Decisions User Help

Using the Scenario Viewer

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The Scenario Viewer is the first screen you see when you open the application. Once you have selected a Center, Staff Type, and Contact Type combination, the Scenario View main grid displays.

The grid looks like a spreadsheet, with a month or week label for each column and information for each row (for example, staff levels, shrinkage assumptions, staff efficiency metrics, contact information, service quality performance, and financial performance information).

The very top of the screen lists the scenario file name that is in use (for example, `Current Year Plan.cbg`). Below the file name is the text menu: **File**, **Edit**, **Input**, **Optimize**, **Results**, and **Help**, accessible by mouse, or by pressing the ALT key in combination with the underlined letter of the command.

Below the text menu is a row of labeled buttons for major Genesys Decisions features. These buttons include **New**, **Open**, **Save**, **Export**, **Print**, **Undo**, **Settings**, **Staff**, **Forecast**, **Learning**, **Financials**, **Staff Plan**, **Hire**, **ET/UT**, **Analysis**, **Trends**, **Reports**, **Publish**, and **Help**.

Below the buttons, drop-down boxes allow you to specify the Center, Staff Type, and Contact Type with which you wish to work. Click the down arrow in the box and select the desired element. The **Display Options** settings are located to the far right of this same row.

Use the scroll bars at the bottom and right of the screen to navigate to non-visible parts of the data grid.

Scenario and history cells will have a different background color. See Changing the Default Color Settings for information about changing default system colors.

Scenario View Main Grid Elements

The elements on the main grid are grouped into major categories. The categories can be collapsed or expanded by using the **Collapse/Expand** button at the top left-hand side of the grid. The categories are described in the following table.

Category	Description
Agents	Agent new hires, attrition, transfers, extra time, and other staffing level inforr
Agent Shrinkage	Shrinkage factor percentages, FTE level information, and total shrinkage.
Staff Totals	Required workstations, clerical staff levels, and supervisory staff levels.
Agent Efficiency	Occupancy, calls per hour, and other efficiency metrics.
Inbound Contacts	Contact volumes and handle times for the workgroup and for the Contact Typ (that is, across all workgroups that handle the contact type).
Inbound Service Quality	Service quality metrics for the workgroup including calls handled, service leve average speed of answer, and abandon rate.

Category	Description
Inbound Sales Performance	Revenue per sale, base sales conversion rate, new hire adjusted sales conver rate, and units sold.
Outbound Contacts	Contact volumes and handle times for the workgroup and for the contact type (that is, across all workgroups that handle the contact type.
Outbound Sales Performance	Total Attempts, Contacts, Confirms, Abort Rate, and Drop Rate.
Email Contact	Email volumes and handle times for the workgroup and the contact type total (that is, across all workgroups that handle this contact type).
Email Service Quality	Service quality metrics for Email at a contact type and contact group level.
Instant Messaging Contact	Instant messaging volumes and handle times for the workgroup and the conta type totals (that is, across all workgroups that handle this contact type).
Instant Messaging Service Quality	Service quality metrics such as ASA, ABN, Service Level, and IM Handled at a contact type total and contact group total.
Casework Contact	Casework volumes and handle times for the workgroup and the contact type (that is, across all workgroups that handle this contact type).
Casework Service Quality	Service quality metrics for casework at a contact type and contact group leve
Financials	Summary revenue and cost information. Additional detail is available on Gene Decisions custom reports.
Per Contact Financials	Financial information on a per-call basis.