GENESYS™

Workforce Management Web for Supervisors Help

Schedule State Totals Report

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Schedule State Totals Report

To create a Schedule State Totals 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 (WFM) 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 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 a Granularity and a corresponding Start and End Date. (Your Granularity selection may restrict your Date selections.) Then click **Next**.

7. On the **Target** screen, select **Agent**, **Team**, or **Site** from the drop-down list. Then click **Next**.

8. On the **Options** screen, check the **Exclude Date Without State** and **Show filter on the first page of the report only** check boxes, if required, then click **Next**.

9. On the first **Data** screen, select the targets (agents, teams, or sites) to include in the report.
   You can expand business units to display their sites. If you selected **Team** or **Agent** in the **Target** Page, you can further expand the tree's branches. You can select across multiple sites.

10. Click **Next**.
    On the second **Data** screen, select the schedule states to include.

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

Understanding the Schedule State Totals Report

The report takes one of two forms, depending on the target that you selected.

The Site Schedule State Totals Report

Enterprise [header]	The enterprise covered by the report.
Business Unit [header]	The name of each business unit included in the report.
Date Period [header]	The time range covered by the report.

Selected Schedule State Groups and Schedule States [header]	The schedule state groups and schedule states covered by the report.
Site	The name of each site included in the report.
Total Duration for Business Unit	The combined time that all the business unit's agents spent in the selected schedule states, over the report date range.

The Team Schedule State Totals Report

Business Unit [header]	The name of each business unit included in the report.
Site [header]	The name and time zone of the site.
Date Period [header]	The time range covered by the report.
Selected Schedule State Groups and Schedule States [header]	The schedule state groups and schedule states covered by the report.
Team	The name of each team included in the report.
Day	Each matching date in the selected date range.
Duration	The time each agent spent in the selected schedule states, for each day included in the report.
Total Duration [per Agent]	The total time each agent spent in the selected schedule states, over the report's date range.
Total Duration for Site	The combined time that all the site's agents spent in the selected schedule states, over the report's date range.
Total Duration for Team	The combined time that all the team's agents spent in the selected schedule states, over the report's date range.

Tip

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

- If the start and end are specified or estimated by WFM Server, then the duration is the difference between the end and start values.

- If the start and end are *not* specified or estimated:

    - The durations of paid full-day time off and exceptions are equal to paid time.

    - The durations of unpaid full-day time off and exceptions are equal to `Standard Daily Paid Hours` from the agent's contract.