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Workforce Management Web for Supervisors Help

Individual Schedule Report

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Individual Schedule Report

To create an Individual Schedule Report:

1. On the **Reports** tab, select **Schedule Reports** from the Views menu.
2. Select **Individual Schedule** from the list in the Objects pane.
The Reports Wizard's first screen, **Header**, appears.
3. Optional: To generate a header on the report, select **Show Header** and type your header text into the text box.
Optional: To export the report to a file in the comma-separated values format, select the check box **Create report with .csv friendly format** (and then, after the report is created, select **Actions** > **Save As** and select **Comma Separated** as the report format). Do not use Workforce Management to print reports that you created in ".csv friendly format," because the result may be truncated. To print the file correctly, open it in a program that reads the .csv format, and then print it.
4. Click **Next**.
5. On the **Scenario** screen, select a schedule scenario or the Master Schedule. Then click **Next**.
You will not see this screen if the report is created from the Report Scheduler, because the report data is retrieved from the Master Schedule.
6. On the **Date Range** screen, **select** a Start and End date for the report. Then click **Next**.
7. On the **Data** screen, select the agent(s) for whom to generate the report.
You can expand business units to display their sites, teams, and agents.
8. Click **Finish**.
The report appears in the **Report Viewer**.

Understanding the Individual Schedule Report

Site [header]	The site's name and time zone.
Team [header]	The selected agent's team.
Agent [header]	The selected agent's name.
Date Period [header]	The total date range covered by the report.
Employee ID	The agent's company ID.
Day	The date for each information set.
Paid Hours	Total number of paid hours the agent works on each displayed day.
Schedule State	The agent's schedule states on each displayed day.
Start Time	The time at which the agent is scheduled to start each scheduled state.
End Time	The time at which the agent is scheduled to end each scheduled state.