



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.


Workforce Management Supervisor Help

What-If Window

12/10/2025

Contents

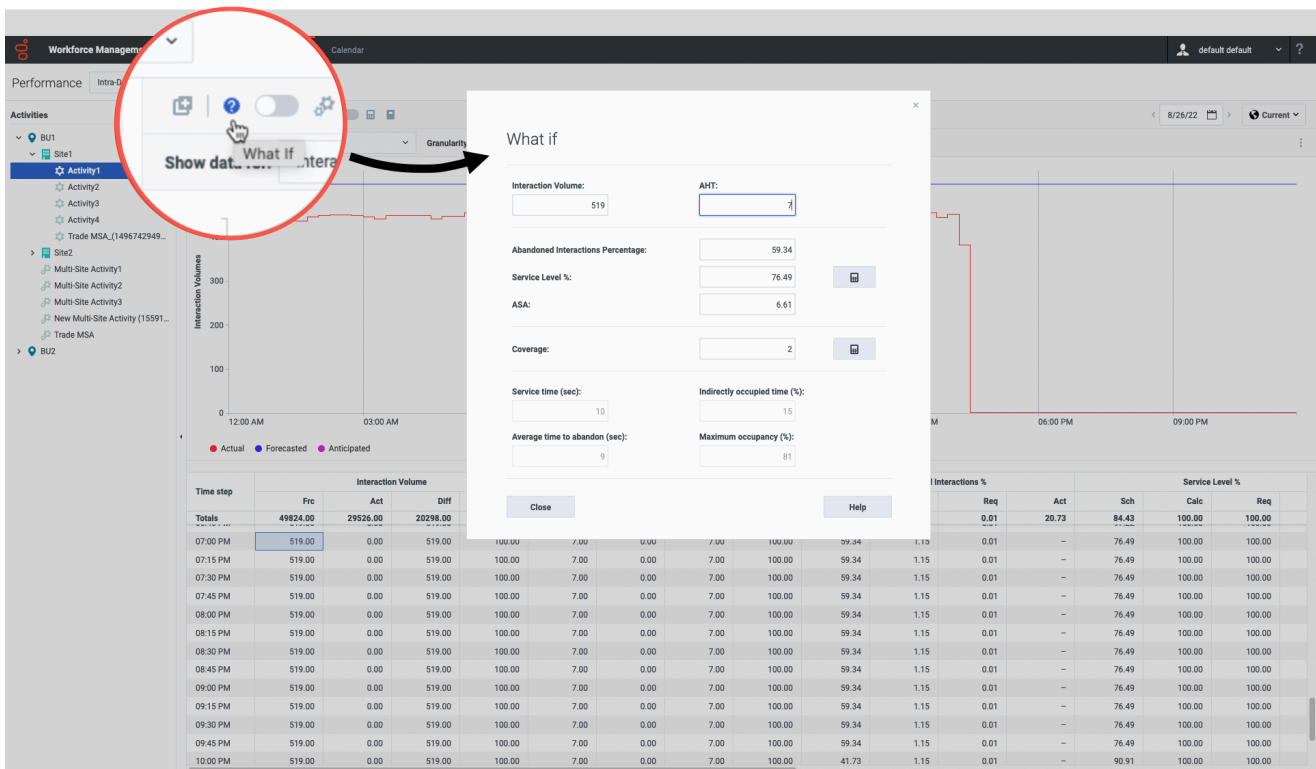
- 1 Statistics in the What-If window
- 2 Calculating what-if scenarios
 - 2.1 Calculating Abandoned Interactions Percentage, Service Level, and ASA
 - 2.2 Calculating coverage scenarios

- 
- Supervisor

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

Related documentation:

-



The screenshot displays the 'What if' window in the Workforce Management Supervisor interface. The window is titled 'What if' and contains several input fields for adjusting various statistics. The background shows the 'Performance Intra-Day' module with a line chart and a data grid.

What if window fields:


- 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

Data Grid (Interaction Volume):

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

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:

-
- 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**.