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Workforce Management Web for Supervisors Help

Weekly Schedule Coverage Report

12/17/2025

Weekly Schedule Coverage Report

To create a Weekly Schedule Coverage Report:

1. On the **Reports** tab, select **Schedule Reports** from the Views menu.
2. Select **Weekly Schedule Coverage** 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 **Scenario** 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. **Select** a Start Date and an End Date in the **Data Range** pane.
 - b. Select **Show Required Staffing** or **Calculated Staffing** in the **Options** pane.
 - c. Select one: **Activity**, **Site**, **Multi-site Activity**, or **Business Unit** from the drop-down list in the **Target** pane.
 - d. Click **Next**.
7. Display staffing totals in Full Time Equivalent (FTE) or man-hours mode in this report by selecting the mode in the report wizard. Select the mode by checking or unchecking the **Show staffing totals information in man hours instead of FTE** option. The default value of this option will be the same as the settings in **Changing the Staffing Display from FTE to Man Hours**.
8. On the **Data** screen, select the targets to include in the report.
This page's tree displays activities, sites, multi-site activities, or business units (depending on your selection on the Target screen). If you selected a target other than business unit, the tree's business units expand to display their contents. You can make multiple selections.
9. Click **Finish**.
The report appears in the **Report Viewer**.

Understanding the Weekly Schedule Coverage Report

Site [header]	The name and time zone of the business unit or site.
Activity or Site [header]	The name of the activity or site whose information appears in the table.

Date Period [header]	The total date range covered by the report.
Timestep	The data is displayed timestep-by-timestep.
Days	Columns for each day of the week.
Calculated/Required	The calculated or required staffing per timestep. (These columns appear if you selected Show Required Staffing and/or Calculated Staffing in the Reports Wizard.)
Scheduled	The effective number of agents that are scheduled for this activity for this timestep.
Difference	The difference between the calculated/required and scheduled staffing.
Total Hours [row]	The total full-time-equivalent person-hours for each day.

Tip

When the forecast for an Activity is absent, the default value for paid hours per day (a parameter used for FTE calculations) is 1 hour.