

## **GENESYS**

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## Workforce Management Supervisor Help

Performance

## Performance

## Tip

This page describes the new Workforce Management (WFM) Performance module interface (introduced in 8.5.2). If you are using the classic Supervisors interface and have landed on this page by accident, see the *Workforce Management Web for Supervisors Help (Classic)*, which describes the classic Performance module.

Performance page allows you to view performance statistics for business units, sites, and activities:

- Monitor view, for the most recently completed timestep
- Intra-Day table view
- · Alerts view

For more information, see Performance.