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Workforce Management Web for Supervisors Help

[Schedule States Report](#)

Schedule States Report

To create a Schedule States Report:

1. On the **Reports** tab, select **Schedule Reports** from the Views menu.
2. Select **Schedule State Totals** 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 **Scenarios** screen, select a schedule scenario or the Master Schedule and 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** Start and End Dates and Times for the report.
Optional: You can check the **Show filter on the first page of the report only** check box, then click **Next**.

Tip

You can select fewer weeks than are defined in the scenario that you selected in **step 5**.

7. On the first **Data** screen, select teams and/or agents.
You can expand business units to display their sites, and expand sites to display their teams and agents. You can select any combination of teams and/or agents from multiple sites.
8. Click **Next**.
9. On the second **Data** screen, select schedule state groups and states.
You can expand business units to display their sites, and expand sites to display their schedule state groups and schedule states. You can select multiple schedule states across different sites.

Important

Schedule states that do not belong to any schedule state group are missing from this display, but you can include them in the report by selecting the site that includes them.

10. Click **Finish**.
The report appears in the **Report Viewer**.

Understanding the Schedule States Report

Site [header]	The site name and time zone.
Selected Schedule State Groups and Schedule States [header]	A comma-separated list of the schedule state groups and schedule states that were selected in the wizard, and are applicable to the selected site.
Team [header]	Agents are displayed by team.
Date and Time Period [header]	The dates covered by the report, and time period covered each day.
Employee ID	The agent's company ID.
Agent	The agent whose information is displayed.
Date	The date on which the schedule state's shift begins.
Schedule State	The name of the schedule state.
Start Time	The schedule state start time.
End Time	The schedule state end time.
Duration	The duration of each schedule state.
Paid Hours	The paid hours for each schedule state.
Total Duration/Paid Hours for Agent <i>(not labeled)</i>	This total appears beneath the statistics for each agent. Duration: The total duration of all the agent's schedule states during the time range covered by the report. Paid Hours: The total paid hours for all the agent's schedule states during the time range covered by the report.
Total Duration/Paid Hours for Team	This total appears at the end of the report. Duration: The total duration of all selected agents on each selected team. Paid Hours: The total paid hours of all selected agents on each selected team.
Total Duration/Paid Hours for Site	This total appears at the end of the report. Duration: The total duration of all selected agents from all selected teams on the site. Paid Hours: The total paid hours of all selected agents from all selected teams on the site.

Tip

The duration of full-day time off and full-day exceptions in the report are computed according to these rules:

- The duration of paid, full-day time-off items and exceptions are equal to Paid Time.
- The duration of unpaid, full-day time-off items and exceptions are equal to Standard

Daily Paid Hours from the agent's contract.

If the **Start Time** and **End Time** values are specified for time-off items and exceptions, the duration is estimated as the difference between those values.

In Genesys Administrator, if the **Reports > TotalsInStatesReport** property is set to true WFM uses the daily totals for calculations.