



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Workforce Management Web for Supervisors Help

Staffing Build: Multimedia Service Level Objectives

12/17/2025

Contents

- 1 Staffing Build: Multimedia Service Level Objectives
 - 1.1 1. Fill in the percentage target for % of Deferred Work in
 - 1.2 2. Use the Service Level Template
 - 1.3 More About Interrupted and Non-Interrupted Time

Staffing Build: Multimedia Service Level Objectives

Use the **Specify Multimedia Service Level Objectives** screen in the Staffing Build Wizard to define service level objectives when you are building staffing volumes for a **Deferred** staffing activity, such as responding to emails.

Use either one of the following two procedures:

1. Fill in the percentage target for % of Deferred Work in

- a. Enter a value into each of the following fields: **Hrs**, **Min**, and **Sec**.
- b. Select a radio button from this group:
 - **Hours (default)**—use these controls:
 - In the field below this choice, enter hours, minutes, and seconds.
 - Select one of these radio buttons: **Non-interrupted Time** (default) or **Interrupted Time**.
 - **Business days**—In the field below this choice, enter an integer greater than 0.
- c. Select the **Save Deferred work in default SL properties** check box if you want to save the multimedia service level values you have specified as the default service level objective values.
- d. Click **Finish**.

— OR —

2. Use the Service Level Template

- a. Select the **Use Service Level Template**.
- b. Click **Load Template** to **load an existing template**.
- c. Select the **Save Deferred work in default SL properties** check box if you want to save the multimedia service level values specified in the template as the default service level objective values.
- d. Click **Finish**.

More About Interrupted and Non-Interrupted Time

When WFM calculates staffing, selecting interrupted time or non-interrupted time determines whether or not the Activity closed hours are counted.

For example, if you select **Interrupted Time** WFM does not account for the Activity closed hours when calculating the "idle in queue" time of interactions. If you select **Non-interrupted Time** WFM

does account for the Activity closed hours when calculating the "idle in queue" time of interactions.