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Genesys Engage cloud Workforce Management 8.5.1 Guide

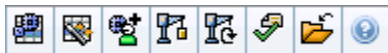
[Scenario Coverage View](#)

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:

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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:

Graphs	Display coverage information for each day, with a data point for each timestep. Select from the Chart Type 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.
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 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:

Advanced	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.
Calculated	Graphs present calculated information with overstaffing/understaffing data.
Required	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:

	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.
	Publish	Opens the Publish Schedule Wizard , where you can publish a portion of the selected scenario to the Master Schedule , or extract a portion of the Master Schedule to the selected scenario.
	Add/Remove scenario elements	Opens the Add/Remove Scenario Elements Wizard , where you can add activities, and add or remove agents, for the current schedule scenario.
	Build schedule	Opens the Schedule Build Wizard , which builds a complete schedule for the selected site.
	Rebuild schedule	Opens the Schedule Rebuild Wizard , where you can modify and rebuild schedules, while optionally leaving intact any agent schedules that you have

		edited since the last build/rebuild.
	Validate schedule	Opens the Review Messages window , 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.
	Close	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).