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Workforce Management Supervisor Help

What-If Window

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- Supervisor

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

Related documentation:

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The screenshot shows the Workforce Management Supervisor interface. A 'What if' window is open, allowing users to adjust various performance metrics. The background dashboard displays a line chart for 'Interaction Volume' and a data grid with columns for 'Time step', 'Frc', 'Act', and 'Diff'. The 'What if' window includes the following fields and values:

Interaction Volume:	519	AHT:	3
Abandoned Interactions Percentage:	59.34	Service Level %:	76.49
ASA:	6.61	Coverage:	2
Service time (sec):	10	Indirectly occupied time (%):	15
Average time to abandon (sec):	9	Maximum occupancy (%):	81

Use the What-If window to immediately analyze how changes in some statistics would affect other factors.

To open the What-If window:

- Select an activity in the **Performance Intra-Day** module.
- Select a timestep in the data grid.
- 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	Initial value is the forecasted interaction volume taken from Master Forecast. Enter a value greater than zero.
AHT (Average Handle Time)	Initial value is the forecasted AHT taken from Master Forecast. Enter a value greater than zero.
Abandoned Interactions Percentage	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.
Service Level %	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.
ASA (Average Speed of Answer)	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	Initial value is the scheduled coverage. Enter a value greater than zero.
Service time (sec)	Taken from Master Forecast. Configured in Building staffing. If a forecast has not been built, these indicators are empty.
Average time to abandon (sec)	Taken from Master Forecast. Configured in Building staffing. If a forecast has not been built, these indicators are empty.
Indirectly Occupied Time (%)	Taken from Master Forecast. Configured in Building staffing. If a forecast has not been built, these indicators are empty.
Maximum Occupancy (%)	Taken from Master Forecast. Configured in Building staffing. If a forecast has not been built, these indicators are empty.

Calculating what-if scenarios


To calculate what-if scenarios, you must have the following:

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- 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 Interactions Percentage, Service Level, and ASA

To calculate what-if scenarios for Abandoned Interactions Percentage, Service Level percentage, and ASA:

- Enter values into the **Interaction Volume** and/or **AHT** fields.
- Enter a value into the **Coverage** field.
- Click the **Calculate** button () next to the **Service Level %** field.

The window shows the expected impact of your changes on the Abandoned Interactions Percentage, Service Level percentage, and ASA. If a field is empty, there is no data for the appropriate statistic for that timestep.

Calculating coverage scenarios

To calculate what-if scenarios for coverage:

- Enter values in the **Interaction Volume** and **AHT** fields.
- Enter values into the **Abandoned Interactions Percentage**, **Service Level %**, and/or **ASA** fields. For the calculation to be successful, you must enter a value in at least one of these fields.
- Click the **Calculate** button () next to the **Coverage** field.

The window shows the expected impact of your changes on Coverage.

Closing the What-If window

When you have completed your calculations, click **Close**.