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Workforce Management Supervisor Help

[Performance Monitor View](#)

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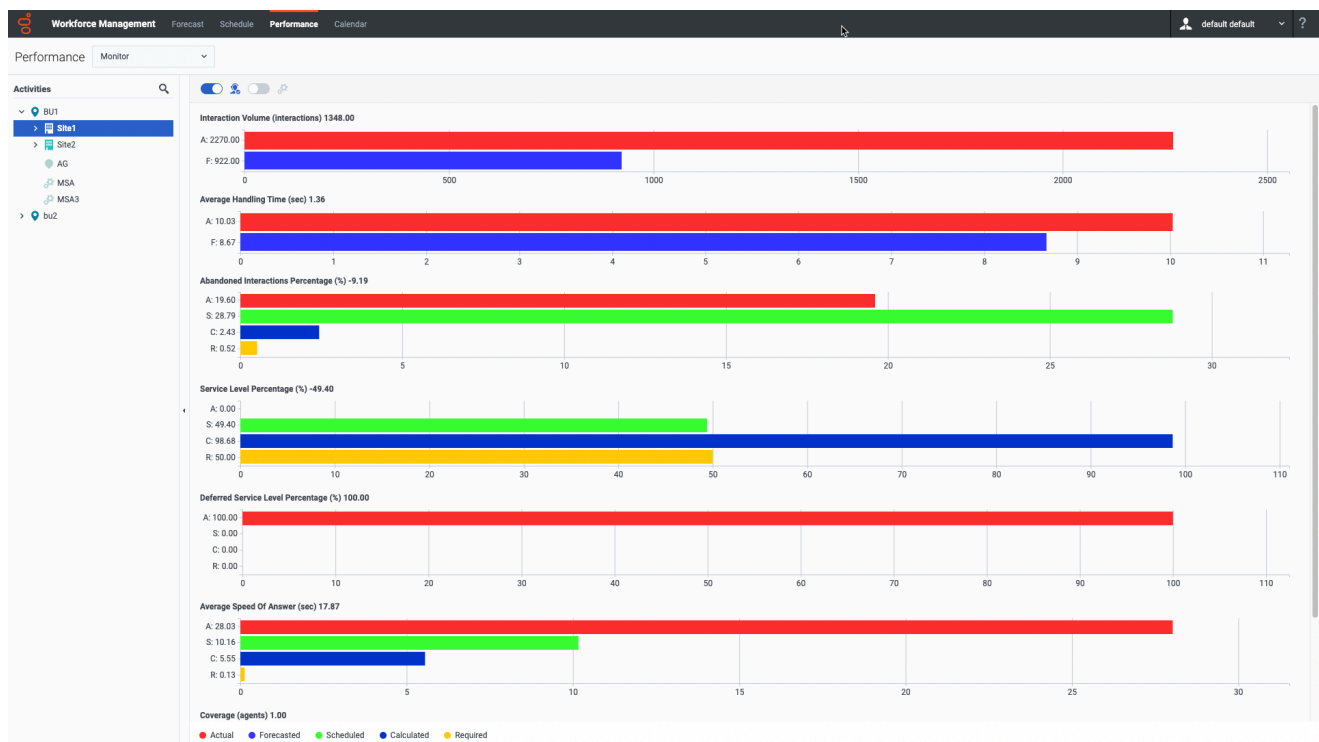
- Supervisor

Use the Monitor view to display performance statistics for the most recently completed timestep.

Related documentation:

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Displaying the Monitor view



To display the **Monitor** view, click the **Performance** tab and select **Monitor** (or use the **Performance** view dropdown list to switch the view to **Monitor**). If you switched to this view from another Performance view, it retains your earlier **Activities** tree selection and shows graphs for the most recent timestep.

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, activity groups, and multi-site activities, and expand sites to show their activities. If you make a new selection, the graphs refresh 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 find and view.

Reading the data

The **Monitor** view shows as many graphs as can fit on the screen at once. Use the scroll bar to the right to reveal graphs for additional statistics.

Each graph shows actual data, and either forecasted data or scheduled and required data. The displayed data is automatically refreshed at the conclusion of each 15-minute timestep, and represents the values from the most recent timestep.

The Legend (at the bottom) shows which color bar indicates which data category. Next to each data bar, a label lists the numerical value shown on the graph, with the following prefixes:

- A for actual data
- F for forecasted
- S for scheduled
- C for calculated
- R for required


Tip


Scheduled metrics such as scheduled Average Speed of Answer (sec), Scheduled Service Level Percentage, and so on, describe what objectives you should meet based on the number of agents scheduled.

If alerts were configured for a statistic and that statistic exceeds the alert's configured deviation level, a red ALERT icon (🚨) appears near the graph.

Required data options

You can use the following controls to change the required data viewing options:

Icon	Name	Description
	Show Required	Toggle this slider on to display the required data in the Abandoned Interaction Percentage, Service Level Percentage, Deferred Service Level Percentage, Average Speed

Icon	Name	Description
		Of Answer, and Coverage graphs.
	Use Multi-site Activities	This option becomes enabled when you select a multi-site activity or business unit. Toggle this slider on to display data for the selected multi-site activity (this parameter determines the target that is used for values aggregation). WFM retains your last selection in the current view and for all other views that contain multi-site activities.