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# Workforce Management ETL Database Reference

Query Examples

5/5/2025

# Query Examples

This topic provides examples for the three types of queries that are used in the Workforce Management (WFM) ETL Database schema.

## Adherence Queries

Agent Adherence Totals (Daily granularity)	<p><b>Show query.. [+]</b></p> <pre> SELECT WFM_SITE.WFM_SITE_NAME, WFM_TEAM.WFM_TEAM_NAME, WFM_AGENT.FIRST_NAME, WFM_AGENT.LAST_NAME, WFM_ADH_AGENT_DAY.WFM_DATE, WFM_ADH_AGENT_DAY.WFM_SCHEDULE_DURATION, WFM_ADH_AGENT_DAY.WFM_NON_ADHERENCE_DURATION, WFM_ADH_AGENT_DAY.WFM_OUT_SCH_NON_ADH_DURATION, WFM_ADH_AGENT_DAY.WFM_ADHERENCE_PERC FROM WFM_ADH_AGENT_DAY JOIN WFM_SITE ON (WFM_SITE.WFM_SITE_KEY = WFM_ADH_AGENT_DAY.WFM_SITE_KEY) JOIN WFM_AGENT ON (WFM_AGENT.WFM_AGENT_KEY = WFM_ADH_AGENT_DAY.WFM_AGENT_KEY) LEFT JOIN WFM_TEAM ON (WFM_TEAM.WFM_TEAM_KEY = WFM_AGENT.WFM_TEAM_KEY) WHERE WFM_ADH_AGENT_DAY.WFM_DATE &gt;= ? AND WFM_ADH_AGENT_DAY.WFM_DATE &lt;= ? ORDER BY WFM_SITE.WFM_SITE_NAME, WFM_TEAM.WFM_TEAM_NAME, WFM_ADH_AGENT_DAY.WFM_DATE, WFM_AGENT.FIRST_NAME, WFM_AGENT.LAST_NAME </pre>
Team Adherence Totals (Daily granularity)	<p><b>Show query.. [+]</b></p> <pre> SELECT WFM_BU.WFM_BU_NAME, WFM_SITE.WFM_SITE_NAME, WFM_ADH_AGENT_DAY.WFM_DATE, WFM_TEAM.WFM_TEAM_NAME, SUM(WFM_ADH_AGENT_DAY.WFM_SCHEDULE_DURATION), SUM(WFM_ADH_AGENT_DAY.WFM_NON_ADHERENCE_DURATION), SUM(WFM_ADH_AGENT_DAY.WFM_OUT_SCH_NON_ADH_DURATION) FROM WFM_ADH_AGENT_DAY JOIN WFM_SITE ON (WFM_SITE.WFM_SITE_KEY = WFM_ADH_AGENT_DAY.WFM_SITE_KEY) JOIN WFM_BU ON (WFM_BU.WFM_BU_KEY = WFM_SITE.WFM_BU_KEY) LEFT JOIN WFM_TEAM ON (WFM_TEAM.WFM_TEAM_KEY = WFM_ADH_AGENT_DAY.WFM_TEAM_KEY) WHERE WFM_ADH_AGENT_DAY.WFM_DATE &gt;= ? AND WFM_ADH_AGENT_DAY.WFM_DATE &lt;= ? GROUP BY WFM_BU.WFM_BU_NAME, </pre>

	<pre> WFM_SITE.WFM_SITE_NAME, WFM_ADH_AGENT_DAY.WFM_DATE, WFM_TEAM.WFM_TEAM_NAME HAVING SUM(WFM_ADH_AGENT_DAY.WFM_SCHEDULE_DURATION) &gt; 0 ORDER BY WFM_BU.WFM_BU_NAME, WFM_SITE.WFM_SITE_NAME, WFM_ADH_AGENT_DAY.WFM_DATE, WFM_TEAM.WFM_TEAM_NAME </pre>
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## Schedule Queries

Schedule States	<p><b>Show query.. [+]</b></p> <pre> SELECT WFM_SITE.WFM_SITE_NAME, WFM_TEAM.WFM_TEAM_NAME, WFM_AGENT.EMPLOYEE_ID, WFM_AGENT.FIRST_NAME, WFM_AGENT.LAST_NAME, WFM_SCH_AGENT_DAY.WFM_DATE, WFM_STATE.WFM_STATE_NAME, WFM_SSG.WFM_SSG_NAME, WFM_SCH_AGENT_STATE.WFM_FULL_DAY, WFM_SCH_AGENT_STATE.WFM_STATE_START, WFM_SCH_AGENT_STATE.WFM_STATE_END, WFM_SCH_AGENT_STATE.WFM_STATE_DURATION, WFM_SCH_AGENT_STATE.WFM_PAID_DURATION FROM WFM_SCH_AGENT_STATE JOIN WFM_SCH_AGENT_DAY ON (WFM_SCH_AGENT_DAY.WFM_SCH_AGENT_DAY_KEY = WFM_SCH_AGENT_STATE.WFM_SCH_AGENT_DAY_KEY) JOIN WFM_AGENT ON (WFM_AGENT.AGENT_KEY = WFM_SCH_AGENT_DAY.WFM_AGENT_KEY) JOIN WFM_SITE ON (WFM_SITE.WFM_SITE_KEY = WFM_SCH_AGENT_DAY.WFM_SITE_KEY) LEFT JOIN WFM_TEAM ON (WFM_TEAM.WFM_TEAM_KEY = WFM_AGENT.WFM_TEAM_KEY) JOIN WFM_STATE ON (WFM_STATE.WFM_STATE_KEY = WFM_SCH_AGENT_STATE.WFM_STATE_KEY) JOIN WFM_STATE_TYPE ON (WFM_STATE_TYPE.WFM_STATE_TYPE_KEY = WFM_STATE.WFM_STATE_TYPE_KEY) LEFT JOIN WFM_SSG ON (WFM_SSG.WFM_SSG_KEY = WFM_STATE.WFM_SSG_KEY) WHERE WFM_STATE_TYPE.WFM_STATE_TYPE_NAME NOT IN ('Shift', 'Activity Set', 'Marked Time') AND WFM_SCH_AGENT_STATE.WFM_STATE_END &gt;= ? AND WFM_SCH_AGENT_STATE.WFM_STATE_START &lt; ? ORDER BY WFM_SITE.WFM_SITE_NAME, WFM_TEAM.WFM_TEAM_NAME, WFM_AGENT.EMPLOYEE_ID, WFM_SCH_AGENT_DAY.WFM_DATE, WFM_SCH_AGENT_STATE.WFM_STATE_START, WFM_STATE.WFM_STATE_KEY </pre>
Agent Schedule State Totals	<p><b>Show query.. [+]</b></p> <pre> SELECT WFM_SITE.WFM_SITE_NAME, </pre>

	<pre> WFM_TEAM.WFM_TEAM_NAME, WFM_AGENT.FIRST_NAME, WFM_AGENT.LAST_NAME, WFM_SCH_AGENT_DAY.WFM_DATE, SUM(WFM_SCH_AGENT_STATE_TIMESTEP.WFM_STATE_DURATION) FROM WFM_SCH_AGENT_STATE_TIMESTEP JOIN WFM_SCH_AGENT_DAY ON (WFM_SCH_AGENT_DAY.WFM_SCH_AGENT_DAY_KEY = WFM_SCH_AGENT_STATE_TIMESTEP.WFM_SCH_AGENT_DAY_KEY) JOIN WFM_AGENT ON (WFM_AGENT.AGENT_KEY = WFM_SCH_AGENT_DAY.WFM_AGENT_KEY) JOIN WFM_SITE ON (WFM_SITE.WFM_SITE_KEY = WFM_SCH_AGENT_DAY.WFM_SITE_KEY) LEFT JOIN WFM_TEAM ON (WFM_TEAM.WFM_TEAM_KEY = WFM_AGENT.WFM_TEAM_KEY) JOIN WFM_STATE ON (WFM_STATE.WFM_STATE_KEY = WFM_SCH_AGENT_STATE_TIMESTEP.WFM_STATE_KEY) JOIN WFM_SSG ON (WFM_SSG.WFM_SSG_KEY = WFM_STATE.WFM_SSG_KEY) WHERE WFM_SCH_AGENT_DAY.WFM_DATE &gt;= ? AND WFM_SCH_AGENT_DAY.WFM_DATE &lt;= ? GROUP BY WFM_SITE.WFM_SITE_NAME, WFM_TEAM.WFM_TEAM_NAME, WFM_AGENT.FIRST_NAME, WFM_AGENT.LAST_NAME, WFM_SCH_AGENT_DAY.WFM_DATE ORDER BY WFM_SITE.WFM_SITE_NAME, WFM_TEAM.WFM_TEAM_NAME, WFM_AGENT.FIRST_NAME, WFM_AGENT.LAST_NAME, WFM_SCH_AGENT_DAY.WFM_DATE </pre>
Team Schedule State Totals	<p><b>Show query.. [+]</b></p> <pre> SELECT WFM_BU.WFM_BU_NAME, WFM_SITE.WFM_SITE_NAME, WFM_TEAM.WFM_TEAM_NAME, WFM_SCH_AGENT_DAY.WFM_DATE, SUM(WFM_SCH_AGENT_STATE_TIMESTEP.WFM_STATE_DURATION) FROM WFM_SCH_AGENT_STATE_TIMESTEP JOIN WFM_SCH_AGENT_DAY ON (WFM_SCH_AGENT_DAY.WFM_SCH_AGENT_DAY_KEY = WFM_SCH_AGENT_STATE_TIMESTEP.WFM_SCH_AGENT_DAY_KEY) JOIN WFM_AGENT ON (WFM_AGENT.AGENT_KEY = WFM_SCH_AGENT_DAY.WFM_AGENT_KEY) JOIN WFM_SITE ON (WFM_SITE.WFM_SITE_KEY = WFM_SCH_AGENT_DAY.WFM_SITE_KEY) JOIN WFM_BU ON (WFM_BU.WFM_BU_KEY = WFM_SITE.WFM_BU_KEY) LEFT JOIN WFM_TEAM ON (WFM_TEAM.WFM_TEAM_KEY = WFM_SCH_AGENT_DAY.WFM_TEAM_KEY) JOIN WFM_STATE ON (WFM_STATE.WFM_STATE_KEY = WFM_SCH_AGENT_STATE_TIMESTEP.WFM_STATE_KEY) JOIN WFM_SSG ON (WFM_SSG.WFM_SSG_KEY = WFM_STATE.WFM_SSG_KEY) WHERE WFM_SCH_AGENT_DAY.WFM_DATE &gt;= ? AND WFM_SCH_AGENT_DAY.WFM_DATE &lt;= ? GROUP BY WFM_BU.WFM_BU_NAME, WFM_SITE.WFM_SITE_NAME, WFM_TEAM.WFM_TEAM_NAME, WFM_SCH_AGENT_DAY.WFM_DATE ORDER BY WFM_BU.WFM_BU_NAME, </pre>

	WFM_SITE.WFM_SITE_NAME, WFM_TEAM.WFM_TEAM_NAME, WFM_SCH_AGENT_DAY.WFM_DATE
Schedule Marked Time Report	<p><b>Show query.. [+]</b></p> <pre> SELECT WFM_SITE.WFM_SITE_NAME, WFM_TEAM.WFM_TEAM_NAME, WFM_AGENT.FIRST_NAME, WFM_AGENT.LAST_NAME, WFM_SCH_AGENT_DAY.WFM_DATE, WFM_STATE.WFM_STATE_NAME, WFM_SCH_AGENT_STATE.WFM_STATE_START, WFM_SCH_AGENT_STATE.WFM_STATE_END, WFM_SCH_AGENT_STATE.WFM_STATE_DURATION, WFM_SCH_AGENT_STATE.WFM_PAID_DURATION FROM WFM_SCH_AGENT_STATE JOIN WFM_SCH_AGENT_DAY ON (WFM_SCH_AGENT_DAY.WFM_SCH_AGENT_DAY_KEY = WFM_SCH_AGENT_STATE.WFM_SCH_AGENT_DAY_KEY) JOIN WFM_AGENT ON (WFM_AGENT.AGENT_KEY = WFM_SCH_AGENT_DAY.WFM_AGENT_KEY) JOIN WFM_SITE ON (WFM_SITE.WFM_SITE_KEY = WFM_SCH_AGENT_DAY.WFM_SITE_KEY) LEFT JOIN WFM_TEAM ON (WFM_TEAM.WFM_TEAM_KEY = WFM_AGENT.WFM_TEAM_KEY) JOIN WFM_STATE ON (WFM_STATE.WFM_STATE_KEY = WFM_SCH_AGENT_STATE.WFM_STATE_KEY) JOIN WFM_STATE_TYPE ON (WFM_STATE_TYPE.WFM_STATE_TYPE_KEY = WFM_STATE.WFM_STATE_TYPE_KEY) WHERE WFM_STATE_TYPE.WFM_STATE_TYPE_NAME IN ('Marked Time') AND WFM_SCH_AGENT_STATE.WFM_STATE_END &gt;= ? AND WFM_SCH_AGENT_STATE.WFM_STATE_START &lt; ? ORDER BY WFM_SITE.WFM_SITE_NAME, WFM_TEAM.WFM_TEAM_NAME, WFM_AGENT.FIRST_NAME, WFM_AGENT.LAST_NAME, WFM_SCH_AGENT_DAY.WFM_DATE, WFM_SCH_AGENT_STATE.WFM_STATE_START, WFM_STATE.WFM_STATE_KEY </pre>
Schedule Marked Time Totals (Daily granularity)	<p><b>Show query.. [+]</b></p> <pre> SELECT WFM_SITE.WFM_SITE_NAME, WFM_TEAM.WFM_TEAM_NAME, WFM_AGENT.FIRST_NAME, WFM_AGENT.LAST_NAME, WFM_SCH_AGENT_DAY.WFM_DATE, SUM(WFM_SCH_AGENT_STATE.WFM_STATE_DURATION), SUM(WFM_SCH_AGENT_STATE.WFM_PAID_DURATION) FROM WFM_SCH_AGENT_STATE JOIN WFM_SCH_AGENT_DAY ON (WFM_SCH_AGENT_DAY.WFM_SCH_AGENT_DAY_KEY = WFM_SCH_AGENT_STATE.WFM_SCH_AGENT_DAY_KEY) JOIN WFM_AGENT ON (WFM_AGENT.AGENT_KEY = WFM_SCH_AGENT_DAY.WFM_AGENT_KEY) JOIN WFM_SITE ON (WFM_SITE.WFM_SITE_KEY = WFM_SCH_AGENT_DAY.WFM_SITE_KEY) LEFT JOIN WFM_TEAM ON (WFM_TEAM.WFM_TEAM_KEY = WFM_AGENT.WFM_TEAM_KEY) JOIN WFM_STATE ON (WFM_STATE.WFM_STATE_KEY = WFM_SCH_AGENT_STATE.WFM_STATE_KEY) </pre>

	<pre> JOIN WFM_STATE_TYPE ON (WFM_STATE_TYPE.WFM_STATE_TYPE_KEY = WFM_STATE.WFM_STATE_TYPE_KEY) WHERE WFM_STATE_TYPE.WFM_STATE_TYPE_NAME IN ('Marked Time') AND WFM_SCH_AGENT_STATE.WFM_STATE_END &gt;= ? AND WFM_SCH_AGENT_STATE.WFM_STATE_START &lt; ? GROUP BY WFM_SITE.WFM_SITE_NAME, WFM_TEAM.WFM_TEAM_NAME, WFM_AGENT.FIRST_NAME, WFM_AGENT.LAST_NAME, WFM_SCH_AGENT_DAY.WFM_DATE ORDER BY WFM_SITE.WFM_SITE_NAME, WFM_TEAM.WFM_TEAM_NAME, WFM_AGENT.FIRST_NAME, WFM_AGENT.LAST_NAME, WFM_SCH_AGENT_DAY.WFM_DATE </pre>
Schedule Marked Time Totals (Timestep granularity)	<p><b>Show query.. [+]</b></p> <pre> SELECT WFM_SITE.WFM_SITE_NAME, WFM_TEAM.WFM_TEAM_NAME, WFM_AGENT.FIRST_NAME, WFM_AGENT.LAST_NAME, WFM_SCH_AGENT_STATE_TIMESTEP.WFM_TIME_STEP, WFM_SCH_AGENT_STATE_TIMESTEP.WFM_STATE_DURATION FROM WFM_SCH_AGENT_STATE_TIMESTEP JOIN WFM_SCH_AGENT_DAY ON (WFM_SCH_AGENT_DAY.WFM_SCH_AGENT_DAY_KEY = WFM_SCH_AGENT_STATE_TIMESTEP.WFM_SCH_AGENT_DAY_KEY) JOIN WFM_AGENT ON (WFM_AGENT.AGENT_KEY = WFM_SCH_AGENT_DAY.WFM_AGENT_KEY) JOIN WFM_SITE ON (WFM_SITE.WFM_SITE_KEY = WFM_SCH_AGENT_DAY.WFM_SITE_KEY) LEFT JOIN WFM_TEAM ON (WFM_TEAM.WFM_TEAM_KEY = WFM_AGENT.WFM_TEAM_KEY) JOIN WFM_STATE ON (WFM_STATE.WFM_STATE_KEY = WFM_SCH_AGENT_STATE_TIMESTEP.WFM_STATE_KEY) JOIN WFM_STATE_TYPE ON (WFM_STATE_TYPE.WFM_STATE_TYPE_KEY = WFM_STATE.WFM_STATE_TYPE_KEY) WHERE WFM_STATE_TYPE.WFM_STATE_TYPE_NAME IN ('Marked Time') AND WFM_SCH_AGENT_STATE_TIMESTEP.WFM_TIME_STEP &gt;= ? AND WFM_SCH_AGENT_STATE_TIMESTEP.WFM_TIME_STEP &lt; ? ORDER BY WFM_SITE.WFM_SITE_NAME, WFM_TEAM.WFM_TEAM_NAME, WFM_AGENT.FIRST_NAME, WFM_AGENT.LAST_NAME, WFM_SCH_AGENT_STATE_TIMESTEP.WFM_TIME_STEP </pre>
Weekly Schedule Report	<p><b>Show query.. [+]</b></p> <pre> SELECT WFM_SITE.WFM_SITE_NAME, WFM_TEAM.WFM_TEAM_NAME, WFM_AGENT.EMPLOYEE_ID, WFM_AGENT.FIRST_NAME, WFM_AGENT.LAST_NAME, WFM_SCH_AGENT_DAY.WFM_DATE, WFM_STATE.WFM_STATE_NAME, WFM_SCH_AGENT_DAY.WFM_FULL_DAY, </pre>

	<pre> WFM_SCH_AGENT_DAY.WFM_DAY_START, WFM_SCH_AGENT_DAY.WFM_DAY_END, SUM(WFM_SCH_AGENT_DAY.WFM_SCHEDULE_DURATION) AS SCHEDULE_DURATION, SUM(WFM_SCH_AGENT_DAY.WFM_PAID_DURATION) AS PAID_DURATION, SUM(WFM_SCH_AGENT_DAY.WFM_WORK_DURATION) AS WORK_DURATION, SUM(WFM_SCH_AGENT_DAY.WFM_OVERTIME_DURATION) AS OVERTIME_DURATION FROM WFM_SCH_AGENT_DAY JOIN WFM_STATE ON (WFM_STATE.WFM_STATE_KEY = WFM_SCH_AGENT_DAY.WFM_STATE_KEY) JOIN WFM_SITE ON (WFM_SITE.WFM_SITE_KEY = WFM_SCH_AGENT_DAY.WFM_SITE_KEY) JOIN WFM_AGENT ON (WFM_AGENT.WFM_AGENT_KEY = WFM_SCH_AGENT_DAY.WFM_AGENT_KEY) LEFT JOIN WFM_TEAM ON (WFM_TEAM.WFM_TEAM_KEY = WFM_AGENT.WFM_TEAM_KEY) WHERE WFM_SCH_AGENT_DAY.WFM_DATE &gt;= ? AND WFM_SCH_AGENT_DAY.WFM_DATE &lt;= ? GROUP BY WFM_SITE.WFM_SITE_NAME, WFM_TEAM.WFM_TEAM_NAME, WFM_AGENT.EMPLOYEE_ID, WFM_AGENT.FIRST_NAME, WFM_AGENT.LAST_NAME, WFM_SCH_AGENT_DAY.WFM_DATE, WFM_STATE.WFM_STATE_NAME, WFM_SCH_AGENT_DAY.WFM_DAY_START, WFM_SCH_AGENT_DAY.WFM_DAY_END, WFM_SCH_AGENT_DAY.WFM_FULL_DAY ORDER BY WFM_SITE.WFM_SITE_NAME, WFM_TEAM.WFM_TEAM_NAME, WFM_AGENT.EMPLOYEE_ID, WFM_AGENT.FIRST_NAME, WFM_AGENT.LAST_NAME, WFM_SCH_AGENT_DAY.WFM_DATE </pre>
Schedule State Group (SSG) Totals	<p><b>Show query.. [+]</b></p> <pre> SELECT WFM_BU.WFM_BU_NAME, WFM_SITE.WFM_SITE_NAME, WFM_SCH_AGENT_STATE_TIMESTEP.WFM_TIME_STEP, WFM_SSG.WFM_SSG_NAME, SUM(WFM_SCH_AGENT_STATE_TIMESTEP.WFM_STATE_DURATION) / 15 AS WFM_SSG_TOTAL, WFM_SSG.WFM_SSG_WEIGHT FROM WFM_SCH_AGENT_STATE_TIMESTEP JOIN WFM_SCH_AGENT_DAY ON (WFM_SCH_AGENT_DAY.WFM_SCH_AGENT_DAY_KEY = WFM_SCH_AGENT_STATE_TIMESTEP.WFM_SCH_AGENT_DAY_KEY) JOIN WFM_AGENT ON (WFM_AGENT.AGENT_KEY = WFM_SCH_AGENT_DAY.WFM_AGENT_KEY) JOIN WFM_SITE ON (WFM_SITE.WFM_SITE_KEY = WFM_SCH_AGENT_DAY.WFM_SITE_KEY) JOIN WFM_BU ON (WFM_BU.WFM_BU_KEY = WFM_SITE.WFM_BU_KEY) JOIN WFM_STATE ON (WFM_STATE.WFM_STATE_KEY = WFM_SCH_AGENT_STATE_TIMESTEP.WFM_STATE_KEY) JOIN WFM_SSG ON (WFM_SSG.WFM_SSG_KEY = WFM_STATE.WFM_SSG_KEY) WHERE WFM_SCH_AGENT_STATE_TIMESTEP.WFM_TIME_STEP &gt;= '11/14/ 2013' AND WFM_SCH_AGENT_STATE_TIMESTEP.WFM_TIME_STEP &lt; '11/15/2013' </pre>

	<pre> AND WFM_SITE.WFM_SITE_NAME = 'Sched Pot 4' <b>GROUP BY</b> WFM_BU.WFM_BU_NAME, WFM_SITE.WFM_SITE_NAME, WFM_SCH_AGENT_STATE_TIMESTEP.WFM_TIME_STEP, WFM_SSG.WFM_SSG_NAME, WFM_SSG.WFM_SSG_WEIGHT <b>ORDER BY</b> WFM_SCH_AGENT_STATE_TIMESTEP.WFM_TIME_STEP, WFM_SSG.WFM_SSG_WEIGHT </pre>
Activity Schedule Coverage	<p><b>Show query.. [+]</b></p> <pre> <b>SELECT</b> WFM_BU.WFM_BU_NAME, WFM_SITE.WFM_SITE_NAME, WFM_ACTIVITY.WFM_ACTIVITY_NAME, WFM_SCH_AGENT_STATE_TIMESTEP.WFM_TIME_STEP, SUM(WFM_SCH_AGENT_STATE_TIMESTEP.WFM_STATE_DURATION) / 15 <b>AS</b> WFM_ACTIVITY_COVERAGE <b>FROM</b> WFM_SCH_AGENT_STATE_TIMESTEP <b>JOIN</b> WFM_SCH_AGENT_DAY <b>ON</b> (WFM_SCH_AGENT_DAY.WFM_SCH_AGENT_DAY_KEY = WFM_SCH_AGENT_STATE_TIMESTEP.WFM_SCH_AGENT_DAY_KEY) <b>JOIN</b> WFM_AGENT <b>ON</b> (WFM_AGENT.AGENT_KEY = WFM_SCH_AGENT_DAY.WFM_AGENT_KEY) <b>JOIN</b> WFM_SITE <b>ON</b> (WFM_SITE.WFM_SITE_KEY = WFM_SCH_AGENT_DAY.WFM_SITE_KEY) <b>JOIN</b> WFM_BU <b>ON</b> (WFM_BU.WFM_BU_KEY = WFM_SITE.WFM_BU_KEY) <b>JOIN</b> WFM_STATE <b>ON</b> (WFM_STATE.WFM_STATE_KEY = WFM_SCH_AGENT_STATE_TIMESTEP.WFM_STATE_KEY) <b>JOIN</b> WFM_STATE_TYPE <b>ON</b> (WFM_STATE_TYPE.WFM_STATE_TYPE_KEY = WFM_STATE.WFM_STATE_TYPE_KEY) <b>JOIN</b> WFM_ACTIVITY <b>ON</b> (WFM_ACTIVITY.WFM_ACTIVITY_KEY = WFM_STATE.WFM_STATE_ID <b>AND</b> WFM_STATE_TYPE.WFM_STATE_TYPE_NAME = 'Activity') <b>WHERE</b> WFM_SCH_AGENT_STATE_TIMESTEP.WFM_TIME_STEP &gt;= '11/14/ 2013' <b>AND</b> WFM_SCH_AGENT_STATE_TIMESTEP.WFM_TIME_STEP &lt; '11/15/2013' <b>AND</b> WFM_SITE.WFM_SITE_NAME = 'Sched Pot 4' <b>AND</b> WFM_ACTIVITY.WFM_ACTIVITY_NAME = 'Broadband Priority Care' <b>GROUP BY</b> WFM_BU.WFM_BU_NAME, WFM_SITE.WFM_SITE_NAME, WFM_ACTIVITY.WFM_ACTIVITY_NAME, WFM_SCH_AGENT_STATE_TIMESTEP.WFM_TIME_STEP <b>ORDER BY</b> WFM_SCH_AGENT_STATE_TIMESTEP.WFM_TIME_STEP, WFM_ACTIVITY.WFM_ACTIVITY_NAME </pre>

## Performance Statistics Queries

Schedule Daily Summary for Activity	<p><b>Show query.. [+]</b></p> <pre> <b>SELECT</b> WFM_SITE.WFM_SITE_NAME, WFM_ACTIVITY.WFM_ACTIVITY_NAME, WFM_PERF_ITEM_DAY.WFM_DATE, WFM_PERF_ITEM.WFM_PERF_ITEM_CODE, SUM(WFM_PERF_ITEM_DAY.WFM_PERF_ITEM_VALUE) </pre>
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	<pre> FROM WFM_PERF_ITEM_DAY JOIN WFM_ACTIVITY ON (WFM_ACTIVITY.WFM_ACTIVITY_KEY = WFM_PERF_ITEM_DAY.WFM_ACTIVITY_KEY) JOIN WFM_SITE ON (WFM_SITE.WFM_SITE_KEY = WFM_ACTIVITY.WFM_SITE_KEY) JOIN WFM_PERF_ITEM ON (WFM_PERF_ITEM.WFM_PERF_ITEM_KEY = WFM_PERF_ITEM_DAY.WFM_PERF_ITEM_KEY) WHERE WFM_PERF_ITEM_DAY.WFM_DATE &gt;= ? AND WFM_PERF_ITEM_DAY.WFM_DATE &lt;= ? AND WFM_PERF_ITEM.WFM_PERF_ITEM_CODE IN ('SCH_HEADCOUNT', 'SCH_SERVICE_PCT', 'FRC_CALC_SERVICE_PCT', 'SCH_IV', 'FRC_IV', 'SCH_AHT', 'FRC_AHT', 'FRC_CALC_MAN_HOURS', 'FRC_REQ_MAN_HOURS', 'SCH_MAN_HOURS', 'SCH_ASA', 'FRC_CALC_ASA', 'SCH_MAX_OCCUPANCY_PCT', 'FRC_CALC_MAX_OCCUPANCY_PCT') GROUP BY WFM_SITE.WFM_SITE_NAME, WFM_ACTIVITY.WFM_ACTIVITY_NAME, WFM_PERF_ITEM_DAY.WFM_DATE, WFM_PERF_ITEM.WFM_PERF_ITEM_CODE ORDER BY WFM_SITE.WFM_SITE_NAME, WFM_ACTIVITY.WFM_ACTIVITY_NAME, WFM_PERF_ITEM_DAY.WFM_DATE, WFM_PERF_ITEM.WFM_PERF_ITEM_CODE </pre>
Schedule Daily Summary for Multi-Site Activity (MSA)	<p><b>Show query.. [+]</b></p> <pre> SELECT WFM_BU.WFM_BU_NAME, WFM_ACTIVITY.WFM_ACTIVITY_NAME, WFM_PERF_ITEM_DAY.WFM_DATE, WFM_PERF_ITEM.WFM_PERF_ITEM_CODE, SUM(WFM_PERF_ITEM_DAY.WFM_PERF_ITEM_VALUE) FROM WFM_PERF_ITEM_DAY JOIN WFM_ACTIVITY ON (WFM_ACTIVITY.WFM_ACTIVITY_KEY = WFM_PERF_ITEM_DAY.WFM_ACTIVITY_KEY AND WFM_ACTIVITY.WFM_SITE_KEY IS NULL AND WFM_ACTIVITY.WFM_ACTIVITY_TYPE_KEY &lt;&gt; 10) JOIN WFM_BU ON (WFM_BU.WFM_BU_KEY = WFM_ACTIVITY.WFM_BU_KEY) JOIN WFM_PERF_ITEM ON (WFM_PERF_ITEM.WFM_PERF_ITEM_KEY = WFM_PERF_ITEM_DAY.WFM_PERF_ITEM_KEY) WHERE WFM_PERF_ITEM_DAY.WFM_DATE &gt;= ? AND WFM_PERF_ITEM_DAY.WFM_DATE &lt;= ? AND WFM_PERF_ITEM.WFM_PERF_ITEM_CODE IN ('SCH_HEADCOUNT', 'SCH_SERVICE_PCT', 'FRC_CALC_SERVICE_PCT', 'SCH_IV', 'FRC_IV', 'SCH_AHT', 'FRC_AHT', 'FRC_CALC_FTE', 'FRC_REQ_FTE', 'SCH_FTE', 'SCH_ASA', 'FRC_CALC_ASA', 'SCH_MAX_OCCUPANCY_PCT', 'FRC_CALC_MAX_OCCUPANCY_PCT') GROUP BY WFM_BU.WFM_BU_NAME, WFM_ACTIVITY.WFM_ACTIVITY_NAME, WFM_PERF_ITEM_DAY.WFM_DATE, WFM_PERF_ITEM.WFM_PERF_ITEM_CODE ORDER BY WFM_BU.WFM_BU_NAME, WFM_ACTIVITY.WFM_ACTIVITY_NAME, WFM_PERF_ITEM_DAY.WFM_DATE, WFM_PERF_ITEM.WFM_PERF_ITEM_CODE </pre>
Schedule Daily Summary for Activity Group (AG)	<p><b>Show query.. [+]</b></p> <pre> SELECT WFM_BU.WFM_BU_NAME, WFM_ACTIVITY.WFM_ACTIVITY_NAME, WFM_PERF_ITEM_DAY.WFM_DATE, </pre>

	<pre> WFM_PERF_ITEM.WFM_PERF_ITEM_CODE, SUM(WFM_PERF_ITEM_DAY.WFM_PERF_ITEM_VALUE) FROM WFM_PERF_ITEM_DAY JOIN WFM_ACTIVITY ON (WFM_ACTIVITY.WFM_ACTIVITY_KEY = WFM_PERF_ITEM_DAY.WFM_ACTIVITY_KEY AND WFM_ACTIVITY.WFM_SITE_KEY IS NULL AND WFM_ACTIVITY.WFM_ACTIVITY_TYPE_KEY = 10) JOIN WFM_BU ON (WFM_BU.WFM_BU_KEY = WFM_ACTIVITY.WFM_BU_KEY) JOIN WFM_PERF_ITEM ON (WFM_PERF_ITEM.WFM_PERF_ITEM_KEY = WFM_PERF_ITEM_DAY.WFM_PERF_ITEM_KEY) WHERE WFM_PERF_ITEM_DAY.WFM_DATE &gt;= ? AND WFM_PERF_ITEM_DAY.WFM_DATE &lt;= ? AND WFM_PERF_ITEM.WFM_PERF_ITEM_CODE IN ('SCH_HEADCOUNT', 'SCH_SERVICE_PCT', 'FRC_CALC_SERVICE_PCT', 'SCH_IV', 'FRC_IV', 'SCH_AHT', 'FRC_AHT', 'FRC_CALC_MAN_HOURS', 'FRC_REQ_MAN_HOURS', 'SCH_MAN_HOURS', 'SCH_ASA', 'FRC_CALC_ASA', 'SCH_MAX_OCCUPANCY_PCT', 'FRC_CALC_MAX_OCCUPANCY_PCT') GROUP BY WFM_BU.WFM_BU_NAME, WFM_ACTIVITY.WFM_ACTIVITY_NAME, WFM_PERF_ITEM_DAY.WFM_DATE, WFM_PERF_ITEM.WFM_PERF_ITEM_CODE ORDER BY WFM_BU.WFM_BU_NAME, WFM_ACTIVITY.WFM_ACTIVITY_NAME, WFM_PERF_ITEM_DAY.WFM_DATE, WFM_PERF_ITEM.WFM_PERF_ITEM_CODE </pre>
Schedule Daily Summary for Site	<p><b>Show query.. [+]</b></p> <pre> SELECT WFM_BU.WFM_BU_NAME, WFM_SITE.WFM_SITE_NAME, WFM_PERF_ITEM_DAY.WFM_DATE, WFM_PERF_ITEM.WFM_PERF_ITEM_CODE, SUM(WFM_PERF_ITEM_DAY.WFM_PERF_ITEM_VALUE) FROM WFM_PERF_ITEM_DAY JOIN WFM_SITE ON (WFM_SITE.WFM_SITE_KEY = WFM_PERF_ITEM_DAY.WFM_SITE_KEY) JOIN WFM_BU ON (WFM_BU.WFM_BU_KEY = WFM_SITE.WFM_BU_KEY) JOIN WFM_PERF_ITEM ON (WFM_PERF_ITEM.WFM_PERF_ITEM_KEY = WFM_PERF_ITEM_DAY.WFM_PERF_ITEM_KEY) WHERE WFM_PERF_ITEM_DAY.WFM_DATE &gt;= ? AND WFM_PERF_ITEM_DAY.WFM_DATE &lt;= ? AND WFM_PERF_ITEM.WFM_PERF_ITEM_CODE IN ('SCH_HEADCOUNT', 'SCH_SERVICE_PCT', 'FRC_CALC_SERVICE_PCT', 'SCH_IV', 'FRC_IV', 'SCH_AHT', 'FRC_AHT', 'FRC_CALC_FTE', 'FRC_REQ_FTE', 'SCH_FTE', 'SCH_ASA', 'FRC_CALC_ASA', 'SCH_MAX_OCCUPANCY_PCT', 'FRC_CALC_MAX_OCCUPANCY_PCT') GROUP BY WFM_BU.WFM_BU_NAME, WFM_SITE.WFM_SITE_NAME, WFM_PERF_ITEM_DAY.WFM_DATE, WFM_PERF_ITEM.WFM_PERF_ITEM_CODE ORDER BY WFM_BU.WFM_BU_NAME, WFM_SITE.WFM_SITE_NAME, WFM_PERF_ITEM_DAY.WFM_DATE, WFM_PERF_ITEM.WFM_PERF_ITEM_CODE </pre>
Schedule Intraday Summary for Activity	<p><b>Show query.. [+]</b></p> <pre> SELECT </pre>

	<pre> WFM_SITE.WFM_SITE_NAME, WFM_ACTIVITY.WFM_ACTIVITY_NAME, WFM_PERF_ITEM.TIMESTEP.WFM_TIME_STEP, WFM_PERF_ITEM.WFM_PERF_ITEM_CODE, SUM(WFM_PERF_ITEM.TIMESTEP.WFM_PERF_ITEM_VALUE) FROM WFM_PERF_ITEM.TIMESTEP JOIN WFM_PERF_ITEM.DAY ON (WFM_PERF_ITEM.DAY.WFM_PERF_ITEM_DAY_KEY = WFM_PERF_ITEM.TIMESTEP.WFM_PERF_ITEM_DAY_KEY) JOIN WFM_ACTIVITY ON (WFM_ACTIVITY.WFM_ACTIVITY_KEY = WFM_PERF_ITEM.DAY.WFM_ACTIVITY_KEY) JOIN WFM_SITE ON (WFM_SITE.WFM_SITE_KEY = WFM_ACTIVITY.WFM_SITE_KEY) JOIN WFM_PERF_ITEM ON (WFM_PERF_ITEM.WFM_PERF_ITEM_KEY = WFM_PERF_ITEM.DAY.WFM_PERF_ITEM_KEY) WHERE WFM_PERF_ITEM.DAY.WFM_DATE = ? AND WFM_PERF_ITEM.WFM_PERF_ITEM_CODE IN ('SCH_HEADCOUNT', 'SCH_SERVICE_PCT', 'FRC_CALC_SERVICE_PCT', 'SCH_IV', 'FRC_IV', 'SCH_AHT', 'FRC_AHT', 'FRC_CALC_STAFFING', 'FRC_REQ_STAFFING', 'SCH_COVERAGE', 'SCH_ASA', 'FRC_CALC_ASA', 'SCH_MAX_OCCUPANCY_PCT', 'FRC_CALC_MAX_OCCUPANCY_PCT') GROUP BY WFM_SITE.WFM_SITE_NAME, WFM_ACTIVITY.WFM_ACTIVITY_NAME, WFM_PERF_ITEM.TIMESTEP.WFM_TIME_STEP, WFM_PERF_ITEM.WFM_PERF_ITEM_CODE ORDER BY WFM_PERF_ITEM.TIMESTEP.WFM_TIME_STEP, WFM_SITE.WFM_SITE_NAME, WFM_ACTIVITY.WFM_ACTIVITY_NAME, WFM_PERF_ITEM.WFM_PERF_ITEM_CODE </pre>
Schedule Intraday Summary for Multi-Site Activity (MSA)	<p><b>Show query.. [+]</b></p> <pre> SELECT WFM_BU.WFM_BU_NAME, WFM_ACTIVITY.WFM_ACTIVITY_NAME, WFM_PERF_ITEM.TIMESTEP.WFM_TIME_STEP, WFM_PERF_ITEM.WFM_PERF_ITEM_CODE, SUM(WFM_PERF_ITEM.TIMESTEP.WFM_PERF_ITEM_VALUE) FROM WFM_PERF_ITEM.TIMESTEP JOIN WFM_PERF_ITEM.DAY ON (WFM_PERF_ITEM.DAY.WFM_PERF_ITEM_DAY_KEY = WFM_PERF_ITEM.TIMESTEP.WFM_PERF_ITEM_DAY_KEY) JOIN WFM_ACTIVITY ON (WFM_ACTIVITY.WFM_ACTIVITY_KEY = WFM_PERF_ITEM.DAY.WFM_ACTIVITY_KEY AND WFM_ACTIVITY.WFM_SITE_KEY IS NULL AND WFM_ACTIVITY.WFM_ACTIVITY_TYPE_KEY &lt;&gt; 10) JOIN WFM_BU ON (WFM_BU.WFM_BU_KEY = WFM_ACTIVITY.WFM_BU_KEY) JOIN WFM_PERF_ITEM ON (WFM_PERF_ITEM.WFM_PERF_ITEM_KEY = WFM_PERF_ITEM.DAY.WFM_PERF_ITEM_KEY) WHERE WFM_PERF_ITEM.DAY.WFM_DATE = ? AND WFM_PERF_ITEM.WFM_PERF_ITEM_CODE IN ('SCH_HEADCOUNT', 'SCH_SERVICE_PCT', 'FRC_CALC_SERVICE_PCT', 'SCH_IV', 'FRC_IV', 'SCH_AHT', 'FRC_AHT', 'FRC_CALC_STAFFING', 'FRC_REQ_STAFFING', 'SCH_COVERAGE', 'SCH_ASA', 'FRC_CALC_ASA', 'SCH_MAX_OCCUPANCY_PCT', 'FRC_CALC_MAX_OCCUPANCY_PCT') GROUP BY WFM_BU.WFM_BU_NAME, WFM_ACTIVITY.WFM_ACTIVITY_NAME, WFM_PERF_ITEM.TIMESTEP.WFM_TIME_STEP, WFM_PERF_ITEM.WFM_PERF_ITEM_CODE ORDER BY WFM_PERF_ITEM.TIMESTEP.WFM_TIME_STEP, </pre>

	WFM_BU.WFM_BU_NAME, WFM_ACTIVITY.WFM_ACTIVITY_NAME, WFM_PERF_ITEM.WFM_PERF_ITEM_CODE
Schedule Intraday Summary for Activity Group (AG)	<p><b>Show query.. [+]</b></p> <pre> SELECT WFM_BU.WFM_BU_NAME, WFM_ACTIVITY.WFM_ACTIVITY_NAME, WFM_PERF_ITEM_TIMESTEP.WFM_TIME_STEP, WFM_PERF_ITEM.WFM_PERF_ITEM_CODE, SUM(WFM_PERF_ITEM_TIMESTEP.WFM_PERF_ITEM_VALUE) FROM WFM_PERF_ITEM_TIMESTEP JOIN WFM_PERF_ITEM_DAY ON (WFM_PERF_ITEM_DAY.WFM_PERF_ITEM_DAY_KEY = WFM_PERF_ITEM_TIMESTEP.WFM_PERF_ITEM_DAY_KEY) JOIN WFM_ACTIVITY ON (WFM_ACTIVITY.WFM_ACTIVITY_KEY = WFM_PERF_ITEM_DAY.WFM_ACTIVITY_KEY AND WFM_ACTIVITY.WFM_SITE_KEY IS NULL AND WFM_ACTIVITY.WFM_ACTIVITY_TYPE_KEY = 10) JOIN WFM_BU ON (WFM_BU.WFM_BU_KEY = WFM_ACTIVITY.WFM_BU_KEY) JOIN WFM_PERF_ITEM ON (WFM_PERF_ITEM.WFM_PERF_ITEM_KEY = WFM_PERF_ITEM_DAY.WFM_PERF_ITEM_KEY) WHERE WFM_PERF_ITEM_DAY.WFM_DATE = ? AND WFM_PERF_ITEM.WFM_PERF_ITEM_CODE IN ('SCH_HEADCOUNT', 'SCH_SERVICE_PCT', 'FRC_CALC_SERVICE_PCT', 'SCH_IV', 'FRC_IV', 'SCH_AHT', 'FRC_AHT', 'FRC_CALC_STAFFING', 'FRC_REQ_STAFFING', 'SCH_COVERAGE', 'SCH_ASA', 'FRC_CALC_ASA', 'SCH_MAX_OCCUPANCY_PCT', 'FRC_CALC_MAX_OCCUPANCY_PCT') GROUP BY WFM_BU.WFM_BU_NAME, WFM_ACTIVITY.WFM_ACTIVITY_NAME, WFM_PERF_ITEM_TIMESTEP.WFM_TIME_STEP, WFM_PERF_ITEM.WFM_PERF_ITEM_CODE ORDER BY WFM_PERF_ITEM_TIMESTEP.WFM_TIME_STEP, WFM_BU.WFM_BU_NAME, WFM_ACTIVITY.WFM_ACTIVITY_NAME, WFM_PERF_ITEM.WFM_PERF_ITEM_CODE </pre>
Schedule Intraday Summary for Site	<p><b>Show query.. [+]</b></p> <pre> SELECT WFM_BU.WFM_BU_NAME, WFM_SITE.WFM_SITE_NAME, WFM_PERF_ITEM_TIMESTEP.WFM_TIME_STEP, WFM_PERF_ITEM.WFM_PERF_ITEM_CODE, SUM(WFM_PERF_ITEM_TIMESTEP.WFM_PERF_ITEM_VALUE) FROM WFM_PERF_ITEM_TIMESTEP JOIN WFM_PERF_ITEM_DAY ON (WFM_PERF_ITEM_DAY.WFM_PERF_ITEM_DAY_KEY = WFM_PERF_ITEM_TIMESTEP.WFM_PERF_ITEM_DAY_KEY) JOIN WFM_SITE ON (WFM_SITE.WFM_SITE_KEY = WFM_PERF_ITEM_DAY.WFM_SITE_KEY) JOIN WFM_BU ON (WFM_BU.WFM_BU_KEY = WFM_SITE.WFM_BU_KEY) JOIN WFM_PERF_ITEM ON (WFM_PERF_ITEM.WFM_PERF_ITEM_KEY = WFM_PERF_ITEM_DAY.WFM_PERF_ITEM_KEY) WHERE WFM_PERF_ITEM_DAY.WFM_DATE = ? AND WFM_PERF_ITEM.WFM_PERF_ITEM_CODE IN ('SCH_HEADCOUNT', 'SCH_SERVICE_PCT', 'FRC_CALC_SERVICE_PCT', 'SCH_IV', 'FRC_IV', 'SCH_AHT', 'FRC_AHT', 'FRC_CALC_STAFFING', 'FRC_REQ_STAFFING', 'SCH_COVERAGE', 'SCH_ASA', 'FRC_CALC_ASA', </pre>

	<pre> 'SCH_MAX_OCCUPANCY_PCT', 'FRC_CALC_MAX_OCCUPANCY_PCT') <b>GROUP BY</b> WFM_BU.WFM_BU_NAME, WFM_SITE.WFM_SITE_NAME, WFM_PERF_ITEM_TIMESTEP.WFM_TIME_STEP, WFM_PERF_ITEM.WFM_PERF_ITEM_CODE <b>ORDER BY</b> WFM_PERF_ITEM_TIMESTEP.WFM_TIME_STEP, WFM_BU.WFM_BU_NAME, WFM_SITE.WFM_SITE_NAME, WFM_PERF_ITEM.WFM_PERF_ITEM_CODE </pre>
Contact Center Performance Report for Activity	<p><b>Show query.. [ + ]</b></p> <pre> <b>SELECT</b> WFM_TIME_STEP, WFM_SITE.WFM_SITE_NAME, WFM_ACTIVITY.WFM_ACTIVITY_NAME, WFM_PERF_ITEM.WFM_PERF_ITEM_CODE, SUM(WFM_PERF_ITEM_TIMESTEP.WFM_PERF_ITEM_VALUE) <b>FROM</b> WFM_PERF_ITEM_TIMESTEP <b>JOIN</b> WFM_PERF_ITEM_DAY <b>ON</b> (WFM_PERF_ITEM_DAY.WFM_PERF_ITEM_DAY_KEY = WFM_PERF_ITEM_TIMESTEP.WFM_PERF_ITEM_DAY_KEY) <b>JOIN</b> WFM_ACTIVITY <b>ON</b> (WFM_ACTIVITY.WFM_ACTIVITY_KEY = WFM_PERF_ITEM_DAY.WFM_ACTIVITY_KEY) <b>JOIN</b> WFM_SITE <b>ON</b> (WFM_SITE.WFM_SITE_KEY = WFM_ACTIVITY.WFM_SITE_KEY) <b>JOIN</b> WFM_PERF_ITEM <b>ON</b> (WFM_PERF_ITEM.WFM_PERF_ITEM_KEY = WFM_PERF_ITEM_DAY.WFM_PERF_ITEM_KEY) <b>WHERE</b> WFM_TIME_STEP &gt;= ? AND WFM_TIME_STEP &lt; ? AND WFM_PERF_ITEM.WFM_PERF_ITEM_CODE IN ('ACT_IV', 'ACT_ABANDONED_IV_PCT', 'ACT_AHT', 'ACT_ASA', 'ACT_IV', 'ACT_SERVICE_PCT') <b>GROUP BY</b> WFM_SITE.WFM_SITE_NAME, WFM_ACTIVITY.WFM_ACTIVITY_NAME, WFM_PERF_ITEM.WFM_PERF_ITEM_CODE, WFM_PERF_ITEM_TIMESTEP.WFM_TIME_STEP <b>ORDER BY</b> WFM_SITE.WFM_SITE_NAME, WFM_ACTIVITY.WFM_ACTIVITY_NAME, WFM_PERF_ITEM_TIMESTEP.WFM_TIME_STEP, WFM_PERF_ITEM.WFM_PERF_ITEM_CODE </pre>