Genesys Engage cloud Workforce Management 8.5.1 Guide

Adherence Calculations

5/8/2025

Adherence Calculations

> **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.

WFM can track single-channel agent adherence or agent adherence across multiple channels simultaneously. In sites where schedule state groups are configured for multiple channels, WFM determines if agents are adherent, by comparing their channel real-time state, plus the reason codes, with the scheduled states for that same channel during each specified time interval. If at least one scheduled state for that channel can be mapped to the channel real-time state, according to its adherence rules, the agent is considered adherent.

Calculation of Single-Channel Adherence

Agent adherence (single channel) is calculated as follows:

1. WFM maps the agent's real-time state plus the reason code. If there is more than one reason code, there is more than one state + reason code mapping. If there is no reason code, WFM uses only the state for mapping. For example, if the agent has real-time state `WaitingForNextCall` with reason codes `r1` and `r2`, for adherence purposes, WFM maps `WaitingForNextCall + r1` and `WaitingForNextCall + r2`.
2. WFM then finds all schedule state groups that are adherent to at least one agent real-time state from step 1. A list of schedule state groups is compiled that maps to the state, based on the configuration of the schedule state groups.
3. WFM obtains all scheduled states from the current agent schedule and maps them to the schedule state groups.
4. WFM collects all schedule state groups from step 3.
5. WFM intersects the sets of schedule state groups from step 2 and step 4. If the intersection is not empty, the agent is adherent.

Calculation of Multi-Channel Adherence

Multi-channel agent adherence is calculated as follows:

1. Similar to step 1 in Calculation of Single-Channel Adherence, WFM maps the agent real-time state + reason code. However, in addition to the aggregated agent state, WFM also adds separate real-time states for each channel configured on the site. (Agents can sometimes have no state on certain channels.) If reason codes are used, WFM could map multiple state + reason code pairs for each channel, plus the aggregated state.

2. Similar to step 2 in Calculation of Single-Channel Adherence, WFM maps schedule state groups adherent to the aggregated state. However, in addition, WFM finds a separate set of schedule state groups for each channel. WFM considers only the schedule state groups that are specifically assigned to a particular channel for adherence with the states on that channel. WFM considers the schedule state groups without a channel for adherence with the aggregated agent state.

3. WFM obtains all scheduled states from the current agent schedule and maps them to the schedule state groups.

4. WFM collects all schedule state groups from step 3.

5. WFM Intersects the sets of schedule state groups from step 2 and step 4 separately for each channel. If both sets are empty or the intersection is not empty, WFM considers the agent is adherent to the channel. For the aggregated agent status, WFM assumes adherence, when either the pair in step 4 is empty or step 2 and step 4 intersect. WFM considers the agent adherent, if he/she is adherent on all channels and adherent to the aggregated status.

The multi-channel algorithm also comes to a boolean conclusion; that is, the agent is either adherent or non-adherent. However, to be adherent the agent must be adherent on every channel, on which he/she is scheduled or, for which he/she receives a real-time state. Also, if the agent is scheduled on non-channel-related states, he/she must also be adherent to those states. See the example in Use Case: Multi-Channel Adherence.

Use Case: Multi-Channel Adherence

This use case is based on the schedule state group configuration in Use Case: Multi-Channel Adherence Tracking.

Summary	Real-time states	Scheduled states	Adherence
Agent is working on voice only, but scheduled for e-mail and voice.	Agent state: `CallInbound` DN e-mail: `NotReady` DN 2323: `CallInbound`	E-mail activity, voice activity	Not adherent
Agent is working on e-mail and voice, but scheduled for e-mail only.	Agent state: `CallInbound` DN e-mail: `WaitForNextCall` DN 2323: `CallInbound`	E-mail activity	Not adherent
Agent is on a break.	Agent state: `NotReady`	Break	Adherent

Summary	Real-time states	Scheduled states	Adherence
	DN e-mail: NotReady DN 2323: NotReady		

Calculation of Agent Head Count

WFM calculates the agent head count for activities in this way: If the activity belongs to a channel-related schedule state group, the agent is counted for the activity only if he/she is compliant with the adherence rules for that channel. Also, if an agent is non adherent overall, but adherent for a channel, the agent is added to the head count for the activities for that channel.