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Workforce Management Supervisor Help

Building staffing for multiple activities

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- Supervisor

Build staffing data for multiple activities based on default forecasting objectives.

Related documentation:

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In Workforce Management (WFM), you'll use the **Build Staffing** in the **Scenarios Staffing** view to build staffing data for multiple activities.

To open this view, click **Forecast > Scenarios**. The **Scenarios** view opens, displaying a list of scenarios in a table. Open a scenario; You'll see the **Volumes** view by default. Switch to the **Staffing** view by clicking the drop-down menu beside the scenario's name.

When you select a Site or Business Unit (BU), you are able to build staffing for multiple activities based on the Default forecasting objectives that were defined for each activity type (Immediate, Deferred, Fixed-Staff).

Before you begin

Before using the **Build Staffing** wizard to build a staffing forecast for multiple activities, use the Default forecasting objectives to set the default forecasting objectives for each activity type (Immediate, Deferred, Fixed-Staff).

Building staffing data for multiple activities

The **Build Staffing** wizard uses the default forecasting objectives that were defined for each of the following activity types (for activities under sites and multi-site activities):

- **Immediate**—Work activities that are handled by agents immediately, such as voice calls.
- **Deferred**—Backlog activities, such as email, that use special forecasting calculations.
- **Fixed-staff**—Non-CTI activities that do not use Workforce Management service objectives.

You won't be able to make changes to these values when using the wizard to build staffing for multiple activities.

To get started, select a Site or BU from the **Activities** list. In the scenario's **Staffing** view toolbar,



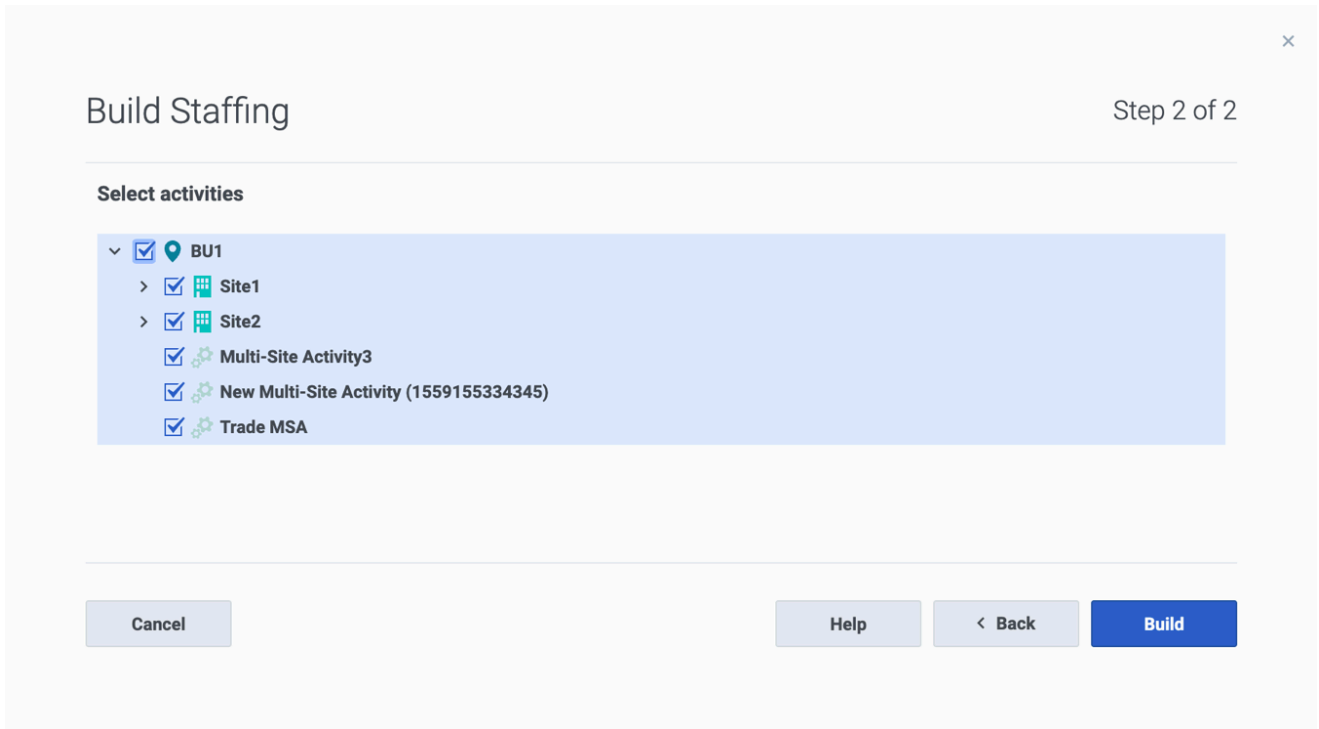
click **Build** () to launch the **Build Staffing** wizard.

Step 1: Select target dates

The screenshot shows a dialog box titled "Build Staffing" with a close button (X) in the top right corner. The progress indicator "Step 1 of 2" is in the top right. The main heading is "Select target date range and build options". Below this, there are two date pickers: "Start date" with the value "Sun, Aug 16, 2020" and "End date" with the value "Sat, Aug 22, 2020". To the right of the end date, it says "7 day(s)". At the bottom, there are four buttons: "Cancel", "Help", "< Back", and "Next >".

- Select the **Start date** and **End date** for the target date range. By default, the scenario's start and end date displays.
- Click **Next**.

Step 2: Choose activities



- Expand business units to display their sites and activities.
- From the list of activities, select the activities you want to build staffing data for.
- Click **Build**.