GENESYS™

Workforce Management Web for Supervisors Help

Contract Properties Report

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Contract Properties Report

To create an Contract Properties Report:

1. On the **Reports** tab, select **Policies Reports** from the Views menu.
2. Select **Contract Properties Report** from the list in the Objects pane.
   The Reports Wizard's first screen, **Header**, appears.
3. To print a header on the report, select **Show Header** and type your header text into the text box.
4. Click **Next**.
5. On the **Data** screen, select the contracts that you want to include in the report.

> ### Tip
> You can expand business units to display their sites, teams, and agents. You can select any combination of agents or teams, from multiple sites.

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

Understanding the Contract Properties Report

Site [header]	The selected site, its time zone, and the (first) selected contract. Each subsequent contract is displayed separately.
Contract Name	The name of the contract whose properties are displayed below.
Daily Working Hours	The number of daily paid hours defined for this contract. Agents assigned to the contract must have at least this number of paid hours each day. This value is aggregated to the three report statistics: **Min.**, **Std.**, and **Max.** representing the minimum, standard, and maximum number of paid hours per day.
Weekly Working Hours	The number of weekly paid hours defined for this contract. Agents assigned to the contract must have at least this number of paid hours each week. This value is aggregated to the three report statistics: **Min.**, **Std.**, and **Max.** representing the minimum, standard, and maximum number of paid hours per week.
Schedule Planning Period Working Hours	The number of daily paid hours defined for the schedule planning period for this contract. Agents assigned to the contract must have at least this

	number of hours within the schedule planning period. This value is aggregated to the three report statistics: **Min.**, **Std.**, and **Max.** representing the minimum, standard, and maximum number of paid hours per schedule planning period.
Weekly Working Days	The number of weekly working days defined for this contract. Agents assigned to the contract must be available to work at least this number of days each week. This value is aggregated to the two report statistics: **Min.** and **Max.** representing the minimum and maximum number of working days per week.
Max. Consecutive Working Days	The maximum number of consecutive working days defined for this contract. Agents assigned to the contract cannot exceed this number of consecutive working days.
Synch. Period	The period of time over which synchronization occurs.
Synch. of Daily Schedules Flexibility	The number of hours within which the daily schedule is assumed to be synchronized.
Synch. Type	The type of synchronization used for the contract, such as shifts between days off, one week or a period of weeks, or the Schedule Planning Period.
Weekdays for Synch.	The weekdays on which synchronization will occur.
Daily Availability (Start time and End time)	The Start and End times that the agent assigned to the contract is available to work each day.
Weekend First Day	The day that is assigned or designated as the first day of the weekend, such as Friday, Saturday, or Sunday.
First Weekend Days Off	The number of times that the agent assigned to the contract can have the first weekend day off. This value is aggregated to the three report statistics: **Min.**, **Max.**, and **Enabled** representing the minimum and maximum number of first weekend days off allowed for the contract, and whether or not the restriction is enabled (Yes, No).
Second Weekend Days Off	The number of times that the agent assigned to the contract can have the second weekend day off. This value is aggregated to the three report statistics: **Min.**, **Max.**, and **Enabled** representing the minimum and maximum number of second weekend days off allowed for the contract, and whether or not the restriction is enabled (Yes, No).
Both Weekend Days Off	The number of times that the agent assigned to the contract can have the both weekend days off. This value is aggregated to the three report statistics: **Min.**, **Max.**, and **Enabled** representing the minimum and maximum number of both weekend days off allowed for the contract, and whether or not the restriction is enabled (Yes, No).

Each category is an element of the Contract/Site combination that is listed in the report header.

Key

- **Min.**—Minimum
- **Std.**—Standard
- **Max.**—Maximum
- **Synch.**—Synchronization
- **Shift** table lists all shifts covered by the contract.