Workforce Management Web for Supervisors Help

Statistics

5/7/2025

Statistics

Use the **Statistics** pane to associate statistics with each activity or multi-site activities.

> ## Important
>
> You must have the proper permission or security right to view and configure statistics for Activities and Multi-Site Activities. If you do not have this right, the **Activities > Statistics** and **Multi-Site > Activities** panes are not visible. Also, you cannot associate statistics with an activity or multi-site activity if it is of type **Fixed-Staff Work**.

Use the statistics to monitor interaction and service levels.

To associate statistics with activities, you must have configured the necessary statistics in Stat Server and configured a connection between Data Aggregator and Stat Server on the **Data Aggregator Application Connections** tab. The Data Aggregator–Stat Server connection must be active.

> ## Tip
>
> You will find that some statistics are already configured in WFM with the variant names (and 'WFM' prefixed) listed in parentheses in the Statistics Options column of the Recommended Statistics Settings table.

Statistics properties are described in Statistics Properties. Additional configuration information appears in Configuring Activities Statistics and Multi-Site Activities Statistics.