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Workforce Management Web for Supervisors Help

Adherence Totals Report

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Adherence Totals Report

To create an Adherence Totals Report:

1. On the **Reports** tab, select **Adherence Reports** from the Views menu.
2. Select **Adherence Totals Report** from the list in the Objects pane.
The Reports Wizard's first screen, Header, appears.
3. Optional: Generate a header on the report, by selecting **Show Header** and typing the header text into the text box.
4. Optional: Export the report to a file in the comma-separated values format, by selecting the check box **Create report with .csv friendly format**.
 - After the report is created, select **Actions > Save As** and then, **Comma Separated** as the report format.

Do not use Workforce Management (WFM) to print reports that you created in ".csv friendly format," because the result may be truncated. To print such a file correctly, open it in a program that reads the .csv format, and then print it.
5. Click **Next**.
6. On the **Date Range** screen, select a Granularity and a corresponding **Start Date and End Date**.
Your Granularity selection may restrict your Date selections.
7. Click **Next**.
8. In the **Target** section, select **Agent, Team, or Site** from the drop-down list.
9. Optional: Select the **Exclude Days Without Shifts** check box and then, click **Next**.
10. On the **Data** screen, select the targets (agents, teams, or sites) that you want to include in the report.
You can expand business units to display their sites. If you selected Team or Agent on the Target screen, you can further expand the tree's branches. You can select across multiple sites.
11. Click **Finish**.
The report appears in the Report Viewer.

Understanding the Adherence Totals Report

The report takes one of three forms depending on the target selected. The Site, Team, and Agent reports are detailed separately below.

The Site Adherence Totals Report

Business Unit [header]	The name of the business unit, if applicable, and its time zone.
Date Period [header]	The time range covered by the report.

Adherence Totals Report

Site	The name of each site included in the report.
Total Time	The combined total of the duration of the shift in the Master Schedule plus the non adherent time outside the shift for agents in each site.
Duration of Non Adherence	The length of time agents in each site were non adherent (within the shift and outside of the shift).
Duration of Non Adherence Out of Schedule	The length of time agents in each site were non adherent outside of the shift. This number makes up part of the Total Time and Duration of Non Adherence.
% of Adherence	The percentage of time that the agents in each site spent in a compliant state for each day included in the report.
% of Adherence per Day	The average of the compliant time for all sites for the specified day.
% Adherence per Week	The average of the compliant time for all sites for the specified week.
% Adherence per X Weeks	The average of the compliant time for all sites, for your specified period of up to six weeks.
% Adherence per Month	The average of the compliant time for all sites for the specified month.
% of Adherence for the Business Unit	The total average compliant time for all sites for the specified date range.

The Team Adherence Totals Report

Business Unit [header]	The name of the business unit, if applicable, and its time zone.
Site [header]	The name and time zone of the site.
Date Period [header]	The time range covered by the report.
Team	The name of each team included in the report.
Total Time	The combined total of the duration of the shift in the Master Schedule plus the non adherent time outside the shift for agents in each team.
Duration of Non Adherence	The length of time agents in each team were non adherent (within the shift and outside of the shift).
Duration of Non Adherence Out of Schedule	The length of time agents in each team were non adherent outside of the shift. This number makes up part of the Total Time and Duration of Non Adherence.
% of Adherence	The percentage of time that agents in each team spent in a compliant state for each day included in the report.
% of Adherence per Day	The average of the compliant time for all teams on the specified day.
% Adherence per Week	The average of the compliant time for all teams for the specified week.

% Adherence per X Weeks % Adherence per Month	The average of the compliant time for all teams, for a specified period of up to six weeks. The average of the compliant time for all teams, for the specified month.
% of Adherence for Site	An average of all daily adherence totals for the date period.

The Agent Adherence Totals Report

Site [header]	The name and time zone of the site.
Team [header]	The team displayed in the report.
Date Period [header]	The time range covered by the report. Each day is shown separately.
Agent	The name of each agent included in the selected team.
Total Time	The combined total of the duration of the shift in the Master Schedule plus the non adherent time outside the shift for each agent.
Duration of Non Adherence	The length of time each agent was non adherent (within the shift and outside of the shift).
Duration of Non Adherence Out of Schedule	The length of time each agent was non adherent outside of the shift. This number makes up part of the Total Time and Duration of Non Adherence.
% of Adherence	The percentage of time that each team spent in a compliant state for each day included in the report.
% of Adherence	The percentage of time that each agent spent in a compliant state for each day included in the report.
% of Adherence per Day	The average of the compliant time for all agents on the specified day.
% Adherence per Week % Adherence per X Weeks % Adherence per Month	The average of the compliant time for all agents for the specified week. The average of the compliant time for all agents, for a specified period of up to six weeks. The average of the compliant time for all agents, for the specified month.
% of Adherence for Team	An average of all daily adherence totals for the date period.