

GENESYS

This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Workforce Management Web for Supervisors (Classic) Help

What-If Window

Contents

- 1 Statistics in the What-If window
- 2 Calculating what-if scenarios
 - 2.1 Calculating abandoned calls, service level, and ASA
 - 2.2 Calculating coverage scenarios



Supervisor

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

Related documentation:

•

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

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

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.)

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.