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# Workforce Management Web for Supervisors (Classic) Help

What-If Window

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- Supervisor

Analyze how changes in statistics affect other factors by using what-if scenarios.

### **Related documentation:**

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Use the What-If window to immediately analyze how changes in some statistics would affect other factors.

To open the What-If window:

1. Select an activity in the **Performance Intra-Day** module.
2. Select a timestep in the data grid.
3. Click the **What if** button on the **Actions** toolbar.

Once the window is open, you can change certain values shown in the window to perform what-if calculations.

## Statistics in the What-If window

Statistics presented in the **What-If** window are as follows (these statistics are present in all views, and are fully described in the Performance overview):

- Interaction Volume
- AHT
- Abandoned Interactions
- Service Level
- Deferred Service Level
- Actual Queue
- ASA
- Coverage
- Required Staffing
- Variance
- Headcount

<b>Interaction volume</b>	Initial value is the forecasted interaction volume taken from Master Forecast. Enter a value greater than zero.
<b>AHT (Average Handle Time)</b>	Initial value is the forecasted AHT taken from Master Forecast. Enter a value greater than zero.
<b>Abandoned Interactions (percentage)</b>	Initial value is the scheduled abandoned calls percentage. Enter a value greater than 0 and less than 100. If you do not enter a value, the abandoned calls percentage is not included in the what-if calculation.
<b>Service level (percentage)</b>	Initial value is the scheduled service level percentage. Enter a value greater than 0 and less than 100. If you do not enter a value, the service level is not included in the what-if calculation.
<b>ASA (Average Speed of Answer)</b>	Initial value is the scheduled average speed of answer. Enter a value greater than zero. If you do not enter a value, ASA is not included in the what-if calculation.
<b>Coverage (formerly Scheduled Staffing)</b>	Initial value is the scheduled coverage. Enter a value greater than zero.
<b>Service time (sec)</b>	Taken from Master Forecast. Configured in Staffing Build Wizard.
<b>Average time to abandon (sec)</b>	Taken from Master Forecast. Configured in Staffing Build Wizard.
<b>Indirectly Occupied Time (%)</b>	Taken from Master Forecast. Configured in Staffing Build Wizard.
<b>Maximum Occupancy (%)</b>	Taken from Master Forecast. Configured in Staffing Build Wizard.

The window also shows the following parameters from your forecast, if a forecast has been built (otherwise, these indicators are empty):

- Service time
- Average time to abandon
- Indirectly occupied time
- Maximum occupancy

## Calculating what-if scenarios

To calculate what-if scenarios, you must have the following:

- Published forecast values for interaction volume and AHT (which initialize the window's first two fields), abandonment, service level, ASA, indirectly occupied time, and maximum occupancy.
- A published schedule that allows staffing suitability calculations. (This initializes the window's Coverage field.)

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You can calculate what-if scenarios for the group of service-level statistics (abandoned calls, service level, and average speed of answer (ASA)), or for the coverage level.

## Calculating abandoned calls, service level, and ASA

1. Enter values into the **Interaction volume** and **AHT** text boxes.
2. Enter values into the **Coverage** text box.  
For successful calculations, enter values in all of these text boxes.
3. Click the **Calculate** button next to the **Service level** text box.

The window shows the expected impact of your changes on the Abandoned calls, Service level, and ASA. If a box is empty, there is no data for the appropriate statistic for that timestep.

## Calculating coverage scenarios

1. Enter values into the **Interaction volume** and/or **AHT** text boxes.
2. Enter values into the **Abandoned calls**, **Service level**, and/or **ASA** text boxes. For successful calculations, enter a value in at least one of these text boxes.
3. Click the **Calculate** button next to the **Coverage** text box.

The window shows the expected impact of your changes on Coverage.

## Closing the What-If window

When you have completed your calculations, click **Close**.