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Workforce Management Web for Supervisors (Classic) Help

Volumes Split Wizard

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Use the Volumes Split Wizard to split a forecast scenario for a multi-site activity:

1. Select a **Scenario Volumes** view that uses multi-site activities.
2. On the Forecast Scenario Volumes view toolbar, click the **Split** button.
3. In the **Split Range Date** screen, enter a **start** and **end date** for the range and click **Next**.
4. In the **Select Multi-site Activities** screen, select the check boxes next to the multi-site activities that you want to split.

Tip

You can select several multi-site activities within the same Business Unit.

5. To include the average handling time forecasts in the split, select **Use AHT Forecast** and click **Next**. If you select **Use AHT Forecast** but some of the selected activities do not have an AHT forecast, the result for each of these activities will be 0 for the timestep(s) where AHT=0.

Warning

If you do not select **Use AHT Forecast**, the multi-site activity AHT is assigned to the local activities. This overwrites the local activity AHT. If there is no multi-site activity AHT, local activity AHT is simply deleted.

6. If any selected multi-site activity has the type deferred, the wizard will contain additional page: **Specify Service Time**. If this is not true, go to step 9.
7. In the **Specify Service Time** screen, specify the service time for each deferred multi-site activity. This screen displays a grid with the following columns, with one activity per row:
 - **Activity**—The name of the multi-site activity.
 - **Service Time Type**—A drop-down menu with the following values:
 - **Hours, interrupted time (default selection)**—When an interaction is waiting, while the activity is closed, the time is not being counted in the service level calculations.

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- **Hours, non-interrupted time**—When an interaction is waiting, while the activity is closed, the time is still being counted in the service level calculations.
 - **Business days**—The number of business days, including the current day during which the interaction arrived. If the service level = 100% within one business day, then all interactions must be serviced on the same day they have arrived, according to open hours.
 - **Service Time**—The nature of this control depends upon your selection in the **Service Time Type** column.
 - If the granularity is Hours, then this cell in the row is a spin box where you must specify hours, minutes and seconds; and this value must be greater than 0.
 - If the granularity is Business days, then this cell in the row is a field where you must enter or select an integer that is greater than 0.

Important

If you switch the granularity from Hours to Business days, WFM Web resets the time value to 0.

8. Click **Next**.

9. In the **Select Activities within Multi-site Activities** screen:

- a. Select the local (target) activities into which you want to split the multi-site activities. (You can select several target activities.)


Important

- If you selected **Use AHT Forecast** in step 5, then you cannot select target activities that do not have at least one timestep with at least one AHT value greater than 0.
- If you select **Use All Activities**, when WFM splits data for interaction volumes, AHT, and agent availabilities for the selected activities in the scenario, it takes into account the values for all activities in the specified site, whether selected or not.

Activities that are not selected are not split; WFM Web simply considers them when determining the proportions that are split to each selected activity. This option does not affect the split result if there are no shared multi-skill agents who work on both selected and unselected activities.

10. To ensure WFM considers the existing Calendar items when splitting the interaction volume among activities, select the **Consider Granted Calendar Items** check box.

- Click **Next**.
- In the **Manual Split Parameters** screen, you can enter a percentage in the **Split %** column for each of the child activities of multi-site activities or click in the **Template** column to use a template. If both **Split %** and **Template** are set for any activity, the template values are used for all non empty time steps. For empty time steps in **Template**, the specified **Split %** value is used. To select a template:

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- a. Select the row in which you want to use a template, click the  button.
 - b. After the **Use Template** dialog opens, select a template from the list and click **OK**.

Important

If you click **OK** without selecting a template, the template field will be empty.

- After the **Manual Split Parameters** screen is populated as desired, click **Finish**. WFM Web displays a **Progress** dialog box while it splits the activities.
- Optionally, click **Cancel** if you want to cancel the split. After splitting the activities, WFM Web returns to the **Volumes** view.

Splitting volumes by percentage

You can specify a percentage to allocate the Volumes from a Multi-Site Activity to each Child (Site) Activity. An interval can be the entire forecast scenario that includes a week, day, and timestep.

At the interval level, when the percentage is specified that is greater than the timestep, WFM propagates the percentage to the remaining timesteps. If a percentage is not specified for certain Child Activities, WFM splits the remaining volumes to those activities, by splitting them by availability. You can specify a different percentage value for each interval.