



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

# Workforce Management Web for Supervisors Help

Performance Role Privileges

# Performance Role Privileges

The role privileges under **Performance** provide the following user access:

- **Read**—Controls user access to view Performance information in WFM Web for Supervisors. All users who have the **Read** privilege for the **Performance** module can see alerts when the configured thresholds have been exceeded.
- **Update Alerts**—Controls user access to modify alert thresholds and save changes in the **Alerts** view in the **Performance** module where users configure thresholds for each metric.

## Important

The Alerts function in WFM Web for Supervisors uses Master Forecast and Schedule data as a baseline for acceptable performance results. If user-defined performance limits are violated (for example, if too many interactions are being abandoned, or if service levels fall too low), an **Alert** warning in the **Monitor** view notifies that action may be necessary.

For more information, see [Performance Overview](#).