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# Genesys Engage cloud Workforce Management 8.5.1 Guide

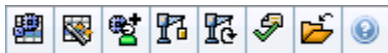
[Scenario Coverage View](#)

# Scenario 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 Scenario Coverage view to compare a schedule's staffing coverage with the forecast (calculated and required) staffing data. See the toolbar image here 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 and scenario. **Overstaffed** and **Understaffed** timesteps appear in a distinctive color.

The following sections cover:

- [Displaying the Scenario Coverage view](#)
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- [Customizing the Scenario Coverage view](#)
- [How understaffing and overstaffing are calculated](#)

## Displaying the Scenario Coverage View

To display the **Scenarios** view:

1. From the **Home** menu on the toolbar, select **Schedule**.
2. From the **Schedule** menu on the toolbar, select **Scenarios**.  
The **Schedule Scenarios** table appears.
3. Open a scenario by double-clicking its name in the table list or by selecting its name and clicking **Open**



The scenario's name appears on the toolbar, as a menu.

To display the open scenario's **Coverage** view:

4. From the **scenario\_name** menu on the toolbar, select **Coverage**.
5. In the **Objects** pane, select a single **business unit**, a single **site** within a business unit, **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:

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

## Reading the Totals Table

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

## Customizing the Scenario Coverage View

Use the following controls (at top of the working pane) to customize the schedule coverage data:

### Chart Type

Select the type of **graphs** that you want to be displayed:

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



## Date

Use the standard **date-selection controls** to move to other weeks within the scenario's date range.

## Toolbar Buttons

Use the buttons on the **toolbar** (these commands also appear in the **Actions** menu) for the following:

	<b>Use Multi-site Activities</b>	Controls whether WFM Web's calculation of aggregated information includes multi-site activities. You can select this button only if you first select a <b>multi-site activity</b> , <b>Business Unit</b> , or <b>Enterprise</b> in the <b>Objects</b> tree.  If you set this button to <b>On</b> , 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.
	<b>Publish</b>	Opens the <b>Publish Schedule Wizard</b> , where you can publish a portion of the selected scenario to the <b>Master Schedule</b> , or extract a portion of the <b>Master Schedule</b> to the selected scenario.
	<b>Add/Remove scenario elements</b>	Opens the <b>Add/Remove Scenario Elements Wizard</b> , where you can add activities, and add or remove agents, for the current schedule scenario.
	<b>Build schedule</b>	Opens the <b>Schedule Build Wizard</b> , which builds a complete schedule for the selected site.
	<b>Rebuild schedule</b>	Opens the <b>Schedule Rebuild Wizard</b> , where you can modify and rebuild schedules, while optionally leaving intact any agent schedules that you have

		edited since the last build/rebuild.
	<b>Validate schedule</b>	Opens the <b>Review Messages window</b> , which lists scheduling warnings for a selected site. Warnings will only be visible if you have built a schedule for this scenario and you saved any warnings that were generated.
	<b>Close</b>	Closes the open scenario (and prompts you to save unsaved data).

## How Understaffing and Overstaffing Are Calculated

Any timestep can be subject to either understaffing or overstaffing. WFM calculates these conditions by evaluating **Coverage** against **Forecast**.

- **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.

### Important

*Coverage* is an estimate of the agents' contributions to the presented activities, and is displayed in the time format (hh:mm). 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).