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Workforce Management Web for Supervisors (Classic) Help

Staffing Split Wizard

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When staffing forecasts, use the wizard to split a multi-site activity's staffing results between its associated activities.

Related documentation:

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A multi-site activity (virtual activity set) has one or more associated activities (existing activities). After building calculated and required staffing for a multi-site activity, you can then use this wizard to split the result between associated activities.

Tip

The Staffing Split Wizard is available only within a Forecast Scenario. You must add multi-site activities to the forecast scenario for them to be available in the wizard for splitting.

Splitting multi-site activity staffing

To use the Staffing Split Wizard:

1. In a currently-open forecast scenario, select a multi-site activity with already-built staffing values.
2. On the **Forecast Scenario Staffing View** toolbar, click Split.
The first of the Staffing Split Wizard's three screens, Select Multi-site Activities, opens.
3. Select the check boxes next to the multi-site activities that have staffing values you want to be split between associated activities.
You can select several multi-site activities within the same business unit.
4. Select **Use AHT Forecast** if you want WFM Web to consider average handling time forecasts when performing the split and then, click **Next**.
The wizard's second screen, Select Activities within Multi-site Activity, opens.
5. At the bottom of the pane, enable (enter a check mark) in the **Split Required Also** check box, if you want required staffing to also be split.
6. Select the local (target) activities into which you want to split the multi-site activities and then, click **Next**.
The wizard's third screen, Specify budgeting data, opens. The top half of the screen displays

a table with a row for each site in the forecast. Each site row contains these columns

- **Site**
 - Activity
 - Hours (corresponds to the **Paid Hrs/Day** text box below the table)
 - Wage (corresponds to the **Hourly Wage** text box below the table)
7. To change an individual value, click a number inside an **Hours** or **Wage** cell of the table, and type a new value.
 8. To change all values in a column of the table at once, click inside the corresponding text box below the table, and then click **Set All**.
You can change one, some, or all fields. See the Staffing Build Wizard topic for definitions.
 9. Click **Finish**.
WFM Web displays a Progress dialog while it splits the activities.
 10. Optionally, click **Cancel** in this dialog if you want to cancel the split.
After splitting the activities, WFM Web returns to the Staffing View.