

# **GENESYS**

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### Workforce Management ETL Database Reference

**Query Examples** 

5/4/2025

## Query Examples

This topic provides examples for the three types of queries that are used in the Workforce Management (WFM) ETL Database schema.

#### Adherence Queries

Agent Adherence Totals Query (Daily Granularity)	<pre>Show query [+] SELECT WFM_SITE.WFM_SITE_NAME, WFM_TEAM.WFM_TEAM_NAME, WFM_AGENT.FIRST_NAME, WFM_AGENT.LAST_NAME, WFM_ADH_AGENT_DAY.WFM_DATE, WFM_ADH_AGENT_DAY.WFM_SCHEDULE_DURATION, WFM_ADH_AGENT_DAY.WFM_NON_ADHERENCE_DURATION, WFM_ADH_AGENT_DAY.WFM_OUT_SCH_NON_ADH_DURATION, WFM_ADH_AGENT_DAY.WFM_SITE.WFM_SITE_KEY = WFM_ADH_AGENT_DAY.WFM_SITE_KEY) JOIN WFM_SITE ON (WFM_SITE_KEY) JOIN WFM_AGENT_DAY.WFM_SITE_KEY) LEFT_JOIN WFM_TEAM_ON (WFM_AGENT_KEY) LEFT_JOIN WFM_TEAM_ON (WFM_DATE &gt;= ? AND WFM_ADH_AGENT_DAY.WFM_DATE &lt;= ? ORDER BY WFM_ADH_AGENT_DAY.WFM_DATE, WFM_ADH_AGENT_DAY.WFM_DATE,</pre>
	WFM_AGENT.FIRST_NAME, WFM_AGENT.LAST_NAME
Team Adherence Totals Query (Daily Granularity)	<pre>Show query [+] SELECT WFM_BU.WFM_BU_NAME, WFM_SITE.WFM_SITE_NAME, WFM_ADH_AGENT_DAY.WFM_DATE, WFM_TEAM.WFM_TEAM_NAME, SUM(WFM_ADH_AGENT_DAY.WFM_SCHEDULE_DURATION), SUM(WFM_ADH_AGENT_DAY.WFM_OUT_SCH_NON_ADH_DURATION), SUM(WFM_ADH_AGENT_DAY.WFM_OUT_SCH_NON_ADH_DURATION) FROM WFM_ADH_AGENT_DAY.WFM_SITE.WFM_SITE_KEY = WFM_ADH_AGENT_DAY.WFM_SITE_KEY) JOIN WFM_SITE ON (WFM_BU.WFM_BU_KEY = WFM_SITE.WFM_BU_KEY) LEFT JOIN WFM_TEAM ON (WFM_TEAM.WFM_TEAM_KEY = WFM_ADH_AGENT_DAY.WFM_DATE &gt;= ? AND WFM_BU.WFM_DATE &gt;= ? AND WFM_BU.WFM_BU_NAME, WFM_SITE.WFM_SITE_NAME, WFM_SITE.WFM_SITE_NAME, WFM_ADH_AGENT_DAY.WFM_DATE,</pre>

WFM_TEAM.WFM_TEAM_NAME HAVING SUM(WFM_ADH_AGENT_DAY.WFM_SCHEDULE_DURATION) > 0 ORDER BY WFM_BU.WFM_BU_NAME, WFM_SITE.WFM_SITE_NAME, WFM_ADH_AGENT_DAY.WFM_DATE, WFM_TEAM.WFM_TEAM_NAME
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#### Schedule Queries

	Show query [+]
Schedule States Query	<pre>SELECT WFM_SITE.WFM_SITE_NAME, WFM_TEAM.WFM_TEAM_NAME, WFM_AGENT.EMPLOYEE_ID, WFM_AGENT.FIRST_NAME, WFM_AGENT.LAST_NAME, WFM_SCH_AGENT_DAY.WFM_DATE, WFM_SCH_AGENT_DAY.WFM_DATE, WFM_SCH_AGENT_STATE_NAME, WFM_SCH_AGENT_STATE_NAME, WFM_SCH_AGENT_STATE.WFM_FULL_DAY, WFM_SCH_AGENT_STATE.WFM_STATE_DURATION, WFM_SCH_AGENT_STATE.WFM_STATE_DURATION, WFM_SCH_AGENT_STATE.WFM_STATE_DURATION, WFM_SCH_AGENT_STATE.WFM_STATE_DURATION FROM WFM_SCH_AGENT_DAY ON (WFM_SCH_AGENT_DAY WFM_SCH_AGENT_DAY KEY) JOIN WFM_SCH_AGENT_DAY.WFM_SCH_AGENT_AGENT_KEY) JOIN WFM_SCH_AGENT_DAY.WFM_SCH_AGENT_AGENT_KEY) JOIN WFM_SITE ON (WFM_SITE.WFM_SITE_KEY) UFM_SCH_AGENT_DAY.WFM_SITE.WFM_STATE_KEY) JOIN WFM_STATE ON (WFM_SITE.WFM_STATE_KEY) UFM_SCH_AGENT_STATE_WFM_STATE_KEY) JOIN WFM_STATE_ON (WFM_STATE.WFM_STATE_KEY = WFM_SCH_AGENT_STATE_WFM_STATE_WFM_STATE_KEY = WFM_SCH_AGENT_STATE_WFM_SITE.KEY) JOIN WFM_STATE_TYPE ON (WFM_STATE_TYPE ON (WFM_STATE_TYPE ON (WFM_STATE_WFM_STATE_TYPE_KEY = WFM_STATE_WFM_STATE_TYPE_KEY) UEFT_JOIN WFM_SSG_ON (WFM_SSG.WFM_SSG_KEY = WFM_STATE_WFM_STATE_TYPE_NAME NOT IN ('Shift', 'Activity_Set', 'Marked Time') AND WFM_SCH_AGENT_STATE_WFM_STATE_END &gt;= ? AND WFM_SCH_AGENT_STATE_WFM_STATE_START &lt; ? ORDER BY WFM_SCH_AGENT_STATE_WFM_STATE_START &lt; ? ORDER BY WFM_STATE_WFM_STATE_WFM_STATE_START &lt; ? WFM_STATE_WFM_STATE_MS_TATE_START, WFM_STATE.WFM_STATE_START_STATE_WFM_STATE_START, WFM_STATE.WFM_STATE_KEY WFM_STATE.WFM_STATE_START_STATE_WFM_STATE_START, WFM_STATE.WFM_STATE_KEY</pre>
Agent Schedule State Totals Query	Show query [+] SELECT WFM_SITE.WFM_SITE_NAME, WFM_TEAM.WFM_TEAM_NAME,

	<pre>WFM_AGENT.FIRST_NAME, WFM_AGENT.LAST_NAME, WFM_SCH_AGENT_DAY.WFM_DATE, SUM(WFM_SCH_AGENT_DAY_NFM_DATE, TIMESTEP.WFM_STATE_DURATION) FROM WFM_SCH_AGENT_STATE_TIMESTEP JOIN WFM_SCH_AGENT_DAY_ON (WFM_SCH_AGENT_DAY.WFM_SCH_AGENT_DAY_KEY = WFM_SCH_AGENT_DAY.WFM_SCH_AGENT_AGENT_KEY = WFM_SCH_AGENT_DAY.WFM_AGENT_KEY) JOIN WFM_AGENT_ON (WFM_AGENT_KEY) JOIN WFM_SITE ON (WFM_SITE.WFM_SITE_KEY = WFM_SCH_AGENT_DAY.WFM_SITE.KEY) LEFT JOIN WFM_TEAM_ON (WFM_STATE_KEY) JOIN WFM_STATE ON (WFM_STATE.KEY) ULFT JOIN WFM_TEAM_ON (WFM_STATE.KEY) JOIN WFM_STATE ON (WFM_STATE.WFM_STATE_KEY = WFM_SCH_AGENT_STATE_TIMESTEP.WFM_STATE_KEY = WFM_SCH_AGENT_STATE_TIMESTEP.WFM_STATE_KEY) JOIN WFM_SSG ON (WFM_SSG.WFM_SSG_KEY = WFM_SCH_AGENT_STATE_TIMESTEP.WFM_STATE_KEY) JOIN WFM_SSG_ON (WFM_SSG.WFM_SSG_KEY = WFM_SCH_AGENT_DAY.WFM_DATE &gt;= ? AND WFM_SCH_AGENT_DAY.WFM_DATE &gt;= ? AND WFM_SCH_AGENT_DAY.WFM_DATE &lt;= ? GROUP BY WFM_SITE.WFM_SITE_NAME, WFM_AGENT.LAST_NAME, WFM_AGENT.LAST_NAME, WFM_AGENT.FIRST_NAME, WFM_AGENT.FIRST_NAME, WFM_SITE.WFM_SITE_NAME, WFM_SITE.WFM_SITE_NAME, WFM_AGENT.LAST_NAME, WFM_SCH_AGENT_AGENT_DAY.WFM_DATE</pre>
Team Schedule State Totals Query	<pre>Show query [+] SELECT WFM_BU.WFM_BU_NAME, WFM_SITE.WFM_SITE_NAME, WFM_SITE.WFM_SITE_NAME, WFM_SITE.WFM_SITE_NAME, WFM_SCH_AGENT_DAY.WFM_DATE, SUM(WFM_SCH_AGENT_STATE_TIMESTEP.WFM_STATE_DURATION) FROM WFM_SCH_AGENT_STATE_TIMESTEP JOIN WFM_SCH_AGENT_DAY.WFM_SCH_AGENT_DAY_KEY = WFM_SCH_AGENT_DAY.WFM_SCH_AGENT_DAY_KEY = WFM_SCH_AGENT_DAY.WFM_SCH_AGENT_AGENT_DAY_KEY) JOIN WFM_AGENT_ON (WFM_AGENT_AGENT_KEY = WFM_SCH_AGENT_DAY.WFM_SITE.WFM_SITE_KEY = WFM_SCH_AGENT_DAY.WFM_SITE_KEY) JOIN WFM_SITE ON (WFM_SITE.WFM_SITE_KEY = WFM_SCH_AGENT_DAY.WFM_SITE_KEY) JOIN WFM_SITE ON (WFM_SITE_KEY) JOIN WFM_SITE_WFM_BU_KEY = WFM_SCH_AGENT_DAY.WFM_SITE_KEY) JOIN WFM_STATE ON (WFM_STATE_KEY) JOIN WFM_STATE ON (WFM_STATE.WFM_STATE_KEY = WFM_SCH_AGENT_DAY.WFM_TEAM_KEY) JOIN WFM_STATE ON (WFM_STATE.WFM_STATE_KEY = WFM_SCH_AGENT_STATE_TIMESTEP.WFM_STATE_KEY = WFM_SCH_AGENT_STATE_TIMESTEP.WFM_STATE_KEY = WFM_SCH_AGENT_STATE_TIMESTEP.WFM_STATE_KEY = WFM_SCH_AGENT_STATE_TIMESTEP.WFM_STATE_KEY = WFM_SCH_AGENT_STATE_TIMESTEP.WFM_STATE_KEY = WFM_SCH_AGENT_SSG_KEY) WHERE WFM_SCH_AGENT_DAY.WFM_DATE &gt;= ? AND WFM_SITE.WFM_SITE_NAME, WFM_SITE.WFM_SITE_NAME, WFM_SITE.WFM_SITE_NAME, WFM_SITE.WFM_SITE_NAME, WFM_SITE.WFM_SITE_NAME, WFM_SITE.WFM_BU_NAME, WFM_SCH_AGENT_DAY.WFM_DATE ORDER BY WFM_BU_MABU_NAME, WFM_BU_MABU_NAME, WFM_SITE.WFM_SITE_NAME, WFM_SITE_WFM_S</pre>

	WFM_TEAM.WFM_TEAM_NAME, WFM_SCH_AGENT_DAY.WFM_DATE
Schedule Marked Time Report Query	<pre>Show query [+] SELECT WFM_SITE.WFM_SITE_NAME, WFM_SITE.WFM_SITE_NAME, WFM_AGENT.FIRST_NAME, WFM_AGENT.LAST_NAME, WFM_SCH_AGENT_TAST_NAME, WFM_SCH_AGENT_STATE_WFM_STATE_START, WFM_SCH_AGENT_STATE.WFM_STATE_DURATION, WFM_SCH_AGENT_STATE.WFM_STATE_DURATION, FROM_WFM_SCH_AGENT_STATE.WFM_STATE_DURATION, FROM_WFM_SCH_AGENT_DAY.WFM_SCH_AGENT_DAY_KEY = UFM_SCH_AGENT_STATE.WFM_SCH_AGENT_DAY_KEY = WFM_SCH_AGENT_DAY.WFM_SCH_AGENT_DAY_KEY = WFM_SCH_AGENT_DAY.WFM_SCH_AGENT_DAY_KEY = WFM_SCH_AGENT_DAY.WFM_SCH_AGENT_DAY_KEY = WFM_SCH_AGENT_DAY.WFM_SCH_AGENT_DAY_KEY = WFM_SCH_AGENT_DAY.WFM_SCH_AGENT_KEY = WFM_SCH_AGENT_DAY.WFM_SCH_AGENT_KEY = WFM_SCH_AGENT_DAY.WFM_STEL_WFM_SITE_KEY = WFM_SCH_AGENT_DAY.WFM_SITE_KEY) JOIN WFM_STATE ON (WFM_STATE_WFM_STATE_KEY = WFM_SCH_AGENT_STATE.WFM_STATE_KEY) JOIN WFM_STATE ON (WFM_STATE_KEY) WFM_SCH_AGENT_STATE_WFM_STATE_KEY) WFM_SCH_AGENT_STATE_WFM_STATE_TYPE_KEY = WFM_SCH_AGENT_STATE_WFM_STATE_TYPE_KEY = WFM_STATE_TYPE.WFM_STATE_TYPE_KEY = WFM_STATE_TYPE.WFM_STATE_TYPE_NAME IN ('Marked Time') AND WFM_SCH_AGENT_STATE.WFM_STATE_START &lt; ? ORDER BY WFM_SCH_AGENT_DAY.WFM_DATE, WFM_SCH_AGENT_DAY.WFM_DATE, WFM_SCH_AGENT_STATE_WFM_STATE_START, WFM_SCH_AGENT_STATE_WFM_STATE_START, WFM_SCH_AGENT_STATE_KEY</pre>
Schedule Marked Time Totals Query (Daily Granularity)	Show query [+] SELECT WFM_SITE.WFM_SITE_NAME, WFM_AGENT.FIRST_NAME, WFM_AGENT.LAST_NAME, WFM_AGENT.LAST_NAME, WFM_SCH_AGENT_DAY.WFM_DATE, SUM(WFM_SCH_AGENT_STATE.WFM_STATE_DURATION), SUM(WFM_SCH_AGENT_STATE.WFM_PAID_DURATION) FROM WFM_SCH_AGENT_STATE. JOIN WFM_SCH_AGENT_DAY ON (WFM_SCH_AGENT_DAY.WFM_SCH_AGENT_DAY_KEY = WFM_SCH_AGENT_DAY.WFM_SCH_AGENT_DAY_KEY) JOIN WFM_SCH_AGENT_ON (WFM_AGENT.KEY) JOIN WFM_SITE ON (WFM_SITE.WFM_SITE_KEY = WFM_SCH_AGENT_DAY.WFM_SITE_KEY) JOIN WFM_SITE ON (WFM_SITE_KEY) LEFT_JOIN WFM_TEAM ON (WFM_STATE.WFM_STATE_KEY = WFM_AGENT_WFM_TEAM_KEY) JOIN WFM_STATE ON (WFM_STATE.WFM_STATE_KEY = WFM_SCH_AGENT_STATE.WFM_STATE_KEY) LEFT_JOIN WFM_TEAM_KEY) JOIN WFM_STATE ON (WFM_STATE.WFM_STATE_KEY = WFM_SCH_AGENT_STATE.WFM_STATE_KEY) JOIN WFM_STATE ON (WFM_STATE.WFM_STATE_KEY = WFM_SCH_AGENT_STATE.WFM_STATE_KEY) JOIN WFM_STATE ON (WFM_STATE.WFM_STATE_KEY = WFM_SCH_AGENT_STATE_ON (WFM_STATE_WFM_STATE_KEY = WFM_SCH_AGENT_STATE_NFM_STATE_VFM_STATE_KEY = WFM_SCH_AGENT_STATE_NFM_STATE_VFM_STATE_KEY = WFM_SCH_AGENT_STATE_NFM_STATE_NFM_STATE_KEY = WFM_SCH_AGENT_STATE_NFM_STATE_NFM_STATE_KEY = WFM_SCH_AGENT_STATE_NFM_STATE_NFM_STATE_KEY = WFM_SCH_AGENT_STATE_NFM_STATE_NFM_STATE_NFM_STATE_NFM_STATE_NFM_STATE_NFM_STAT

	<pre>(WFM_STATE_TYPE.WFM_STATE_TYPE_KEY = WFM_STATE.WFM_STATE_TYPE_KEY) WHERE WFM_STATE_TYPE.WFM_STATE_TYPE_NAME IN ('Marked Time') AND WFM_SCH_AGENT_STATE.WFM_STATE_END &gt;= ? AND WFM_SCH_AGENT_STATE.WFM_STATE_START &lt; ? GROUP BY WFM_SITE.WFM_SITE_NAME, WFM_AGENT.LAST_NAME, WFM_AGENT.LAST_NAME, WFM_SCH_AGENT_DAY.WFM_DATE ORDER BY WFM_SITE.WFM_SITE_NAME, WFM_TEAM.WFM_TEAM_NAME, WFM_AGENT.LAST_NAME, WFM_AGENT.LAST_NAME, WFM_AGENT.LAST_NAME, WFM_SCH_AGENT_LAST_NAME, WFM_SCH_AGENT_LAST_NAME, WFM_AGENT.LAST_NAME, WFM_SCH_AGENT_DAY.WFM_DATE ORDER BY WFM_SCH_AGENT_DAY.WFM_DATE</pre>
Schedule Marked Time Totals Query (Time Step Granularity)	<pre>Show query. [+] SELECT WFM_SITE.WFM_SITE_NAME, WFM_AGENT.LAST_NAME, WFM_AGENT.LAST_NAME, WFM_AGENT.LAST_NAME, WFM_SCH_AGENT_STATE_TIMESTEP.WFM_TIME_STEP, WFM_SCH_AGENT_STATE_TIMESTEP.WFM_STATE_DURATION FROM WFM_SCH_AGENT_STATE_TIMESTEP.WFM_SCH_AGENT_DAY_KEY = WFM_SCH_AGENT_DAY_WFM_SCH_AGENT_DAY_KEY = WFM_SCH_AGENT_DAY.WFM_SCH_AGENT_DAY_KEY = WFM_SCH_AGENT_DAY.WFM_SCH_AGENT_MEY = WFM_SCH_AGENT_DAY.WFM_SCH_AGENT_KEY = WFM_SCH_AGENT_DAY.WFM_SITE.WFM_SITE_KEY = WFM_SCH_AGENT_DAY.WFM_SITE.WFM_SITE_KEY = WFM_SCH_AGENT_DAY.WFM_SITE_KEY) JOIN WFM_SITE ON (WFM_SITE.WFM_SITE_KEY = WFM_SCH_AGENT_DAY.WFM_SITE_KEY) JOIN WFM_SITE ON (WFM_STATE.WFM_STATE_KEY = WFM_SCH_AGENT_WFM_TEAM_KEY) JOIN WFM_STATE ON (WFM_STATE.WFM_STATE_KEY = WFM_SCH_AGENT_STATE_TIMESTEP.WFM_STATE_KEY = WFM_SCH_AGENT_STATE_TIMESTEP.WFM_STATE_KEY) JOIN WFM_STATE ON (WFM_STATE.WFM_STATE_KEY = WFM_SCH_AGENT_STATE_TIMESTEP.WFM_STATE_KEY = WFM_SCH_AGENT_STATE_TIMESTEP.WFM_STATE_KEY = WFM_SCH_AGENT_STATE_TIMESTEP.WFM_STATE_KEY = WFM_SCH_AGENT_STATE_TIMESTEP.WFM_STATE_KEY = WFM_SCH_AGENT_STATE_TYPE_NAME_IN ('Marked Time') AND WFM_SCH_AGENT_STATE_TIMESTEP.WFM_TIME_STEP &gt;= ? AND WFM_SCH_AGENT_STATE_TIMESTEP.WFM_TIME_STEP <? ORDER BY WFM_SITE.WFM_SITE_NAME, WFM_AGENT_IRST_NAME, WFM_AGENT_IRST_NAME, WFM_SCH_AGENT_STATE_TIMESTEP.WFM_TIME_STEP </pre></pre>
Weekly Schedule Report Query	Show query [+] SELECT WFM_SITE.WFM_SITE_NAME, WFM_TEAM.WFM_TEAM_NAME, WFM_AGENT.EMPLOYEE_ID, WFM_AGENT.LAST_NAME, WFM_AGENT.LAST_NAME, WFM_SCH_AGENT_DAY.WFM_DATE, WFM_SCH_AGENT_DAY.WFM_FULL_DAY, WFM_SCH_AGENT_DAY.WFM_DAY_START,

	<pre>WFM_SCH_AGENT_DAY.WFM_DAY_END, SUM(WFM_SCH_AGENT_DAY.WFM_SCHEDULE_DURATION) AS SCHEDULE_DURATION, SUM(WFM_SCH_AGENT_DAY.WFM_PAID_DURATION) AS PAID_DURATION, SUM(WFM_SCH_AGENT_DAY.WFM_WORK_DURATION) AS WORK_DURATION, SUM(WFM_SCH_AGENT_DAY.WFM_OVERTIME_DURATION) AS OVERTIME_DURATION FROM WFM_SCH_AGENT_DAY.WFM_OVERTIME_DURATION) AS OVERTIME_DURATION FROM WFM_SCH_AGENT_DAY.WFM_OVERTIME_STATE_KEY = WFM_SCH_AGENT_DAY.WFM_STATE.WFM_STATE_KEY = WFM_SCH_AGENT_DAY.WFM_SITE_KEY) JOIN WFM_STATE ON (WFM_SITE.WFM_SITE_KEY = WFM_SCH_AGENT_DAY.WFM_SITE_KEY) JOIN WFM_AGENT_ON (WFM_SITE_KEY) LEFT JOIN WFM_TEAM_ON (WFM_TEAM.WFM_TEAM_KEY = WFM_SCH_AGENT_DAY.WFM_DATE &gt;= ? AND WFM_SCH_AGENT_DAY.WFM_DATE &gt;= ? AND WFM_SITE.WFM_SITE_NAME, WFM_SCH_AGENT_DAY.WFM_DATE &lt;= ? GROUP BY WFM_SITE.WFM_SITE_NAME, WFM_SCH_AGENT_DAY.WFM_DATE, WFM_SCH_AGENT_DAY.WFM_DATE, WFM_SCH_AGENT_DAY.WFM_DATE, WFM_SCH_AGENT_DAY.WFM_DATE, WFM_SCH_AGENT_DAY.WFM_DATE, WFM_SCH_AGENT_DAY.WFM_DATE, WFM_SCH_AGENT_DAY.WFM_DATE, WFM_SCH_AGENT_DAY.WFM_DAY_SITART, WFM_SCH_AGENT_DAY.WFM_DAY_SITART, WFM_SCH_AGENT_DAY.WFM_DAY_END, WFM_SCH_AGENT_DAY.WFM_DAY_END, WFM_SCH_AGENT_DAY.WFM_DAY_SITART, WFM_SCH_AGENT_DAY.WFM_DAY_SITART, WFM_SCH_AGENT_DAY.WFM_DAY_END, WFM_SCH_AGENT_DAY.WFM_DAY_END, WFM_SCH_AGENT_DAY.WFM_DAY_END, WFM_SCH_AGENT_DAY.WFM_DAY_END, WFM_SCH_AGENT_DAY.WFM_DAY_END, WFM_SCH_AGENT_DAY.WFM_DAY_END, WFM_SCH_AGENT_DAY.WFM_DAY_END, WFM_SCH_AGENT_DAY.WFM_DAY_END, WFM_SCH_AGENT_DAY.WFM_DAY_END, WFM_SCH_AGENT_DAY.WFM_DAY_END, WFM_SCH_AGENT_DAY.WFM_DAY_END, WFM_SCH_AGENT_DAY.WFM_DAY_END, WFM_SCH_AGENT_DAY.WFM_DAY_END, WFM_SCH_AGENT_LAST_NAME, WFM_AGENT.FIRST_NAME, WFM_AGENT.FIRST_NAME, WFM_AGENT_LAST_NAME, WFM_SCH_AGENT_DAY.WFM_DATE</pre>
Schedule State Group (SSG) Totals Query	<pre>Show query [+] SELECT WFM_BU.WFM_BU_NAME, WFM_SITE.WFM_SITE_NAME, WFM_SITE.WFM_SITE_NAME, WFM_SCH_AGENT_STATE_TIMESTEP.WFM_TIME_STEP, WFM_SSG.WFM_SSG_NAME, SUM(WFM_SCH_AGENT_STATE_TIMESTEP.WFM_STATE_DURATION) / 15 AS WFM_SSG_TOTAL, WFM_SSG.WFM_SSG_WEIGHT FROM WFM_SCH_AGENT_STATE_TIMESTEP JOIN WFM_SCH_AGENT_DAY_ON (WFM_SCH_AGENT_DAY_WFM_SCH_AGENT_DAY_KEY = WFM_SCH_AGENT_DAY_WFM_SCH_AGENT_KEY = WFM_SCH_AGENT_DAY_WFM_SCH_AGENT_KEY = WFM_SCH_AGENT_DAY_WFM_SITE_KEY) JOIN WFM_BU_ON (WFM_SITE.WFM_SITE_KEY = WFM_SITE.WFM_BU_KEY) JOIN WFM_STATE_ON (WFM_SITE_KEY) JOIN WFM_STATE_ON (WFM_SITE_KEY) JOIN WFM_STATE_ON (WFM_SITE_KEY) JOIN WFM_STATE_ON (WFM_SITE.KEY) JOIN WFM_STATE_ON (WFM_STATE.WFM_STATE_KEY = WFM_SCH_AGENT_STATE_TIMESTEP.WFM_STATE_KEY = WFM_SCH_AGENT_STATE_TIMESTEP.WFM_TIME_STEP &gt;= '11/14/ 2013' AND WFM_SCH_AGENT_STATE_TIMESTEP.WFM_TIME_STEP &lt; '11/15/2013' AND WFM_SITE_NAME = 'Sched Pot 4'</pre>

	GROUP BY WFM_BU.WFM_BU_NAME, WFM_SITE.WFM_SITE_NAME, WFM_SCH_AGENT_STATE_TIMESTEP.WFM_TIME_STEP, WFM_SSG.WFM_SSG_NAME, WFM_SSG.WFM_SSG_WEIGHT ORDER BY WFM_SCH_AGENT_STATE_TIMESTEP.WFM_TIME_STEP, WFM_SSG.WFM_SSG_WEIGHT
Activity Schedule Coverage Query	<pre>Show query [+] SELECT WFM_BU.WFM_BU_NAME, WFM_SCH_AGENT_STATE_TIMESTEP.WFM_TIME_STEP, WFM_ACTIVITY_WFM_ACTIVITY_NAME, WFM_SCH_AGENT_STATE_TIMESTEP.WFM_STATE_DURATION) / IS AS WFM_ACTIVITY_COVERAGE FROM WFM_SCH_AGENT_DAY_ON (WFM_SCH_AGENT_DAY_MFM_SCH_AGENT_DAY_KEY = WFM_SCH_AGENT_DAY_WFM_SCH_AGENT_DAY_KEY) JOIN WFM_SCH_AGENT_DAY_WFM_SCH_AGENT_LAY_KEY) JOIN WFM_SCH_AGENT_ON (WFM_AGENT.KEY) JOIN WFM_SCH_AGENT_ON (WFM_STETE.WFM_STATE_KEY = WFM_SCH_AGENT_DAY_WFM_SITE_KEY) JOIN WFM_SITE ON (WFM_STATE.WFM_SITE_KEY = WFM_SCH_AGENT_DAY_WFM_SITE_KEY) JOIN WFM_SITE ON (WFM_STATE.WFM_SITE_KEY = WFM_SCH_AGENT_DAY_WFM_SITE_KEY) JOIN WFM_SITE ON (WFM_STATE.WFM_SITE_KEY = WFM_SCH_AGENT_STATE_TIMESTEP.WFM_SITE_KEY) JOIN WFM_SITATE_TYPE ON (WFM_STATE_TYPE ON (WFM_STATE_TYPE_KEY) JOIN WFM_STATE_TYPE_KEY) JOIN WFM_STATE_TYPE.WFM_STATE_TYPE_KEY = WFM_SCALAGENT_STATE_TYPE_KEY = WFM_STATE_WFM_STATE_ID AND WFM_SITATE_TYPE.WFM_SITATE_TIMESTEP.WFM_CITIVITY_KEY = WFM_SCALAGENT_STATE_TIMESTEP.WFM_TIME_STEP &gt;= '11/14/ 2013' AND WFM_SCH_AGENT_STATE_TIMESTEP.WFM_TIME_STEP &gt;= '11/14/ 2013' AND WFM_SCH_AGENT_STATE_TIMESTEP.WFM_TIME_STEP &lt; '11/15/2013' AND WFM_SCH_AGENT_STATE_TIMESTEP.WFM_TIME_STEP &lt; '11/15/2013' AND WFM_SCH_AGENT_STATE_TIMESTEP.WFM_TIME_STEP &lt; '11/15/2013' AND WFM_SCH_AGENT_STATE_TIMESTEP.WFM_TIME_STEP, WFM_ACTIVITY_WFM_ACTIVITY_NAME</pre>

#### Performance Statistics Queries

Schedule Daily Summary for Activity Schedule Daily Summary for Activity WFM_ACTIVITY.WFM_ACT WFM_PERF_ITEM_DAY.WFI WFM_PERF_ITEM_WFM_PERF_ITEM_DAY SUM(WFM_PERF_ITEM_DAY	VITY_NAME, 1_DATE,

	<pre>FROM WFM_PERF_ITEM_DAY JOIN WFM_ACTIVITY_ON (WFM_ACTIVITY.WFM_ACTIVITY_KEY = WFM_PERF_ITEM_DAY.WFM_ACTIVITY_KEY) JOIN WFM_SITE ON (WFM_SITE_WFM_SITE_KEY = WFM_ACTIVITY.WFM_SITE_KEY) JOIN WFM_PERF_ITEM_ON (WFM_PERF_ITEM.WFM_PERF_ITEM_KEY) WHM_PERF_ITEM_DAY.WFM_PERF_ITEM_KEY) WHERE WFM_PERF_ITEM_DAY.WFM_DATE &gt;= ? AND WFM_PERF_ITEM_DAY.WFM_DATE &lt;= ? AND WFM_PERF_ITEM_WFM_PERF_ITEM_CODE IN ('SCH_HEADCOUNT', 'SCH_SERVICE_PCT', 'FRC_CALC_SERVICE_PCT', 'SCH_IV', 'FRC_CALC_MAN_HOURS', 'FRC_CALC_SERVICE_PCT', 'SCH_IV', 'SCH_MAN_HOURS', 'SCH_ASA', 'FRC_CALC_ASA', 'SCH_MAX_OCCUPANCY_PCT', 'FRC_CALC_MAX_OCCUPANCY_PCT') GROUP BY WFM_SITE.WFM_SITE_NAME, WFM_ACTIVITY.WFM_ACTIVITY_NAME, WFM_PERF_ITEM_WFM_PERF_ITEM_CODE ORDER BY WFM_SITE.WFM_SITE_NAME, WFM_ACTIVITY.WFM_ACTIVITY_NAME, WFM_ACTIVITY.WFM_ACTIVITY_NAME, WFM_ACTIVITY.WFM_ACTIVITY_NAME, WFM_ACTIVITY.WFM_ACTIVITY_NAME, WFM_PERF_ITEM_DAY.WFM_DATE, WFM_PERF_ITEM_DAY.WFM_DATE, WFM_PERF_ITEM_DAY.WFM_DATE, WFM_PERF_ITEM_DAY.WFM_PERF_ITEM_CODE</pre>
Schedule Daily Summary for Multi-Site Activity (MSA)	<pre>Show query [+] SELECT WFM_BU.WFM_BU_NAME, WFM_ACTIVITY.WFM_ACTIVITY_NAME, WFM_PERF_ITEM_DAY.WFM_DATE, WFM_PERF_ITEM_DAY.WFM_PERF_ITEM_VALUE) FROM WFM_PERF_ITEM_DAY.WFM_PERF_ITEM_VALUE) FROM WFM_PERF_ITEM_DAY JOIN WFM_ACTIVITY ON (WFM_ACTIVITY.WFM_ACTIVITY_KEY = WFM_PERF_ITEM_DAY.WFM_ACTIVITY_KEY AND WFM_ACTIVITY.WFM_ACTIVITY_TYPE_KEY &lt;&gt; 10) JOIN WFM_BU ON (WFM_BU.WFM_BU_KEY = WFM_PERF_ITEM_DAY.WFM_DATE_VEX WFM_PERF_ITEM_DAY.WFM_PERF_ITEM.WFM_PERF_ITEM_KEY = WFM_PERF_ITEM_DAY.WFM_DATE &gt;= ? AND WFM_PERF_ITEM_DAY.WFM_DATE &gt;= ? AND WFM_PERF_ITEM_DAY.WFM_DATE &lt;= ? CALC_SERVICE_PCT', 'SCH_IV', 'FRC_IV', 'SCH_AHT', 'FRC_AHT', 'FRC_CALC_FTE', 'FRC_REQ_FTE', 'SCH_FTE', 'SCH_ASA', 'FRC_CALC_ASA', 'SCH_MAX_OCCUPANCY_PCT', 'FRC_CALC_MAX_OCCUPANCY_PCT') GROUP BY WFM_BU.WFM_BU_NAME, WFM_PERF_ITEM_DAY.WFM_DATE, WFM_PERF_ITEM_DAY.WFM_DATE, WFM_PERF_ITEM_DAY.WFM_DATE, WFM_PERF_ITEM_DAY.WFM_DATE, WFM_PERF_ITEM_DAY.WFM_DATE, WFM_PERF_ITEM_DAY.WFM_DATE, WFM_PERF_ITEM_MAME, WFM_ACTIVITY.WFM_ACTIVITY_NAME, WFM_PERF_ITEM_DAY.WFM_DATE, WFM_PERF_ITEM_DAY.WFM_DATE, WFM_PERF_ITEM_DAY.WFM_DATE, WFM_PERF_ITEM_WFM_PERF_ITEM_CODE ORDER BY WFM_BU.WFM_BU_NAME, WFM_ACTIVITY.WFM_ACTIVITY_NAME, WFM_PERF_ITEM_WFM_PERF_ITEM_CODE</pre>
Schedule Daily Summary for Activity Group (AG)	<pre>Show query [+] SELECT WFM_BU.WFM_BU_NAME, WFM_ACTIVITY.WFM_ACTIVITY_NAME, WFM_PERF_ITEM_DAY.WFM_DATE,</pre>

	<pre>WFM_PERF_ITEM.WFM_PERF_ITEM_CODE, SUM(WFM_PERF_ITEM_DAY.WFM_PERF_ITEM_VALUE) FROM WFM_PERF_ITEM_DAY JOIN WFM_ACTIVITY_ON (WFM_ACTIVITY.WFM_ACTIVITY_KEY = WFM_PERF_ITEM_DAY.WFM_ACTIVITY_KEY AND WFM_ACTIVITY.WFM_SITE_KEY IS NULL AND WFM_ACTIVITY.WFM_ACTIVITY_TYPE_KEY = 10) JOIN WFM_BU ON (WFM_BU.WFM_BU_KEY = WFM_ACTIVITY.WFM_BU_KEY) JOIN WFM_PERF_ITEM_ON (WFM_PERF_ITEM.WFM_PERF_ITEM_KEY = WFM_PERF_ITEM_DAY.WFM_PERF_ITEM_KEY) WHERE WFM_PERF_ITEM_DAY.WFM_DATE &gt;= ? AND WFM_PERF_ITEM_DAY.WFM_DATE &lt;= ? AND WFM_PERF_ITEM_DAY.WFM_DATE &lt;= ? AND WFM_PERF_ITEM_DAY.WFM_DATE &lt;= ? AND WFM_PERF_ITEM_WFM_PERF_ITEM_CODE IN ('SCH_HEADCOUNT', 'SCH_SERVICE_PCT', 'FRC_CALC_SERVICE_PCT', 'SCH_IV', 'FRC_IV', 'SCH_AHT', 'FRC_AHT', 'FRC_CALC_MAN_HOURS', 'SCH_ASA', 'FRC_CALC_ASA', 'SCH_MAN_HOURS', 'SCH_ASA', 'FRC_ASA', 'SCH_ASA', 'SCH_MAN_HOURS', 'SCH_ASA', 'SCH_ASA',</pre>
Schedule Daily Summary for Site	<pre>Show query[+] SELECT WFM_BU.WFM_BU_NAME, WFM_SITE.WFM_SITE_NAME, WFM_PERF_ITEM_DAY.WFM_DATE, WFM_PERF_ITEM_DAY.WFM_PERF_ITEM_CODE, SUM(WFM_PERF_ITEM_DAY.WFM_PERF_ITEM_VALUE) FROM WFM_PERF_ITEM_DAY JOIN WFM_SITE ON (WFM_SITE.WFM_SITE_KEY = WFM_PERF_ITEM_DAY.WFM_SITE_KEY) JOIN WFM_SUTE ON (WFM_BU.WFM_BU_KEY = WFM_SITE.WFM_BU_KEY) JOIN WFM_PERF_ITEM_ON (WFM_PERF_ITEM.WFM_PERF_ITEM_KEY) = WFM_PERF_ITEM_DAY.WFM_DATE &gt;= ? AND WFM_PERF_ITEM_DAY.WFM_DATE &lt;= ? AND WFM_PERF_ITEM_DAY.WFM_DATE &lt;= ? AND WFM_PERF_ITEM_DAY.WFM_DATE &lt;= ? AND WFM_PERF_ITEM_MFM_PERF_ITEM_CODE IN ('SCH_HEADCOUNT', 'SCH_SERVICE_PCT', 'FRC_CALC_SERVICE_PCT', 'SCH_IV', 'FRC_IV', 'SCH_AHT', 'FRC_AHT', 'FRC_CALC_FTE', 'FRC_REQ_FTE', 'SCH_FTE', 'SCH_ASA', 'FRC_CALC_ASA', 'SCH_MAX_OCCUPANCY_PCT', 'FRC_CALC_MAX_OCCUPANCY_PCT') GROUP BY WFM_BU_WFM_BU_NAME, WFM_PERF_ITEM_MFM_PERF_ITEM_CODE ORDER BY WFM_PERF_ITEM_DAY.WFM_DATE, WFM_PERF_ITEM_MAME, WFM_PERF_ITEM_MAME, WFM_PERF_ITEM_MAME, WFM_PERF_ITEM_MAME, WFM_PERF_ITEM_DAY.WFM_DATE, WFM_PERF_ITEM_MAME, WFM_PERF_ITEM_MAM</pre>
Schedule Intraday Summary for Activity	Show query [+] SELECT

	<pre>WFM_SITE.WFM_SITE_NAME, WFM_ACTIVITY.WFM_ACTIVITY_NAME, WFM_PERF_ITEM_TIMESTEP.WFM_TIME_STEP, WFM_PERF_ITEM_TIMESTEP.WFM_PERF_ITEM_VALUE) FROM WFM_PERF_ITEM_TIMESTEP JOIN WFM_PERF_ITEM_DAY_ON (WFM_PERF_ITEM_DAY.WFM_PERF_ITEM_DAY_KEY)= WFM_PERF_ITEM_TIMESTEP.WFM_PERF_ITEM_DAY_KEY) JOIN WFM_ACTIVITY_ON (WFM_ACTIVITY_WFM_ACTIVITY_KEY = WFM_PERF_ITEM_DAY.WFM_ACTIVITY_KEY) JOIN WFM_SITE ON (WFM_SITE.WFM_SITE_KEY = WFM_PERF_ITEM_DAY.WFM_ACTIVITY_KEY) JOIN WFM_SITE ON (WFM_SITE.WFM_SITE_KEY = WFM_PERF_ITEM_DAY.WFM_DERF_ITEM.WFM_PERF_ITEM_KEY = WFM_PERF_ITEM_DAY.WFM_PERF_ITEM_KEY) MHEMEE WFM_PERF_ITEM_DAY.WFM_DATE = ? AND WFM_PERF_ITEM_DAY.WFM_DATE = ? AND WFM_PERF_ITEM_DAY.WFM_DATE = ? AND WFM_PERF_ITEM_OAY.WFM_PERF_ITEM_CODE IN ('SCH_HEADCOUNT', 'SCH_SERVICE_PCT', 'FRC_CALC_SERVICE_PCT', 'SCH_IV', 'FRC_IV', 'SCH_AHT', 'FRC_AHT', 'FRC_CALC_STAFFING', 'FRC_REQ_STAFFING', 'SCH_OVERAGE', 'SCH_ASA', 'FRC_CALC_ASA', 'SCH_MAX_OCCUPANCY_PCT', 'FRC_CALC_MAX_OCCUPANCY_PCT') GROUP BY WFM_SITE.WFM_SITE_NAME, WFM_PERF_ITEM_TIMESTEP.WFM_TIME_STEP, WFM_PERF_ITEM_TIMESTEP.WFM_TIME_STEP, WFM_PERF_ITEM_TIMESTEP.WFM_TIME_STEP, WFM_PERF_ITEM_TIMESTEP.WFM_TIME_STEP, WFM_PERF_ITEM_TIMESTEP.WFM_TIME_STEP, WFM_PERF_ITEM_TIMESTEP.WFM_TIME_STEP, WFM_PERF_ITEM_TIMESTEP.WFM_TIME_STEP, WFM_PERF_ITEM_TIMESTEP.WFM_TIME_STEP, WFM_PERF_ITEM_TIMESTEP.WFM_TIME_STEP, WFM_PERF_ITEM_TIMESTEP.WFM_TIME_STEP, WFM_PERF_ITEM_TIMESTEP.WFM_TIME_STEP, WFM_PERF_ITEM_TIMESTEP.WFM_TIME_STEP, WFM_PERF_ITEM_WFM_PERF_ITEM_CODE ORDER BY WFM_PERF_ITEM_WFM_PERF_ITEM_CODE</pre>
Schedule Intraday Summary for Multi-Site Activity (MSA)	<pre>Show query[+] SELECT WFM_BU.WFM_BU_NAME, WFM_ACTIVITY.WFM_ACTIVITY_NAME, WFM_PERF_ITEM_TIMESTEP.WFM_TIME_STEP, WFM_PERF_ITEM_TIMESTEP.WFM_PERF_ITEM_VALUE) FROM WFM_PERF_ITEM_TIMESTEP.WFM_PERF_ITEM_VALUE) FROM WFM_PERF_ITEM_DAY_ON (WFM_PERF_ITEM_DAY_WFM_PERF_ITEM_DAY_KEY = WFM_PERF_ITEM_DAY_WFM_PERF_ITEM_DAY_KEY = WFM_PERF_ITEM_DAY_WFM_PERF_ITEM_DAY_KEY = WFM_PERF_ITEM_DAY_WFM_ACTIVITY_WFM_ACTIVITY_KEY = WFM_PERF_ITEM_DAY_WFM_ACTIVITY_WFM_ACTIVITY_KEY = WFM_ACTIVITY.WFM_ACTIVITY_TPE_KEY AND WFM_ACTIVITY_WFM_SITE_KEY IS NULL AND WFM_ACTIVITY_WFM_BU_KEY) JOIN WFM_BU ON (WFM_BU_WFM_BU_KEY = WFM_PERF_ITEM_DAY_WFM_DERF_ITEM_WFM_PERF_ITEM_KEY = WFM_PERF_ITEM_DAY_WFM_PERF_ITEM_KEY) WHERE WFM_PERF_ITEM_DAY_WFM_DATE = ? AND WFM_PERF_ITEM_DAY_WFM_DATE = ? AND WFM_PERF_ITEM_DAY_WFM_PERF_ITEM_CODE IN ('SCH_HEADCOUNT', 'SCH_SERVICE_PCT', 'FRC_CALT', 'FRC_CALC_STAFFING', 'FRC_CALC_SERVICE_PCT', 'SCH_IV', 'FRC_CALC_STAFFING', 'FRC_CALT', 'FRC_CALC_STAFFING', 'FRC_CALC_ASA', 'SCH_MAX_OCCUPANCY_PCT', 'FRC_CALC_ASA', 'SCH_MAX_OCCUPANCY_PCT', 'FRC_CALC_ASA', 'SCH_MAX_OCCUPANCY_PCT', 'FRC_CALC_ASA', WFM_PERF_ITEM_ITME_STEP.WFM_TIME_STEP, WFM_PERF_ITEM_WFM_PERF_ITEM_CODE ORDER BY WFM_PERF_ITEM_TIMESTEP.WFM_TIME_STEP, WFM_PERF_ITEM_TIMESTEP.WFM_TIME_STEP,</pre>

	WFM_BU.WFM_BU_NAME, WFM_ACTIVITY.WFM_ACTIVITY_NAME, WFM_PERF_ITEM.WFM_PERF_ITEM_CODE
Schedule Intraday Summary for Activity Group (AG)	<pre>Show query [+] SELECT WFM_BU.WFM_BU_NAME, WFM_ACTIVITY.WFM_ACTIVITY_NAME, WFM_PERF_ITEM_TIMESTEP.WFM_TIME_STEP, WFM_PERF_ITEM_TIMESTEP.WFM_PERF_ITEM_VALUE) FROM WFM_PERF_ITEM_TIMESTEP.WFM_PERF_ITEM_VALUE) FROM WFM_PERF_ITEM_DAY.WFM_PERF_ITEM_DAY_KEY = WFM_PERF_ITEM_DAY_WFM_PERF_ITEM_DAY_KEY) JOIN WFM_ACTIVITY ON (WFM_ACTIVITY.WFM_ACTIVITY_KEY = WFM_PERF_ITEM_DAY.WFM_ACTIVITY_KEY AND WFM_ACTIVITY.WFM_SITE_KEY IS NULL AND WFM_ACTIVITY.WFM_SITE_KEY IS NULL AND WFM_ACTIVITY.WFM_BU_KEY] JOIN WFM_BU_ON (WFM_BU.WFM_BU_KEY = 10) JOIN WFM_BU_ON (WFM_PERF_ITEM_WFM_PERF_ITEM_KEY) WFM_ERF_ITEM_DAY.WFM_PERF_ITEM_KEY) WHERE WFM_PERF_ITEM_DAY.WFM_PERF_ITEM_KEY) WHERE WFM_PERF_ITEM_DAY.WFM_DATE = ? AND WFM_PERF_ITEM_DAY.WFM_PERF_ITEM_KEY) WHERE WFM_PERF_ITEM_ON_WFM_PERF_ITEM_COLE_N ('SCH_HEADCOUNT', 'SCH_SERVICE_PCT', 'FRC_CALC_SERVICE_PCT', 'SCH_IV', 'FRC_IV', 'SCH_AHT', 'FRC_AHT', 'FRC_CALC_STAFFING', 'FRC_REQ_STAFFING', 'SCH_OVERAGE', 'SCH_ASA', 'FRC_CALC_ASA', 'SCH_MAX_OCCUPANCY_PCT', 'FRC_CALC_ASA', 'SCH_MAX_OCCUPANCY_PCT', 'FRC_CALC_ASA', 'SCH_MAX_OCCUPANCY_PCT', 'FRC_CALC_ASA', 'SCH_MAX_OCCUPANCY_PCT', 'FRC_CALC_ASA', 'SCH_MAX_OCCUPANCY_PCT', 'FRC_CALC_ASA', 'SCH_MAX_OCCUPANCY_PCT', 'FRC_CALC_MAX_OCCUPANCY_PCT') GROUP BY WFM_PERF_ITEM_ITMESTEP.WFM_ITME_STEP, WFM_PERF_ITEM_ITMESTEP.WFM_ITME_STEP, WFM_PERF_ITEM_ITMESTEP.WFM_ITME_STEP, WFM_PERF_ITEM_ITME_STEP,WFM_ITME_STEP, WFM_PERF_ITEM_ITME_STEP.WFM_ITME_STEP, WFM_PERF_ITEM_ITME_STEP.WFM_ITME_STEP, WFM_PERF_ITEM_ITME_STEP.WFM_ITME_STEP, WFM_PERF_ITEM_ITME_STEP.WFM_ITME_STEP, WFM_PERF_ITEM_ITMESTEP.WFM_ITME_STEP, WFM_PERF_ITEM_ITME_STEP.WFM_ITME_STEP, WFM_PERF_ITEM_ITME_STEP.WFM_ITME_STEP, WFM_PERF_ITEM_ITME_STEP.WFM_ITME_STEP, WFM_PERF_ITEM_ITMESTEP.WFM_ITME_STEP, WFM_PERF_ITEM_ITME_STEP.WFM_ITME_STEP, WFM_PERF_ITEM_ITME_STEP.WFM_ITME_STEP, WFM_PERF_ITEM_ITMESTEP.WFM_ITME_STEP, WFM_PERF_ITEM_ITMESTEP.WFM_ITME_STEP, WFM_PERF_ITEM_WFM_PERF_ITEM_CODE</pre>
Schedule Intraday Summary for Site	<pre>Show query. [+] SELECT WFM_BU.WFM_BU_NAME, WFM_SITE.WFM_SITE_NAME, WFM_SITE.WFM_SITE_NAME, WFM_PERF_ITEM_TIMESTEP.WFM_TIME_STEP, WFM_PERF_ITEM_TIMESTEP.WFM_PERF_ITEM_VALUE) FROM WFM_PERF_ITEM_TIMESTEP.WFM_PERF_ITEM_VALUE) FROM WFM_PERF_ITEM_DAY_ON (WFM_PERF_ITEM_DAY_WFM_PERF_ITEM_DAY_KEY = WFM_PERF_ITEM_DAY.WFM_PERF_ITEM_DAY_KEY) JOIN WFM_SITE ON (WFM_SITE.KEY) JOIN WFM_SITE ON (WFM_SITE.KEY) JOIN WFM_BU_ON (WFM_BU.WFM_BU_KEY = WFM_SITE.WFM_BU_KEY) JOIN WFM_PERF_ITEM_DAY.WFM_PERF_ITEM_KEY = WFM_SITE.WFM_BU_KEY) JOIN WFM_BU_ON (WFM_PERF_ITEM_WFM_PERF_ITEM_KEY) WFM_PERF_ITEM_DAY.WFM_PERF_ITEM_KEY) WHERE WFM_PERF_ITEM_DAY.WFM_DATE = ? AND WFM_PERF_ITEM_DAY.WFM_DATE = ? AND WFM_PERF_ITEM_OAY.WFM_PERF_ITEM_CODE IN ('SCH_HEADCOUNT', 'SCH_SERVICE_PCT', 'FRC_CALC_SERVICE_PCT', 'SCH_IV', 'FRC_CALC_STAFFING', 'FRC_REQ_STAFFING', 'SCH_COVERAGE', 'SCH_ASA', 'FRC_CALC_ASA',</pre>

	<pre>'SCH_MAX_OCCUPANCY_PCT', 'FRC_CALC_MAX_OCCUPANCY_PCT') GROUP BY WFM_BU.WFM_BU_NAME, WFM_SITE.WFM_SITE_NAME, WFM_PERF_ITEM_TIMESTEP.WFM_TIME_STEP, WFM_PERF_ITEM.WFM_PERF_ITEM_CODE ORDER BY WFM_PERF_ITEM_TIMESTEP.WFM_TIME_STEP, WFM_BU_NEME, WFM_SITE.WFM_BU_NAME, WFM_SITE.WFM_SITE_NAME, WFM_PERF_ITEM.WFM_PERF_ITEM_CODE</pre>
	Show query [+]
Contact Center Performance Report for Activity	<pre>SELECT WFM_TIME_STEP, WFM_SITE.WFM_SITE_NAME, WFM_ACTIVITY.WFM_ACTIVITY_NAME, WFM_PACTIVITY.WFM_ACTIVITY_NAME, WFM_PERF_ITEM_TIMESTEP.WFM_PERF_ITEM_DAY_KEY = JOIN WFM_PERF_ITEM_DAY_ON (WFM_PERF_ITEM_DAY.WFM_PERF_ITEM_DAY_KEY) JOIN WFM_PERF_ITEM_DAY.WFM_PERF_ITEM_DAY_KEY) JOIN WFM_ACTIVITY ON (WFM_ACTIVITY_WFM_ACTIVITY_KEY = WFM_PERF_ITEM_DAY.WFM_ACTIVITY_KEY) JOIN WFM_SITE ON (WFM_SITE.WFM_SITE_KEY = WFM_PERF_ITEM_DAY.WFM_ACTIVITY_KEY) JOIN WFM_SITE ON (WFM_SITE.WFM_SITE_KEY = WFM_PERF_ITEM_DAY.WFM_PERF_ITEM.WFM_PERF_ITEM_KEY = WFM_PERF_ITEM_DAY.WFM_PERF_ITEM_KEY) JOIN WFM_SITE ON (WFM_SITE.WFM_SITE_KEY) WFM_ACTIVITY.WFM_SITE_KEY) WHEME WFM_TIME_STEP &gt;= ? AND WFM_TIME_STEP &lt; ? AND WFM_PERF_ITEM_WFM_PERF_ITEM_CODE IN ('ACT_IV', 'ACT_ABANDONED_IV_PCT', 'ACT_AHT', 'ACT_ASA', 'ACT_IV', 'ACT_SERVICE_PCT') GROUP BY WFM_SITE.WFM_SITE_NAME, WFM_ACTIVITY.WFM_ACTIVITY_NAME, WFM_PERF_ITEM_TIMESTEP.WFM_TIME_STEP ORDER BY WFM_SITE.WFM_SITE_NAME, WFM_ACTIVITY.WFM_ACTIVITY_NAME, WFM_ACTIVITY.WFM_ACTIVITY_NAME, WFM_ACTIVITY.WFM_ACTIVITY_NAME, WFM_ACTIVITY.WFM_ACTIVITY_NAME, WFM_SITE.WFM_SITE_NAME, WFM_SITE.WFM_SITE_NAME, WFM_SITE.WFM_SITE_NAME, WFM_PERF_ITEM_TIMESTEP.WFM_TIME_STEP, WFM_PERF_ITEM_TIMESTEP.WFM_TIME_STEP, WFM_PERF_ITEM_TIMESTEP.WFM_TIME_STEP, WFM_PERF_ITEM_TIMESTEP.WFM_TIME_STEP, WFM_PERF_ITEM_TIMESTEP.WFM_TIME_STEP, WFM_PERF_ITEM_TIMESTEP.WFM_TIME_STEP, WFM_PERF_ITEM_TIMESTEP.WFM_TIME_STEP, WFM_PERF_ITEM_WFM_PERF_ITEM_CODE</pre>