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Contact Center Advisor and Workforce Advisor Help

Forecasting Metric Values

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To forecast metric values using the calculator:

1. Access the Workforce What-If Tool on your desktop by clicking the  button.
2. For each metric, click  to pin and type the input values.
 - You must select at least three input values, two of which must be from the first three fields:
 - **Calls**—Call Volume per Call Volume Dimension (minute, half hour, or hour)
 - **AHT**—Average Handle Time per AHT Dimension (seconds, minutes, or hours)
 - **Agents**—Number of Agents
 - **ASA**—Average Speed of Answer per ASA Dimension (seconds or minutes)
 - **SL**—Service Level % within SL Wait Time per SL Wait Time Dimension (seconds or minutes)
 - If a dimension is modified when there is already a value specified, the value is automatically updated to reflect the new dimension.
3. Click **Calculate**.

The desired values are calculated. The **Calculate** button is available when enough input values are provided to make the calculation. If any of the required or pinned values are missing, illegal (for example, negative), or problematic (for example, infinity), an error message appears.