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Workforce Management Supervisor Help

Required and split staffing methods

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Set the required staffing values and learn how to split multi-site activities staffing data between its associated activities.

Related documentation:

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Workforce Management (WFM) provides different methods to staff (define the number of agents required for) forecast scenarios, such as Required and Split Staffing.

Required staffing is a user-defined data series that you build, by using the Required Staffing wizard. The Split Staffing wizard enables you to split the number of agents required for a multi-site activities (MSA) into specific amounts for each activity within the MSA.

Using required staffing values

Use the **Required Staffing** wizard to define required staffing values in a forecast scenario's Staffing view.

Here's what you should know about required staffing and how you can use it:

- Required staffing data is user-defined staffing requirements for a forecast scenario.
- If you have compiled calculated-staffing values, you can set required staffing to the same values as calculated staffing.
- Forecasts can contain both calculated and required data. You can build schedules by using either set of data.
- Required staffing can be composed of a combination of template values, manually entered amounts, and calculated staffing values.

Tip

Before selecting the template in this wizard, create templates as needed.

Required Staffing

Select build method

- Load calculated staffing
- Load calculated staffing adjusted by
- Load calculated staffing adjusted using shrinkage
- Use templates

Click "Edit" here to open this dialog.

Select shrinkage profiles

<input type="checkbox"/>	Name	Type
<input checked="" type="checkbox"/>	Planned	Working overhead
<input type="checkbox"/>	Unplanned	Non working overhead

Click "Edit" here to open this dialog.

Select Template

Add or remove templates

Select template

Start date End date 365 day(s)

Sun Mon Tue Wed Thu Fri Sat

Check this check box to select all profiles.

Deselect the check box beside the days that are not applicable.

Click this down-arrow to open a drop-down list of templates names for selection.

Setting the required staffing

1. In the navigation bar, click **Forecast > Scenarios**.
The Scenarios view opens.
2. Beside the scenario you want to staff, click **Actions**  and then, select **Open**.
3. At the top, near the scenario name, click the **Volumes** drop-down menu and select **Staffing**.
4. In the **Activities** pane, select an activity or multi-site activity and click **Required** .
The Required Staffing wizard opens.
5. Choose one of four build methods:
 - **Load calculated staffing**
 - **Load calculated staffing, adjusted by**
 - **Load calculated staffing adjusted using shrinkage**
 - **Use templates**
 - Select **Load calculated staffing** to apply calculated staffing to required staffing with no changes.
 - Select **Load calculated staffing, adjusted by** and enter a percentage to adjust calculated staffing before applying it to required staffing. Valid values are from -99 to 999.
 - Select **Load calculated staffing adjusted using shrinkage** and click **Edit**  to adjust calculated staffing, before applying it to required staffing.
 1. When the **Select shrinkage profile** dialog opens, select the check box beside the profiles you want to use, or select the top-most check box to select all profiles.
 2. Click **OK** to return to the **Required Staffing** dialog.
The Load calculated staffing adjusted using shrinkage field is updated with the number of profiles you selected.
 - Select **Use templates** and click **Edit** to apply one or more staffing templates
 1. When the **Select Template** dialog opens, click the down arrow in the empty field to select a template.
 2. To add another template, click **Add template**.
 3. For each template, enter a start and end date, or use the date selectors to set these fields.
 4. Deselect the check boxes for the week days that are not applicable.
 5. Click **OK** to return to
The Use templates field is updated with the number of templates you selected.

In the **Required Staffing** dialog, click **Load** and when the loading process is complete, click **OK**.

Splitting the staffing data

Use the **Staffing Split Wizard** to split staffing from a multi-site activity (MSA) **Staffing forecast** scenario.

A multi-site activity (virtual activity set) has one or more associated activities (existing activities). After building calculated and required staffing for a multi-site activity, you can then use this wizard to split the result between associated activities.

Tip

The **Staffing Split Wizard** is available only within a **Forecast Scenario**. You must add a multi-site activity to the forecast scenario for them to be available for splitting in **Staffing Split Wizard**.

Split Staffing Step 1 of 3

Select multi-site activities to split

- BU_Monday
- BU1 - Sunday
 - Deferred MSA
 - Deferred MSA 2
 - Deferred MSA 3
 - Fixed-Staff Multi-Site Activity
 - New Multi-Site Activity (1495237885973)
- BU2 - Saturday

If checked, WFM considers AHT forecasts when performing the split.

Split Staffing Step 2 of 3

Select activities within multi-site activities

Select activities.

- BU1 - Sunday
 - Site2 - None
 - #free activity
 - Fixed-Staff Activity 02
 - Site5 - 4 weeks
 - #free activity %^

Use AHT forecast

Cancel

Split Staffing Step 3 of 3

Specify budgeting data

Working hours 07:00 Hourly wages \$8

Site	Activity	Working hours	Hourly wage
Site2 - None	#free activity	07:00	\$8
Site2 - None	Fixed-Staff Activity 02	07:00	\$8
Site5 - 4 weeks	#free activity %^	07:00	\$8

Check top row check boxes and enter values to "Set all" activities at once with the same values.

Alternatively, enter values for each activity, individually.

Split required also

Cancel Help < Back Split

If checked, WFM also splits required staffing.

Splitting staffing for a multi-site activity

1. In the navigation bar, click **Forecast > Scenarios**.
The Scenarios view opens.
2. Beside the scenario you want to staff, click **Actions**  and then, select **Open**.

3. At the top, near the scenario name, click the **Volumes** drop-down menu and select **Staffing**.

4. In the **Activities** pane, select multi-site activity and click **Split** .
The Split Staffing wizard opens.

5. Using the check box, select the multi-site activity that you want to be split between associated activities.

You can select several multi-site activities within the same business unit.

6. Select **Use AHT forecast** if you want WFM Web to consider average handling time forecasts when performing the split and then, click **Next**.

Step 2 of the wizard opens.

Step 2: Selecting activities within MSA

1. At the bottom of the pane, select **Split required also**, if you also want to split required staffing.

2. Select the local (target) activities into which you want to split the multi-site activities.

3. Click **Next**.

Step 3 of the wizard opens.

Step3: Specify budgeting data

1. If you want each activity to have the same values, in the top row:

1. Select and enter the **Working hours** (paid hours per day).

2. Select and enter the **Hourly wages**.

3. Click **Set all**.

2. If you want activities to have different values, enter **Working hours** and **Hourly wages** for each activity, individually.

3. Click **Split**.

WFM Web displays a progress dialog while it splits the activities.

4. When the split process is complete, click **OK**.

You can click **Cancel** in this dialog at any time if you want to cancel the split.