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Genesys Engage cloud Workforce Management 8.5.1 Guide

Scenario State Group Totals

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Scenario State Group Totals

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 State Group Totals** view to display coverage statistics for every time step in a selected day. See the toolbar image here and the button descriptions below.



The following sections cover:

- [Displaying State Group Totals](#)
- [Graph and Data Panes](#)
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Displaying State Group Totals

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 **State Group Totals** view:

1. From the **<scenario_name>** menu on the toolbar, select **State Group Totals**.
2. In the **Objects** pane, select the appropriate item(s) from either the **Agents** tree (above) or the **Activities** tree (below).
WFM then selects matching item(s) from the other tree.

3. Click **Get data**.

The columns in the scenario **Schedule State Group Totals** data table, and the stacked lines in the graph, correspond to the configured schedule state groups. Select **Filter**  in the toolbar, and use the **Schedule States** tab to specify which columns appear in the table and which lines appear in the graph.

Graph and Data Panes

This view displays its data in a graph (upper portion of the view) and a table (lower portion), instead of on separate tabs. You can also specify that WFM display its data not only for days, but also for weeks and months.

Both data displays show the differences between the schedule and the forecast, for each timestep during the selected time period. The **Graph** also shows totals as a flat line, because the lines representing forecasted and scheduled shrinkage can be of different shapes.

Graph

The groups are sorted by their weight descending and their name ascending. For example, the group with the highest weight is layered first, at the bottom of the chart.

The graph's legend displays the names of each schedule state group in its matching color.

Graph Type <i>drop-down menu</i>	Select a display scheme for this view's graphical data. (This menu is disabled and reset to the default choice if the Scheduled States Totals value is selected in the Show data for: drop-down menu).
Period	Select the period for which the schedule state group is applicable; Planning Period, Month, Week, or Day .
Totals	Displays the data in a line graph, showing stacked schedule state group information. Default. If the Show Coverage and Forecast Information toolbar icon is toggled on, the graph displays this data as separate lines: Schedule Coverage, Forecasted Staffing Calculated, and Forecasted Staffing Required .
Comparison	Displays percentage data for a specific schedule state group or for planned / unplanned overheads, in a line graph that compares it to forecast-overheads data. The graph displays two percentage-data series as lines in the format that you select in the drop-down menu Targets . If the Show Coverage and Forecast Information toolbar icon is toggled on, the graph displays two additional data series of

	forecast data for the object(s) that you selected in the Objects pane.
Variance	Displays a bar graph representing differences between schedule and forecast, including shrinkage information. Variance appears only if the Show Coverage and Forecast Information toolbar icon is toggled on.
Targets drop-down menu	Appears only when the Graph Type menu selection is Comparison . Use it to select percentage data to compare. Select a format for comparing percentage data:
Total Planned	Displays scheduled planned overheads totals data and forecasted total planned overhead data. Not available if the selected value in the Show data for: menu is Unplanned Overheads .
Total Unplanned	Display scheduled unplanned overheads totals data and forecasted total unplanned overhead data. Not available if the selected value in the Show data for: menu is Planned Overheads .
<i>list of schedule state groups</i>	Displays a line graph of data for the named Schedule State Group . Names in this list are followed by a site name, if more than one site is selected in the Objects pane. The Schedule State Groups list depends on the selection in Show data for: menu. If you selected Planned Overheads in the menu, then only planned Schedule State Groups display in the list. If you selected Unplanned Overheads , then only unplanned Schedule State Groups display.

Data Table

In the **Data** table, the group columns are ordered with the highest weight displayed in the left-most column of the grid.

Important

An agent who is in multiple schedule state groups during an interval, is pro-rated in the grid by the fraction of the interval that the agent is in each state group. For example, an agent who is on break for 5 minutes and at work for 10 minutes is listed in the **Break** cell as .33 and in the **Work** cell as .67.

Show data for: drop-down menu	Select from the menu a data-display scheme to apply to the grid: Scheduled States Totals—Displays totals for the schedule state groups of the currently
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	selected agents, regardless of type. Select this option to disable the check boxes described below, and to display the data in grid columns that are selected in the Schedule States tab of the Filter dialog box. • Total Shrinkage—Displays totals for all schedule state groups (except <none>) for the currently selected agents. Select this option to display the data in grid columns for the current scenario and the grand total, and subcolumns that match the selected check boxes below. • Planned Overheads—Displays planned overheads total for all selected agents. Select to display the data in grid columns for the current scenario and the grand total, and subcolumns that match the selected check boxes below. • Unplanned Overheads—Displays unplanned overheads total for all selected agents. Select to display the data grid columns for the current scenario and the grand total, and sub-columns that match the selected check boxes below. Each data-display scheme includes a Time Step column.
Value <i>check box</i>	Select this check box to display the column that shows coverage value in the grid. This check box is disabled but checked if you selected Scheduled States Totals in the Show data for: menu.
Value % <i>check box</i>	Select this check box to display the column that shows coverage percentage in the grid. The percentage value is calculated relative to the grand total. This check box is disabled and not checked if you selected Scheduled States Totals in the Show data for: menu.
Compare with forecast <i>check box</i>	Select this check box to display the column that shows percentage data of overhead from the forecast in the grid, shall be presented in grid. This check box is enabled and applicable only if the same conditions are met as for the toggle action Show Coverage and Forecast Information. This check box is disabled and not checked if you select Scheduled States Totals in the Show data for: menu.

Using the Actions Toolbar

Use buttons on the toolbar (or commands from the **Actions** menu) for the following:

	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 Schedule Elements Wizard , where you can add activities and agents to, or remove them from, the current schedule scenario.
	Build schedule	Opens the Schedule Build Wizard , where you can build 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 be visible only if you have already built a schedule for this scenario and saved any warnings that were generated.
	Close	Closes the open scenario (and prompts you to save unsaved data).
	Show Coverage and Forecast Information	This button is a toggle. Select it to present additional coverage and forecast information in the active view. Enabled only if any of these items are selected on the Object pane's activity tree: a single site activity, a single site, or a single business unit.
	Filter	Opens the Schedule Filter dialog box . This icon is red when a filter is applied.
	Options	Opens the Options dialog box , where you can show or hide the columns Total Planned and Total Unplanned in the grid

		display; and change the colors that are used in Coverage and Forecast graphs.
	Save as Template	Saves the current selections as a Forecast template. Click this icon (or select the command from the Actions menu) to display the New Forecast Template dialog box. Required settings: Graph Type=Comparison, Period=Week.