Workforce Management Web for Supervisors Help

Schedule Marked Time Report

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To create a Schedule Marked Time Report:

1. On the **Reports** tab, select **Schedule Reports** from the Views menu.
2. Select **Schedule Marked Time Report** from the list in the Objects pane.
   The Reports Wizard's first screen, **Header**, appears.
3. Optional: To generate a header on the report, select **Show Header** and type your header text into the text box.
   Optional: To export the report to a file in the comma-separated values format, select the check box **Create report with .csv friendly format** (and then, after the report is created, select **Actions** > **Save As** and select **Comma Separated** as the report format). Do not use Workforce Management to print reports that you created in ".csv friendly format," because the result may be truncated. To print the file correctly, open it in a program that reads the .csv format, and then print it.
4. Click **Next**.
5. On the **Scenarios** screen, select a schedule scenario or the Master Schedule. Then click **Next**.
   You will not see this screen if the report is created from the Report Scheduler, because the report data is retrieved from the Master Schedule.
6. On the **Date Range** screen:
   a. In the **Date Range** section, select Start and End dates for the report. If you selected a scenario on the previous screen, you cannot select dates outside the scenario date range.
   b. In the **Time Range** section, select Start and End times and check **Next Day** for End time, if required.
   c. In the **Options** section, check the **Show filter on first page of report only** check box, if required. Then click **Next**.
7. On the first **Data** screen, in the **Options** section, select the enterprise or business units, sites, teams, or agents you want to see in the report.
   You can expand business units to display the sites and expand the sites to view the teams and agents. You can select any combination of teams and/or agents from multiple sites.
8. Click **Next**.
9. On the second **Data** screen, select the marked-time types that you want to be displayed. Marked-time types are listed under the sites for which they are configured.
10. Click **Finish**.

The report appears in the Report Viewer.

Understanding the Schedule Marked Time Report

Site [header]	The site's name and time zone.
Team [header]	Agents are displayed by team.
Date and Time Period [header]	The dates covered by the report, and the time

	period covered each day.
Agent	The agent whose information is displayed.
Date	The date on which the marked time occurs.
Marked Time	The name of the marked-time type.
Start Time	The marked time's start time.
End Time	The marked time's end time.
Duration	The duration of each marked-time period.
Paid Hours	The number of paid hours covered by the marked-time period.
Total Duration and Total Paid Hours for Team	The total number of marked-time hours and the total paid marked-time hours for the team during the selected report period.