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Genesys Engage cloud Workforce Management 8.5.1 Guide

Master Schedule Overtime Requirement View

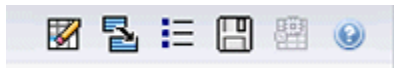
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Master Schedule Overtime Requirement View

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 Overtime Requirement** view to enter and edit overtime requirements. It is available for the **Master Schedule** only. See the toolbar image here and the [button descriptions](#) below.



This new overtime requirement module shares the same or similar interface components and their functionality as other main forecast views, such as **Volumes**:

The **Object** pane presents site and multi-site activities.

1. Select a **business unit**, **multi-site activity**, **site**, or **activity** from the tree in the **Objects** pane.
2. Select **Month** (the default) or **Week** from the **Period** drop-down menu (above the grid in the **Data** pane) to specify the granularity of data that is displayed in the grid.
3. Enter or select a date in the date selector (above the grid in the **Data** pane) to specify what days' data are displayed in the grid. This choice also specifies the granularity of the date selector itself.

The grid reacts immediately to each of these selections. For example:

- If the **Period** value is **Month**, each row is the date of the first day in a week of the month in the date selector, and each column is a day of that week.
- If the **Period** value is **Week**, each column is a single day's date of the week in the date selector, and each column is a day of that week and each row is a 15-minute time step of that single day.

Using Options Dialog to Enable Subcolumns

You can use the [Options dialog box](#) to enable sub-columns for each column.

Overtime

This subcolumn contains its own subcolumns:

- **Required** (editable)—The daily total for **Overtime Required** is calculated not as the simple total of timestep values, but as an **Full-Time Equivalent** (FTE). This column is displayed at all times.
- **Scheduled** (read-only)—This column is displayed by default but can be unchecked in the **Options** dialog.

Important

You can display staffing totals in **Full Time Equivalent** (FTE) or man-hours mode in the **Master Schedule Overtime Requirement** view by adjusting the view settings in the interface. To change the display mode, see [Changing the Staffing Display from FTE to Man Hours](#).

Staffing

This subcolumn contains its own sub columns:

- **Calculated**—read-only.
- **Required**—read-only.
- **Coverage**—read-only.
- **Variance**—read-only.

Formulas

- **Graph Value** = Schedule activities coverage (in single skill equivalents [sse]) - calculated forecast (sse) - anticipated non-working overhead (sse)
- **Anticipated Non-Working Overhead** (sse) = schedule state total (sse) * total forecasted non-working overhead (percentage)/100 - total scheduled non-working overhead (sse). If anticipated non-working overhead (sse) is less than 0, then anticipated non-working overhead = 0.

Important

In the formulas above, there are two different values called coverage . The first one is the **Schedule Activity** coverage, which is normal activity coverage (indicated by a red line in **Intra-Day Schedule** graph). The other is the **Schedule State** total, which is the sum of all **Schedule States**, except those belonging to the group of type **<none>** .

Difference

This subcolumn contains its own sub columns:

- **Calculated**—Calculated staffing – read-only.
- **Required**—Required staffing – read-only.

Actions Menu and Toolbar Buttons

The following commands are available on the **Actions** toolbar (and also on the **Actions** menu):

	Cleanup	Opens the Cleanup window . Enables you to delete Master Schedule information for selected dates and agents.
	Convert variance to overtime required	Enabled only when you select Weekly in the Period drop-down list, select an activity or multi-site activity, and the Staffing Variance is present in the data grid. Click Convert staffing variance to overtime required to open the dialog box and find the Do not decrease overtime requirement check box: • Do not check—If you want the Overtime Required to change to a value that is calculated by the following formula: [Overtime Scheduled - Staffing Variance] for all timesteps that have a negative value for Staffing Variance. • Add a check mark—If you want the Overtime Required to change to value that is calculated by the following formula: [Overtime Scheduled - Staffing Variance] for all timesteps that have a negative value for Staffing Variance and an Overtime Required value that is less than [Overtime Scheduled - Staffing Variance].

	Save	Saves your changes.
	Use multi-site activities	Enabled when you select an Enterprise or a Business Unit, and disabled when you select a Multi-Site Activity. Clicking this button adds to the grid multi-site activity data for the selected business unit. 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.
	Options	Opens the Options dialog box. Enables you to display or hide individual statistics.