



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Workforce Management Administrator's Guide

Workforce Management Metrics

4/15/2025

Contents

- 1 Workforce Management Metrics
 - 1.1 Schedule Summary Report
 - 1.2 Contact Center Performance Report
 - 1.3 Agent Adherence Report
 - 1.4 End Notes

Workforce Management Metrics

You will find everything you need to know about WFM metrics, by clicking on these topic links.

[Schedule Summary Report](#)

[Contact Center Performance Report](#)

[Agent Adherence Report](#)

[End Notes](#)

Tip

A period in these metrics refers to the specific granularity of the report being run. For *Intra-day* granularity a period is 15 minutes; for *Daily* granularity a period is 1 day; and so on.