanding the Graph pane

The **Graph** pane provides a linear graph for each statistic that you select, with data points for individual timesteps across the selected day.

Show data for

From the **Show data for** drop-down list:

1. Select the statistic you want to graph.
The options correspond to the Data grid's available columns (except that **Difference Calculated** and **Difference Required** cannot be graphed).
2. Select the **Show Required** check box to display that data on the graph.

Graph

The graph is redrawn to match your drop-down list selection from the **Show data for** drop-down list. *Timesteps* are shown from left to right. Quantities from bottom to top show the number of interactions, the number of agents, or the expense amount (for **Budget**).

Understanding the Data table

The **Data** pane provides a scrollable grid that displays aggregate and per-timestep statistics. The grid's first row displays a daily total or average for each statistic. Each of the remaining rows displays statistics for one timestep.

Grid columns

The grid provides columns that display the following statistics and quantities.

- Click the Options button to display or hide each of these available columns.

Column	Description
Time Step	The start time for each timestep, configured by the Granularity setting.
Coverage [Scheduled]	The scheduled staffing coverage for an activity or multi-site activity. Schedule coverage is calculated and displayed in fractional units. For example, if any agent is scheduled to work on three Activities

Column	Description
	<p>in a 15-minute timestep, that agent may count as 1/3 toward the coverage of each activity.</p> <p>The way the scheduling engine splits an agent's time among the activities the agent can work on depends on many factors. Examples include the open hours of each activity, the volume and handle time of each activity, and some other factors such as whether an agent has granted items in the Calendar, such as time off or exceptions for any or part of the day.</p>
Headcount [Scheduled]	The number of agents scheduled (agents scheduled to be seated).
Service Level Percentage Scheduled	The service level percentage that can be achieved given the staffing coverage—assuming that other planned metrics (such as interaction volumes and Average Handling Time) remain unchanged.
Service Level Percentage Forecasted	<p>The service level percentage that can be expected to be achieved based on the number of agents forecast.</p> <p>This may differ than the original service level objective that was stated when the staffing forecast was built due to agent rounding. For example, WFM may forecast a staffing requirement of 12 agents to meet a service level objective of 80% of interactions answered within 20 seconds, but Service Level Percentage Forecast may report a higher number, such as 83.48%. This is because 12 was the minimum number of agents required to meet the 80% service level objective but, with that number of agents, the contact center can be expected to achieve a slightly better service level than 80%. With one less agent (11 agents), the contact center would not be expected to achieve the 80% service level.</p>
Interaction Volume Scheduled	The number of interactions that can be handled based on the schedule coverage—assuming that other planned metrics remain unchanged.
Interaction Volume Forecasted	The expected number of interactions, according to the Master Forecast .
AHT Scheduled	The Average Handling Time per interaction, based on the schedule—assuming that other planned metrics remain unchanged.
AHT Forecasted	The expected Average Handling Time , according to the Master Forecast .
Budget Scheduled	The budget for the scheduled coverage for the selected day and timesteps, based on the full-time-equivalent (FTE) paid hours per day and the salary specified in the Forecast scenario that was published to the Master Forecast for this date. (This statistic appears only if you have the access rights to view agents' wage fields.)
Budget Forecasted	The budget for the calculated staffing for the selected day and timesteps, based on the full-time-equivalent paid hours per day and the salary specified in the Forecast scenario that was published to the Master Forecast for this date. (This statistic appears only if you have access

Column	Description
	rights to view agents' wage fields.)
Staffing Calculated	The required number of agents as calculated by WFM, based on the forecast interaction volumes, AHT, and applicable service objectives.
Staffing Required	Optional field. The required number of agents as defined by the user, either by explicitly entering forecast targets or by using a template.
Difference Calculated	The difference between Coverage [Scheduled] and Staffing Calculated .
Difference Required	Optional field. The difference between Coverage [Scheduled] and Staffing Required .
ASA Scheduled	Optional field. The Average Speed of Answer that you should achieve on this activity, with the number of agents currently scheduled for this activity.
ASA Forecasted	Optional field. The totals/average row for ASA Forecast reports a weighted average, calculated across the open hours and weighted by Forecast IV
Deferred Service Level Scheduled	Optional field. The service level percentage that can be achieved given the deferred staffing coverage—assuming that other planned metrics (such as interaction volumes and Average Handling Time) remain unchanged.
Deferred Service Level Forecasted	Optional field. The service level percentage that can be expected to be achieved, based on the number of deferred activities forecast.
Deferred Service Level Difference [Scheduled minus Forecasted]	Optional field. The difference between the Scheduled Deferred Service Level and Forecasted Deferred Service Level statistics.
Scheduled Queue	The scheduled number of interactions in the backlog queue at the end of the period.
Difference [ASA Scheduled minus ASA Forecasted]	Optional field field. ASA Scheduled minus ASA Forecasted
Occupancy Scheduled	Optional field. The Occupancy that you should achieve on this activity, with the number of agents currently scheduled.
Occupancy Forecasted	Optional field. The Occupancy objective that you should be able to achieve when staffing with the number of agents from the staffing forecast
Difference [Occupancy Scheduled minus Occupancy Forecasted]	Optional field. Occupancy Scheduled minus Occupancy Forecasted
Difference [S/L Scheduled minus S/L Forecasted]	Optional field. S/L Scheduled minus S/L Forecasted
Difference [IV Scheduled minus IV Forecasted]	Optional field. IV Scheduled minus IV Forecasted
Difference [AHT Scheduled	Optional field. AHT Scheduled minus AHT



Column	Description
minus AHT Forecasted]	Forecasted
Difference [Budget Scheduled minus Budget Forecasted]	Optional field. Budget Scheduled minus Budget Forecasted




Important

You can display staffing totals in **FTE** or man-hours mode in the **Schedule coverage**, **Calculated staffing**, **Required staffing**, and other columns in the **Scenario Summary** view by adjusting the view settings in the interface. To change the display mode, see Changing the Staffing display from FTE to Man Hours.

Using the toolbar

Use buttons on the toolbar (or commands from the **Actions** menu) for the following:

Icon	Name	Description
	Publish	Opens the Publish Schedule Wizard, where you can publish a portion of the selected scenario to the Master Schedule , or extract a portion of the Master Schedule to the selected scenario.
	Add/remove scenario elements	Opens the Add/Remove Scenario Elements Wizard, where you can add activities and agents to, or remove them from, the current schedule scenario.
	Build schedule	Opens the Schedule Build Wizard, where you can build a complete schedule for the selected site.
	Rebuild schedule	Opens the Schedule Rebuild Wizard, where you can modify and rebuild schedules, while optionally leaving intact any agent schedules that you have edited since the last build/rebuild.
	Validate schedule	Opens the Review Messages window, which lists scheduling warnings for a selected site. Warnings will only be visible if you have already built a schedule for this scenario and saved any warnings that were generated.

Icon	Name	Description
	Close	Closes the open scenario (and prompts you to save unsaved data).
	Options	Opens the Options dialog box for enabling or hiding individual statistics.
	Use Multi-Site Activities	<p>This button becomes enabled when you select a multi-site or business unit in the Objects tree. Clicking this button displays data for the selected multi-site activity.</p> <p>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.</p>

Options dialog

Configure the **Options** dialog to include the statistics you want to display the in scenario **Summary** view.

- In the **Summary** view, click **Options** on the **Actions** toolbar.
The Options dialog box opens.
- Select the check boxes for statistics that you want to display, and clear the check boxes for statistics that you want to hide.
 - Double-click the **Statistics node** to reveal its contained statistics.
 - Select or clear all statistics at once by selecting or clearing (respectively) the **Statistics node's** check box.
- Click **OK**.
The Summary view reappears, displaying only the statistics that you selected.

Coverage statistics

You have the option to include two **Coverage** statistics in the **Summary** view:

- Coverage Published**—Displays the schedule coverage based on the *baseline* **Master Schedule**.
- Coverage Scheduled**—Displays the schedule coverage based on the *current* **Master Schedule**.
- Coverage Difference**—Displays the difference between the schedule coverage based on the *current* **Master Schedule** and schedule coverage based on the *baseline* **Master Schedule**.

Metrics

You have the option to include these **Difference** statistics in the **Summary** view:

- **Difference [S/L Scheduled minus S/L Forecasted]**—Displays (Service Level Scheduled minus Service Level Forecasted).
- **Difference [IV Scheduled minus IV Forecasted]**—Displays (Interaction Volume Scheduled minus Interaction Volume Forecasted).
- **Difference [AHT Scheduled minus AHT Forecasted]**—Displays (Average Handle Time Scheduled minus Average Handle Time Forecasted).
- **Difference [Budget Scheduled minus Budget Forecasted]**—Displays (Budget Scheduled minus Budget Forecasted).

You have the option to include these statistics in the **Summary** view:

- **AHT Forecasted**—Displays the expected Average Handling Time, according to the **Master Forecast**.
- **AHT Scheduled**—Displays the Average Handling Time per interaction, based on the schedule (assuming that other planned metrics remain unchanged).
- **ASA Scheduled**—Displays the Average Speed of Answer that would be expected with the number of scheduled agents.
- **ASA Forecasted**—Displays the Average Speed of Answer that would be expected with the number of agents from the staffing forecast.
- **Difference [ASA Scheduled minus ASA Forecasted]**—Displays (ASA Scheduled minus ASA Forecasted)
- **Budget Forecasted**—Displays the budget for the calculated staffing for the selected day and timesteps, based on the full-time-equivalent (FTE) paid hours per day and the salary specified in the **Forecast** scenario that was published to the **Master Forecast** for this date. (This statistic appears only if you have access rights to view agents' wage fields.)
- **Budget Scheduled**—Displays the budget for the scheduled coverage for the selected day and timesteps, based on the full-time-equivalent (FTE) paid hours per day and the salary specified in the **Forecast** scenario that was published to the **Master Forecast** for this date. (This statistic appears only if you have the access rights to view agents' wage fields.)
- **Deferred Service Level Difference [Scheduled minus Forecasted]**—Displays the difference between Scheduled Deferred Service Level and Forecasted Deferred Service Level statistics.
- **Deferred Service Level Forecasted**—Displays the service level percentage that can be expected to be achieved, based on the number of deferred activities forecasted.
- **Deferred Service Level Scheduled**—Displays the service level percentage that can be achieved given the deferred staffing coverage (assuming that other planned metrics, such as interaction volumes and Average Handling Time, remain unchanged).
- **Difference Calculated**—Displays the difference between Coverage [Scheduled] and Staffing Calculated.
- **Difference Required**—Displays the difference between Coverage [Scheduled] and Staffing Required. (Optional field.)
- **Headcount Scheduled**—Displays the number of agents scheduled (agents scheduled to be seated).
- **Interaction Volume Forecasted**—Displays the expected number of interactions, according to the

Master Forecast.

- **Interaction Volume Scheduled**—Displays the number of interactions that can be handled based on the schedule coverage (assuming that other planned metrics remain unchanged).
- **Occupancy Forecasted**—Displays the Occupancy objective that you should be able to achieve when staffing with the number of agents from the staffing forecast.
- **Occupancy Scheduled**—Displays the Occupancy that you should achieve on this activity, with the number of agents currently scheduled.
- **Difference [Occupancy Scheduled minus Occupancy Forecasted]**—Displays (Occupancy Scheduled minus Occupancy Forecasted).
- **Scheduled Queue**—Displays the scheduled number of interactions in the backlog queue at the end of the period.
- **Service Level Forecasted**—Displays the service level percentage that can be expected to be achieved based on the number of agents forecasted.
- **Service Level Scheduled**—Displays the service level percentage that can be achieved given the staffing coverage (assuming that other planned metrics, such as interaction volumes and Average Handling Time, remain unchanged).
- **Staffing Calculated**—Displays the required number of agents as calculated by WFM, based on the forecasted interaction volumes, AHT, and applicable service objectives.
- **Staffing Required**—Displays The required number of agents as defined by the user, either by explicitly entering forecast targets or by using a template. (Optional field.)

For in-depth descriptions of these statistics and the formulae used to derive them see "WFM Metrics" in the *Workforce Management Administrator's Guide*.

What is the baseline Master Schedule?

When you publish a schedule scenario to the **Master Schedule**, WFM retains a snapshot of the **Master Schedule** at that point in time. This is the *baseline Master Schedule*.

Then, after you or other schedulers make changes to the schedule such as adding exceptions and granting vacations, you can compare the schedule coverage shown in the *current Master Schedule* against the schedule coverage stored in the *baseline Master Schedule*.

This *baseline* of the **Master Schedule** is created/updated at the last time something was published to the **Master Schedule** for a particular date range. For example, assume on May 25 you publish the June schedule scenario to the **Master Schedule**, and then on May 28 you re-publish the same June schedule scenario to the **Master Schedule**. In this case, WFM uses the May 28 published schedule as the *baseline* against which the *current* schedule is compared.