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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 red circle highlights the 'What if' button in the toolbar. The 'What if' window is open, displaying various performance metrics and a data grid. The data grid shows interaction volume, service level, and other metrics over time.

Time step	Frc	Act	Diff
Totals	49824.00	29526.00	20298.00
07:00 PM	519.00	0.00	519.00
07:15 PM	519.00	0.00	519.00
07:30 PM	519.00	0.00	519.00
07:45 PM	519.00	0.00	519.00
08:00 PM	519.00	0.00	519.00
08:15 PM	519.00	0.00	519.00
08:30 PM	519.00	0.00	519.00
08:45 PM	519.00	0.00	519.00
09:00 PM	519.00	0.00	519.00
09:15 PM	519.00	0.00	519.00
09:30 PM	519.00	0.00	519.00
09:45 PM	519.00	0.00	519.00
10:00 PM	519.00	0.00	519.00

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

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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):

<b>Interaction Volume</b>	Initial value is the forecasted interaction volume taken from Master Forecast. Enter a value greater than zero.
<b>AHT (Average Handle Time)</b>	Initial value is the forecasted AHT taken from Master Forecast. Enter a value greater than zero.
<b>Abandoned Interactions Percentage</b>	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.
<b>Service Level %</b>	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.
<b>ASA (Average Speed of Answer)</b>	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.
<b>Coverage</b>	Initial value is the scheduled coverage. Enter a value greater than zero.
<b>Service time (sec)</b>	Taken from Master Forecast. Configured in Building staffing. If a forecast has not been built, these indicators are empty.
<b>Average time to abandon (sec)</b>	Taken from Master Forecast. Configured in Building staffing. If a forecast has not been built, these indicators are empty.
<b>Indirectly Occupied Time (%)</b>	Taken from Master Forecast. Configured in Building staffing. If a forecast has not been built, these indicators are empty.
<b>Maximum Occupancy (%)</b>	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**.