

# **GENESYS**

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## Workforce Management Web for Supervisors Help

**Performance Reports** 

## Performance Reports

Performance reports display site performance measures in tabular and/or graph formats. (For a complete list of all WFM, see the Reports List.)

The Performance reports are:

- Actual Overhead Report.
- Workforce Performance Report.
- · Contact Center Performance Report.
- · Contact Center Performance Graphs Report.

To create a report, click that report's link (above) and follow the steps.

#### Report Security Restrictions

You can view and print reports only for those sites for which you have security access.

#### Date Restrictions

For reports whose wizard includes a **Date Range** screen:

- If you select weekly or monthly granularity, the **Start Date** and **End Date** selectors may be constrained to particular days (to the week's start and end days, or to the selected month's first and last days).
- If you enter dates that do not match these constraints and click **Next**, an error message alerts you to change your selection.