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Genesys Engage cloud Workforce Management 8.5.1 Guide

[Master Schedule Coverage View](#)

Master Schedule Coverage View

Important

This content may not be the latest Genesys Engage cloud content. To find the latest content, go to [Workforce Management in Genesys Engage cloud](#).

Use the **Master Schedule Coverage** view to compare the **Master Schedule's** staffing coverage with the forecasted (calculated and required) staffing data. See the toolbar image and the [button descriptions](#) below.



Graphs and tables show you coverage for each weekday in the selected week, along with totals for the whole week. Overstaffed and understaffed timesteps appear in a distinctive color.

The following sections cover:

- [Displaying the Coverage View](#).
- [Using the Daily Graphs and Tables](#).
- [Reading the Totals Table](#).
- [Customizing the Coverage View](#).
- [Calculating Understaffing and Overstaffing](#).
- [Toolbar Buttons](#).

Displaying the Coverage View

To display the **Master Schedule Coverage** view:

1. From the **Home** menu on the toolbar, select **Schedule**.
2. From the **Schedule** menu, select **Master Schedule**.
3. From the **Master Schedule** menu, select **Coverage**.
4. In the **Objects pane**, select a single business unit, a single site within a business unit, a multi-site activity, and activity group, or a single activity within a site.

Using the Daily Graphs and Tables

The **Coverage** view displays the following information for days of the week:

Graphs	Display coverage information for each day, with a data point for each timestep. Click the Chart Type down arrow to select calculated staffing, required staffing, or both. A blank graph indicates a closed site (or no scheduled activity) for the day.
Tables	Display overstaffing and understaffing totals for each day, with respect to calculated and/or required staffing. Contractual constraints and other configured parameters can reduce a schedule's optimization.
Legend	Explains the significance of each color that is used in the graphs.

Reading the Totals Table

The **Totals** table (at the lower right) displays overstaffing and understaffing totals for the selected week, with respect to calculated and/or required staffing.

Customizing the Coverage View

To customize the schedule coverage data that is presented, use these controls at the top of the working pane:

Chart Type

Click the **Chart Type down arrow** to choose the type of **graphs** that you want to be displayed:

Advanced	Graphs present both calculated and required information. Calculated information appears as an area graph with overstaffing/understaffing data, and required staffing appears as a linear graph.
Calculated	Graphs present calculated information with overstaffing/understaffing data.
Required	Graphs present required information with overstaffing/understaffing data.

Cleanup

Opens the **Cleanup Master Schedule window**, where you can delete **Master Schedule** information for selected dates and agents.

Date

Use the standard **date-selection controls** to move to other weeks.

Calculating Understaffing and Overstaffing

Any timestep can be subject to either understaffing or overstaffing. WFM calculates these conditions by evaluating Coverage against Forecast. The result is displayed in Time format (hh:mm).

Understaffing = The **Forecast** is greater than the **Coverage**—there are too few agents on duty.



Overstaffing = The **Forecast** is less than the **Coverage**—there are too many agents on duty.

Coverage is measured by evaluating the agents' contributions against the presented activities. These contributions are based on the agents' scheduled activities for each time interval, and on any schedule items that affect these scheduled activities for an interval (such as a break that occurs during only part of an interval).

Totals are calculated by summing **Understaffing/Overstaffing** for all activities for a given time range (because each single **Understaffing/Overstaffing** value is for one timestep).

Toolbar Buttons

You can use the following buttons on the **Actions toolbar** (or commands in the **Actions** menu) to further customize the chart:

	Cleanup	Opens the Cleanup Master Schedule window . Enables you to delete Master Schedule information for selected dates and agents.
	Use Multi-Site Activities	Controls whether WFM Web's calculation of aggregated information includes multi-site activities. You can select this button only if you first select a multi-site activity, business unit, or enterprise in the Objects tree. If you set this button to On , WFM retains your last selection—in the current view

		and for all other views that contain multi-site activities—preventing you from having to click it every time you want to display data for the selected multi-site activity.
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