

1 Performance IntraDay View

The Performance module of WFM Web for Supervisors enables you to view how closely your service objectives are being met at the site, business unit, and activity level.

The table below lists the statistics shown on the Performance > Intra-Day view and explains how each is calculated.

Statistic	Definition
Interaction Volume—Forecast	Taken from the Master Forecast Interaction Volume. For sites, business units, and the enterprise, this is the sum of the associated local activities.
Interaction Volume—Actual	The Interaction Volume collected by WFM Data Aggregator. The specifics of the statistic being monitored is determined by the Interaction Volume statistic defined for this activity in WFM Web. For sites, business units, and the enterprise, this is the sum of the associated local activities.
Interaction Volume—Difference	The difference between the forecast and actual Interaction Volume collected by WFM Data Aggregator.
Interaction Volume—Difference %	The difference between the forecast and actual Interaction Volume collected by WFM Data Aggregator, expressed in a percentage.
AHT—Forecast	Taken from the Master Forecast AHT. For sites, business units, and the enterprise, this is the weighted average of the associated local activities (weighted by the corresponding forecast interaction volumes).
AHT—Actual	The AHT collected by WFM Data Aggregator. The specifics of the statistic being monitored is determined by the AHT statistic defined for this activity in WFM Web. For sites, business units, and the enterprise, this is the weighted average of the associated local activities (weighted by the corresponding actual handled interaction volumes).
AHT—Difference	The difference between the forecast and actual AHT collected by WFM Data Aggregator.
AHT—Difference %	The difference between the forecast and actual AHT collected by WFM Data Aggregator, expressed in a percentage.
Abandoned-Interactions—Scheduled	The percentage of calls expected to be abandoned with the number of scheduled agents working, assuming that the forecast IV and AHT are correct. For sites, business units, and the enterprise, this is the sum of the associated local activities (weighted by the corresponding forecast interaction volumes).
Abandoned-Interactions—Calculated	The number of required calls expected to be abandoned with the number of calculated agents working, assuming that the forecast IV and AHT are correct. For sites, business units, and the enterprise, this is the sum of the associated local activities (weighted by the corresponding forecast interaction volumes).
Abandoned-Interactions—Required	The number of required calls expected to be abandoned with the number of required agents working, assuming that the forecast IV and AHT are correct. For sites, business units, and the enterprise, this is the sum of the associated local activities (weighted by the corresponding forecast interaction volumes).
Abandoned-Interactions—Actual	The actual number of abandoned calls as collected by WFM Data Aggregator. The specifics of the statistic being monitored is determined by the Abandoned Calls Percentage statistic defined for this activity in WFM Web.

	For sites, business units, and the enterprise, this is the sum of the associated local activities (weighted by the corresponding actual interaction volumes).
Service-Level—Scheduled	The Service Level that would be expected if the scheduled number of agents are working, assuming that the forecast IV and AHT are correct. This calculation is based on the Service-Level objectives defined when you built the Staffing forecast. If you did not define these objectives, this value is not calculated. For sites, business units, and the enterprise, this is the weighted average of the associated local activities (weighted by the corresponding forecast interaction volumes).
Service-Level—Calculated	The expected Service Level if the calculated number of agents are working, assuming that the forecast IV and AHT are correct. This calculation is based on the Service-Level objectives defined when you built the Staffing forecast. If you did not define these objectives, this value is not calculated. For sites, business units, and the enterprise, this is the weighted average of the associated local activities (weighted by the corresponding forecast interaction volumes).
Service-Level—Required	The Service Level that would be expected if the required number of agents are working, assuming that the forecast IV and AHT are correct. This calculation is based on the Service-Level objectives defined when you built the Staffing forecast. If you did not define these objectives, this value is not calculated. For sites, business units, and the enterprise, this is the weighted average of the associated local activities (weighted by the corresponding forecast interaction volumes).
Service-Level—Actual	The actual Service-Level percentage collected by WFM Data Aggregator. The specifics of the statistic being monitored is determined by the Service Level Percentage statistic defined for this activity in WFM Web. For sites, business units, and the enterprise, this is the weighted average of the associated local activities (weighted by the corresponding actual distributed interaction volumes).
Deferred Service-Level—Scheduled	Weighted average of (achieved) scheduled Service-Level percentage (weighted on Forecasted Interaction Volume) for the activity of type Deferred.
Deferred Service-Level—Calculated	Weighted average of (achieved) calculated Service-Level percentage (weighted on Forecasted Interaction Volume) for the activity of type Deferred.
Deferred Service-Level—Required	Weighted average of (achieved) required Service-Level percentage (weighted on Forecasted Interaction Volume) for the activity of type Deferred.
Deferred Service-Level—Actual	Weighted average of (achieved) actual Service-Level percentage (weighted on Actual Distributed Interaction Volume) for the activity of type Deferred.
Actual Queue	The actual number of interactions in the backlog queue at the end of the period.
ASA—Scheduled	The ASA that would be expected with the number of scheduled agents, assuming that the forecast IV and AHT are correct. For sites, business units, and the enterprise, this is the weighted average of the associated local activities (weighted by the corresponding forecast interaction volumes).
ASA—Calculated	The ASA expected with the number of calculated agents, assuming that the forecast IV and AHT are correct. For sites, business units, and the enterprise, this is the weighted average of the associated local activities (weighted by the corresponding forecast interaction volumes).

ASA—Required	The ASA that would be expected with the number of required agents, assuming that the forecast IV and AHT are correct. For sites, business units, and the enterprise, this is the weighted average of the associated local activities (weighted by the corresponding forecast interaction volumes).
ASA—Actual	The ASA collected by WFM Data Aggregator. The specifics of the statistic being monitored is determined by the ASA statistic defined for this activity in WFM Web. For sites, business units, and the enterprise, this is the weighted average of the associated local activities (weighted by the corresponding actual interaction volumes).
Coverage	Number of agents scheduled for each activity. If an agent works only part of a time interval, only the portion during which the agent works (rounded to the nearest minute) is counted toward scheduled staffing. As a result, these values may be fractions or decimals.
Staffing—Calculated	The number of agents per timestep for each activity. Taken from the Master Schedule. In a multi-skill environment, an agent may be available for multiple activities but will only be scheduled for one activity in any timestep. If an agent is scheduled to work only part of a time interval, only the fraction of the time period during which she or he works is counted. Therefore, the value for staffing may be expressed as a fraction. For example, if an agent is scheduled to work for 10 minutes of a 15-minute timestep, she is counted as 2/3 (or .667) of an agent.
Staffing—Required	Required number of agents per timestep scheduled for each activity. Taken from the Master Forecast.
Variance—Scheduled	The value obtained by subtracting the scheduled number of agents working during a timestep from the optimal staffing for that timestep. Optimal staffing is a calculation based on actual interaction volume, actual AHT, and the service objectives specified in the forecast. This value is not displayed but is used in calculating Variance values.
Variance—Required	The value obtained by subtracting the required number of agents working during a timestep from the optimal staffing for that timestep. Optimal staffing is a calculation based on actual interaction volume, actual AHT, and the service objectives specified in the forecast. This value is not displayed but is used in calculating Variance values.
Headcount—Scheduled	The number of agents scheduled for each timestep. Multi-skilled agents are counted once for each activity they can potentially work on for each timestep. If a multiskilled agent has the skills to work on two activities that are both open during a particular timestep, she or he is counted twice. As a result, in a multi-skilled environment the total number of agents for a timestep may be larger than the total number of agents.
Headcount—Actual	The actual number of agents working on an activity during each timestep. This value may be a fraction because an agent may work on the activity for only part of a timestep.

2 Schedule Summary View and Report

Number of Agents

Number of Agents is also called *Headcount* or *Agents in Seats*. If an agent is multi-skilled and is scheduled for more than one activity for a given period, he will actually count as 1 headcount for *each* of the activities for which he is scheduled. Therefore, in comparison with Coverage, Headcount can *double count* an agent if he is multi-skilled and is scheduled for more than one activity during a particular period.

For example, if an agent is scheduled for two activities in a particular 15-minute timestep, he might count as 0.5 towards the Coverage of each of those activities, but he would count as 1 Headcount towards each of those activities. Unlike Coverage, where an agent could count towards partial coverage if he's scheduled for something other than activity work for part of a 15-minute timestep, for Headcount it is *all or nothing*. This means that as long as an agent is scheduled for at least 1 minute of work on an activity during a given 15-minute timestep, he will count as 1 Headcount towards that activity.

How the Total / Average is Calculated

The value for Headcount in the totals/averages row at the top of this view (or bottom of the report) is a simple average of all the values for all the timesteps of the selected time period (which can be: Intra-day, Daily, nWeeks, or Monthly).

Service Level – Scheduled

The Service Level that you should achieve on this activity, with the number of agents currently scheduled for this activity. Due to agent rounding, this value may differ from the original service level objective that was stated when the staffing forecast was built.

For example, WFM might forecast a staffing requirement of 12 agents to meet a service level objective of 80% of interactions answered within 20 seconds. But a Service Level Percentage Forecast may report a higher number, such as 83.48%. This is because 12 was the minimum number of agents required to meet the 80% service level objective but, with that number of agents, the contact center can be expected to achieve a slightly better service level than 80%. With one less agent (11 agents), the contact center would not be expected to achieve the 80% service level.

How the Total / Average is Calculated

A weighted average, calculated across the open hours:

$$\text{AVG SL Scheduled} = S (\text{Scheduled SL}_i * \text{Forecasted IV}_i) / S (\text{Forecasted IV}_i)$$

Where:

Scheduled SL_i= Calculated Service Level based on the number of scheduled agents for *timestep_i*

Forecasted IV_i= Forecasted Interaction Volume for *timestep_i*

timestep_i= timestep number over the open hours

Service Level—Forecasted

The Service Level Percentage objective that you should be able to achieve when staffing with the number of agents from the staffing forecast (also known as Budget – Difference).

How the Total / Average is Calculated

A weighted average, weighted by Forecasted IV:

$$\text{AVG SL Forecasted} = \Sigma (\text{Forecasted SL}_i * \text{Forecasted IV}_i) / \Sigma (\text{Forecasted IV}_i)$$

Where:

Forecasted SL_i= Forecasted Service Level for *timestep_i*

Forecasted IV_i= Forecasted Interaction Volume for *timestep_i*

timestep_i= timestep number over the open hours

Service Level – Difference

Service Level – Scheduled minus Service Level – Forecasted.

Interaction Volume – Scheduled

The number of interactions that can be handled based on the schedule coverage. Calculated by using the inverse of the WFM's staffing forecast algorithm.

WFM uses a *modified Erlang* algorithm to derive Calculated Staffing based on the IV, the AHT, and service objectives stated when building the forecast. Therefore, to calculate the scheduled interaction volume, WFM uses that formula *in reverse*.

How the Total / Average is Calculated

The sum is across the entire report time range.

Interaction Volume – Forecasted

The interaction volume taken from the Master Forecast.

How the Total / Average is Calculated

The sum across the entire report time range.

Interaction Volume – Difference

Interaction Volume – Scheduled minus Interaction Volume – Forecasted.

AHT – Scheduled

The Average Handling Time (AHT) per interaction that you should achieve, based on the schedule coverage. Calculated by using the *inverse* of the WFM's staffing forecast algorithm.

WFM uses a *modified Erlang* algorithm to derive Calculated Staffing, based on the IV, AHT, and service objectives stated when building the forecast. Therefore, to calculate the scheduled AHT, it uses that formula *in reverse*.

How the Total / Average is Calculated

A weighted average, weighted by Forecasted IV:

$$\text{AVG AHT Scheduled} = \frac{\sum (\text{Scheduled AHT}_i * \text{Forecasted IV}_i)}{\sum (\text{Forecasted IV}_i)}$$

Where:

Scheduled AHT_i= Scheduled Average Handling Time for *timestep_i*

Forecasted IV_i= Forecasted Interaction Volume for *timestep_i*

timestep_i= timestep number over the open hours

AHT – Forecasted

Average Handling Time of interactions, taken from the Master Forecast.

How the Total / Average is Calculated

A weighted average, weighted by Forecasted IV:

$$\text{AVG AHT Forecasted} = \frac{\sum (\text{Forecasted AHT}_i * \text{Forecasted IV}_i)}{\sum (\text{Forecasted IV}_i)}$$

Where:

Forecasted AHT_i= Forecasted Average Handling Time for *timestep_i*

Forecasted IV_i= Forecasted Interaction Volume for *timestep_i*

timestep_i= timestep number over the open hours

AHT – Difference

AHT – Scheduled minus AHT – Forecasted.

Budget – Scheduled

The budget for this schedule based on the number of agents from the Coverage – Scheduled column. The calculation is based on a full-time equivalent's hourly wage, as well as on the Planned Overhead % and Unplanned Overhead % (which were specified when the staffing forecast was built).

For a 15-minute timestep, the formula is:

$$(Coverage/4)*((100/(100-Planned\ Overhead))*(100/100-Unplanned\ Overhead)*\ Hourly\ Wage)$$

The unit of measure is in whatever monetary unit was used when the Hourly Wage was specified while building the forecast.

How the Total / Average is Calculated

This figure is in the sum across the entire report time range.

Budget – Forecasted

The budget for the schedule based on the number of agents from the “Staffing – Calculated” column, based on a full-time equivalent's hourly wage, as well as the Planned Overhead % and Unplanned Overhead % (specified when the staffing forecast was built).

For a 15-minute timestep, the formula is:

$$(Staffing/4)*((100/(100-Planned\ Overhead))*(100/100-Unplanned\ Overhead)*\ Hourly\ Wage)$$

The unit of measure is in whatever monetary unit was used when the Hourly Wage was specified when building the forecast.

How the Total / Average is Calculated

This figure is in the sum across the entire report time range.

Budget – Difference

Budget – Scheduled minus Budget – Forecasted.

Staffing – Calculated

A value taken directly from the staffing forecast, for the particular timestep.

How the Total / Average is Calculated

The value in the column footer is calculated based on the same approach as what is described for Coverage – Scheduled.

Staffing – Required

A value taken directly from the staffing forecast, for the particular timestep. It will be populated only if you put some values in the optional Required Staffing column in your staffing forecast.

How the Total / Average is Calculated

The value in the column footer is calculated based on the same approach as what is described for Coverage – Scheduled.

Difference – Calculated

Coverage – Scheduled minus Staffing – Calculated.

How the Total / Average is Calculated

The value in the column footer is calculated based on the same approach as what is described for Coverage – Scheduled.

Difference – Required

Coverage – Scheduled minus Staffing – Required.

Coverage – Scheduled

The actual amount of time that an agent should count towards coverage of the work in this time period. If an agent is multi-skilled and is scheduled for multiple activities during a given period, he may count fractionally towards the coverage of each activity (for example, as 0.5 toward each of two activities for which he's scheduled).

If an agent has something other than activity work scheduled for part of a period, that will be subtracted from the amount of time he's counted towards the coverage of that activity work. For example, an agent who is scheduled for an activity for a given 15-minute timestep but has a break for the first 5 minutes of that timestep, would count as 0.67 towards the coverage of that activity for that period.

How the Total / Average is Calculated

This figure is in FTEs.

The value in the totals/averages row at the top of this view (or bottom of the report) is calculated as follows:

1. WFM calculates the sum of the agents which are covering this activity within each timestep during the day.
2. The value calculated in step 1 is multiplied by 15 minutes in order to get the total time of activity work.
3. The value calculated in step 2 is divided by the value set for Paid Hours a Day, which was entered while building staffing forecast for this activity

Coverage – Published

The original values from the Coverage – Scheduled column the last time a schedule scenario was published to the Master Schedule.

How the Total / Average is Calculated

The value in the column footer is calculated based on the same approach as what is described for Coverage – Scheduled.

Coverage – Difference

Coverage – Scheduled minus Coverage – Published.

ASA – Scheduled

The Average Speed of Answer that you should achieve on this activity, with the number of agents currently scheduled for this activity.

The totals/average row for ASA Scheduled reports a weighted average, calculated across the open hours and weighted by Forecasted IV (exactly as for Service Level – Scheduled):

A weighted average, weighted by Forecasted IV:

$$\text{AVG ASA Scheduled} = S (\text{Scheduled ASA}_i * \text{Forecasted IV}_i) / S (\text{Forecasted IV}_i)$$

Where:

Scheduled ASA_i= Calculated Average Speed of Answer based on the number of scheduled agents for *timestep_i*

Forecasted IV_i= Forecasted Interaction Volume for *timestep_i*

timestep_i= timestep number over the open hours

ASA – Forecasted

The totals/average row for ASA Forecasted reports a weighted average, calculated across the open hours and weighted by Forecasted IV (exactly like for Service Level – Forecasted):

A weighted average, weighted by Forecasted IV:

$$\text{AVG ASA Forecasted} = S (\text{Forecasted ASA}_i * \text{Forecasted IV}_i) / S (\text{Forecasted IV}_i)$$

Where:

Forecasted ASA_i= Calculated Average Speed of Answer based on the number of scheduled agents for *timestep_i*

Forecasted IV_i= Forecasted Interaction Volume for *timestep_i*

timestep_i= timestep number over the open hours

ASA – Difference

ASA – Scheduled minus ASA – Forecasted.

Occupancy – Scheduled

The Occupancy that you *should achieve* on this activity, with the number of agents currently scheduled.

How the Total / Average is Calculated

The totals/average row for Occupancy reports a weighted average, calculated across the open hours and weighted by Forecasted IV (exactly as for Service Level – Scheduled):

A weighted average, calculated across the open hours and weighted by Forecasted IV:

$$\text{AVG Occupancy Scheduled} = S (\text{Scheduled Occi} * \text{Forecasted IVi}) / S (\text{Forecasted IVi})$$

Where:

Scheduled Occi= Calculated Occupancy based on the number of scheduled agents for *timestepi*

Forecasted IVi= Forecasted Interaction Volume for *timestepi*

timestepi= timestep number over the open hours

Occupancy – Forecasted

The Occupancy objective that you *should be able to achieve* when staffing with the number of agents from the staffing forecast (Staffing – Calculated).

How the Total / Average is Calculated

The totals/average row for Occupancy reports a weighted average, calculated across the open hours and weighted by Forecasted IV (exactly as for Service Level – Forecasted):

A weighted average, weighted by Forecasted IV:

$$\text{AVG Occupancy Forecasted} = S (\text{Forecasted Occi} * \text{Forecasted IVi}) / S (\text{Forecasted IVi})$$

Where:

Forecasted Occi= Forecasted Occupancy for *timestepi*

Forecasted IVi= Forecasted Interaction Volume for *timestepi*

timestepi= timestep number over the open hours

Occupancy – Difference

Occupancy – Scheduled minus Occupancy – Forecasted.