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Genesys Engage cloud Workforce Management 8.5.1 Guide

What-If Window

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What-If Window

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 What-If window to **immediately analyze** how changes in some statistics would affect other factors.

To open the What-If window:

1. Select an activity in the **Performance Intra-Day** module.
2. Select a timestep in the data grid.
3. Click the **What if** button on the **Actions** toolbar.

Once the window is open, you can change certain values shown in the window to perform what-if calculations.

Statistics presented in the **What-If** window are as follows (these statistics are present in all views, and are fully described [in the Performance overview](#)):

- Interaction Volume
- AHT
- Abandoned Interactions
- Service Level
- Deferred Service Level
- Actual Queue
- ASA
- Coverage
- Required Staffing
- Variance
- Headcount

Interaction volume	
	Initial value is the forecasted interaction volume taken from Master Forecast . Enter a value greater than zero.

AHT (Average Handle Time)	Initial value is the forecasted AHT taken from Master Forecast . Enter a value greater than zero.
Abandoned Interactions (percentage)	Initial value is the scheduled abandoned calls percentage. Enter a value greater than 0 and less than 100. If you do not enter a value, the abandoned calls percentage is not included in the what-if calculation.
Service level (percentage)	Initial value is the scheduled service level percentage. Enter a value greater than 0 and less than 100. If you do not enter a value, service level is not included in the what-if calculation.
ASA (Average Speed of Answer)	Initial value is the scheduled average speed of answer. Enter a value greater than zero. If you do not enter a value, ASA is not included in the what-if calculation.
Coverage (formerly Scheduled Staffing)	Initial value is the scheduled coverage. Enter a value greater than zero.
Service time (sec)	Taken from Master Forecast. Configured in Staffing Build Wizard .
Average time to abandon (sec)	Taken from Master Forecast. Configured in Staffing Build Wizard .
Indirectly Occupied Time (%)	Taken from Master Forecast. Configured in Staffing Build Wizard .
Maximum Occupancy (%)	Taken from Master Forecast. Configured in Staffing Build Wizard .

The window also shows the following parameters from your forecast, if a forecast has been built (otherwise, these indicators are empty):

- Service time
- Average time to abandon
- Indirectly occupied time
- Maximum occupancy

To calculate what-if scenarios, you must have the following:

- Published forecast values for interaction volume and AHT (which initialize the window's first two fields), abandonment, service level, ASA, indirectly occupied time, and maximum occupancy.
- A published schedule that allows staffing suitability calculations. (This initializes the window's Coverage field.)

Calculating What-If Scenarios

You can calculate what-if scenarios for the group of service-level statistics (Abandoned calls, Service level, and Average speed of answer), or for the coverage level.

Calculating Abandoned Calls, Service Level, and Average Speed of Answer

1. Enter values into the **Interaction volume** and **AHT** text boxes.
2. Enter values into the **Coverage** text box.
For successful calculations, enter values in all of these text boxes.
3. Click the **Calculate** button next to the **Service level** text box.

The window shows the expected impact of your changes on the Abandoned calls, Service level, and ASA. If a box is empty, there is no data for the appropriate statistic for that timestep.

Calculating Coverage Scenarios

1. Enter values into the **Interaction volume** and/or **AHT** text boxes.
2. Enter values into the **Abandoned calls**, **Service level**, and/or **ASA** text boxes. For successful calculations, enter a value in at least one of these text boxes.
3. Click the **Calculate** button next to the **Coverage** text box.

The window shows the expected impact of your changes on the Coverage.

Closing the What-If Window

When you have completed your calculations, click **Close**.