Workforce Management Administrator's Guide

WFM Metrics

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WFM Metrics

Find everything you need to know about Workforce Management (WFM) metrics, by clicking on these topic links.

- Schedule Summary Report
- Contact Center Performance Report
- Agent Adherence Report
- End Notes

Tip

A period in these metrics refers to the specific granularity of the report being run. For *Intra-day* granularity a period is 15 minutes; for *Daily* granularity a period is 1 day; and so on.