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Contact Center Advisor and Workforce Advisor Help

Workforce What-If Tool

5/7/2025

Workforce What-If Tool

The Workforce What-If Tool enables you to test the effect of different actions on specific scenarios, and therefore enable you to make better decisions about where to allocate resources. You can forecast metric values, re-run calculations with new values, or test new scenarios for workforce allocation.

The Workforce What-If Tool is available with Contact Center Advisor only. Messages in the feedback area at the top of the calculator help walk you through the use of the tool.

- The Workforce What-If Tool uses full-time equivalent as the standard unit of measure for metrics calculations.
- Calculations are rounded to the nearest half-percentage, not the nearest percentage.

This section contains the following sub-sections:

- [Workforce What-If Tool Operation](#)
- [What-If Scenarios](#)