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Workforce Management Supervisor Help

Performance Intra-Day View

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Contents

- [1 Displaying the Intra-Day view](#)
- [2 Setting the Time Zone, Granularity, and Date](#)
 - [2.1 Time Zone](#)
 - [2.2 Granularity](#)
 - [2.3 Date](#)
- [3 Reading and configuring the graph](#)
- [4 Reading and navigating the grid](#)
 - [4.1 Grid Rows](#)
 - [4.2 Grid Columns](#)
 - [4.3 Anticipated Values](#)
- [5 Display, copy/paste, and other options](#)
 - [5.1 Toolbar buttons](#)
- [6 Displaying statistics in the grid](#)



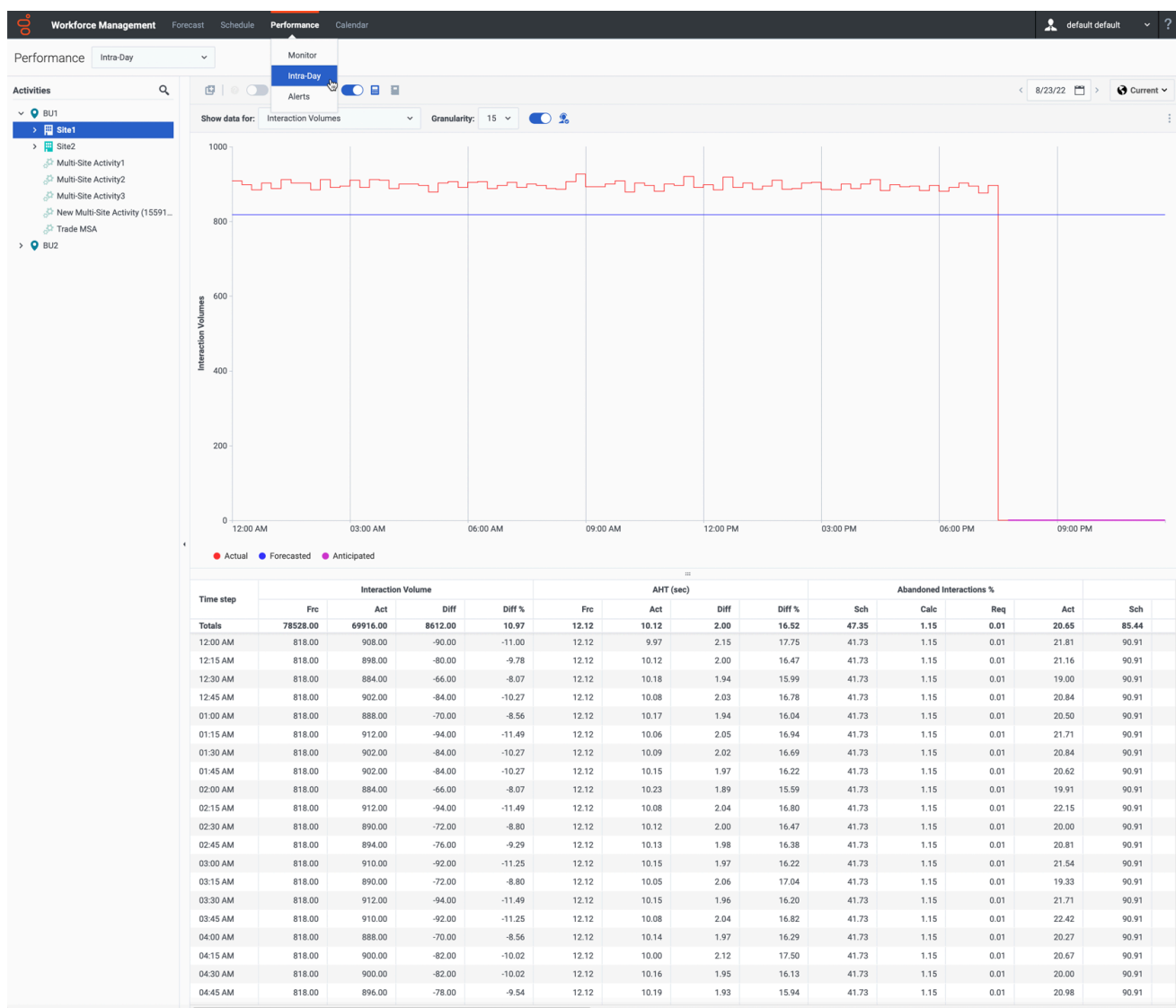
- Supervisor

Use the Intra-Day view to display performance statistics (both summarized and detailed) in a grid.

Related documentation:

-

Displaying the Intra-Day view



To display the Intra-Day view, select **Intra-Day** from the **Performance** module menu (or use the Performance view dropdown list to switch the view to **Intra-Day**). If you switch to this view from another Performance view, it retains your earlier **Activities** selection and shows the corresponding statistics.

From the **Activities** tree, select the business unit, multi-site activity, activity group, or site you want to view. You can expand business units to show their sites and activity groups and multi-site activities, and expand sites to show their activities. If you make a new selection, the grid is updated to match it.

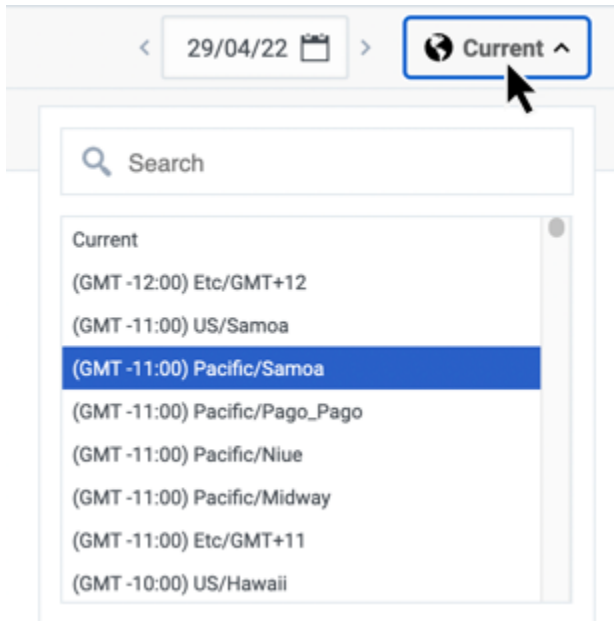
You can also click the **Search** icon to open the search bar and enter the name of the object you want to view.

Setting the Time Zone, Granularity, and Date

Use the **Time Zone**, **Granularity** and **Date** controls to customize the graph.

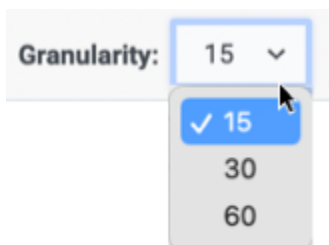
Time Zone

Use the **Time Zone** dropdown list (at the top right-hand side of the screen) to choose the time zone to display in the graph and grid. By default, this is set to **Current** (the local time zone).



Granularity

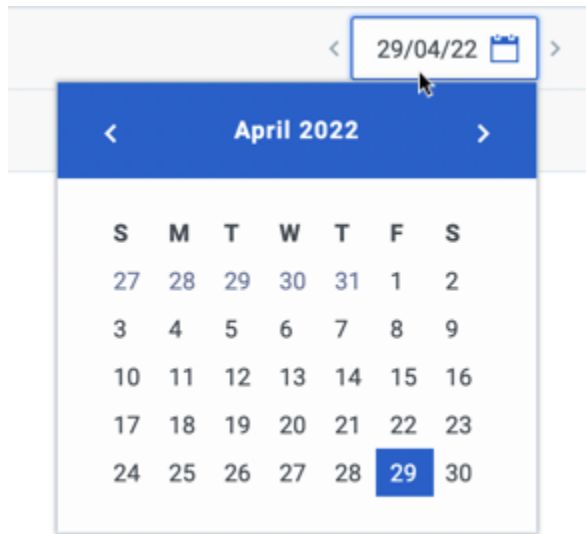
Use the **Granularity** dropdown list to select the time interval (in minutes) for the graph's horizontal axis, and also for timesteps in the table below the graph. You can select **15** (default), **30**, or **60** minutes.



Date

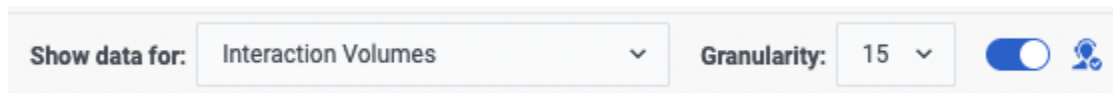
Use the calendar tool to choose the **Date** to display in the graph and grid. By default, this is set to


the current date.



Reading and configuring the graph

By default, information for the **Interaction Volumes** statistic is shown.



- To switch the graph to match a different statistic, select the statistic from the **Show Data for** list.
- Toggle the **Show Required** slider on () to display required data in the graph.

The graph shows *times* on the horizontal axis and *values* on the vertical axis. The legend (below the graph) indicates which color is used for each data category.

Reading and navigating the grid

For each statistic, the grid displays actual values compared to forecasted, or scheduled and required, values. The displayed data is automatically refreshed at the conclusion of each 15-minute timestep, and represents the values from the most recent timestep. The grid's rows show timesteps, and its columns show statistic categories. The current timestep is identified by a yellow background.

By default, the **Show Whole Day** toggle on the **Actions** toolbar is switched on to display a current-day view that shows midnight to midnight of the current day. Switch it off to instead display a rolling view that shows 12 hours before and 12 hours after the current timestep. This toggle is disabled if the day selected in the Date selection control is not a current date. When switched on, the

performance grid starts at midnight.

Tip

When WFM is unable to calculate a value for a particular timestep, or if no value has yet been entered for it in forecast views, the cell contains a minus sign (-).

Grid Rows

The grid contains the following rows, which are labeled in the **Time Step** column:

First row (--)	The first row displays summary (aggregate total or average) values for each statistic, calculated from the grid's first displayed timestep until the current timestep.
Timestep rows (numbered)	<p>The remaining rows show 15-, 30-, or 60-minute timesteps. There are 24 hours' worth of data, which may be shown as including 12 hours before, and 12 hours after, the current timestep (rolling view) or from midnight to midnight of the current day (Current Day view). The Current Day view is the default view.</p> <p>Use the scroll bar to the right to reveal more timesteps. A yellow bar indicates the current timestep.</p>

Grid Columns


The grid's remaining columns show the following statistics and subcategories (these statistics are present in all views, and are described in the Performance overview):

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

Anticipated Values






For Interaction Volume and AHT, future "actual" timestep values are calculated based on the ratio of previous actual/forecast values from moment to moment. For the other columns, values for future timesteps are forecasted based on anticipated IV and AHT. Actual values replace these anticipated values as the displayed data is refreshed.



Display, copy/paste, and other options

The Intra-Day view allows you to copy data from the grid to the clipboard and then paste it into another application. You can use the **Copy** button () provided on the toolbar or use your operating system's copy keyboard shortcut (such as **Ctrl+C** or **Command+C**).

Toolbar buttons

You can use the following buttons on the toolbar:

Icon	Name	Description
	Copy	Click to copy data from the grid to the clipboard so you can paste it into another application.
	What-if?	Click to launch the What-If Window to immediately analyze how changes in some statistics would affect other factors.
	Use Multi-site Activities	This slider is enabled when you select a multi-site activity or business unit in the Activities tree. When switched 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.
	Show Whole Day	Toggle this slider on (default) to display a current-day view from midnight to midnight of the current day. When switched off, displays a rolling view of 12 hours before and 12 hours after the current timestep.
	Total Forecasted Values for Whole Day	Toggle this slider on to calculate totals across the grid's top row using actual performance data (displayed above the horizontal yellow line that indicates the

Icon	Name	Description
		current time slot) and forecast data (displayed below the line). When toggled off, it calculates totals across the grid's top row using actual performance data only. Tip This option affects only how the totals row is calculated, using the currently displayed data.
	Move to Current Day	Click to display data for today.
	Options	Click to display the Performance Options dialog with a list of statistics that can be displayed in the grid.

Displaying statistics in the grid

Selecting the **Options** button in the Performance Intra-Day view opens the **Show Statistics** dialog, which contains a list of statistics that can be displayed in the grid. By default all are selected. To clear or select any individual statistic, click its check box. There is a check box at the top of the list that selects or clears all statistics at once.

Click **Done** to accept your changes or **Cancel** to abandon them.

For a list of statistics and their descriptions, see Performance.