Workforce Management Web for Supervisors Help

Performance Role Privileges

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Performance Role Privileges

The role privileges under **Performance** provide the following user access:

- **Read**—Controls user access to view Performance information in WFM Web for Supervisors. All users who have the **Read** privilege for the **Performance** module can see alerts when the configured thresholds have been exceeded.

- **Update Alerts**—Controls user access to modify alert thresholds and save changes in the **Alerts** view in the **Performance** module where users configure thresholds for each metric.

Important

The Alerts function in WFM Web for Supervisors uses Master Forecast and Schedule data as a baseline for acceptable performance results. If user-defined performance limits are violated (for example, if too many interactions are being abandoned, or if service levels fall too low), an **Alert** warning in the **Monitor** view notifies that action may be necessary.

For more information, see Performance Overview.