



## **Cisco Unified Workforce Optimization**

Workforce Management Reports Reference Guide 8.5  
June 2011

### **Americas Headquarters**

Cisco Systems, Inc.  
170 West Tasman Drive  
San Jose, CA 95134-1706  
USA  
<http://www.cisco.com>  
Tel: 408 526-4000  
800 553-NETS (6387)  
Fax: 408 527-0883

THE SPECIFICATIONS AND INFORMATION REGARDING THE PRODUCTS IN THIS MANUAL ARE SUBJECT TO CHANGE WITHOUT NOTICE. ALL STATEMENTS, INFORMATION, AND RECOMMENDATIONS IN THIS MANUAL ARE BELIEVED TO BE ACCURATE BUT ARE PRESENTED WITHOUT WARRANTY OF ANY KIND, EXPRESS OR IMPLIED. USERS MUST TAKE FULL RESPONSIBILITY FOR THEIR APPLICATION OF ANY PRODUCTS.

THE SOFTWARE LICENSE AND LIMITED WARRANTY FOR THE ACCOMPANYING PRODUCT ARE SET FORTH IN THE INFORMATION PACKET THAT SHIPPED WITH THE PRODUCT AND ARE INCORPORATED HEREIN BY THIS REFERENCE. IF YOU ARE UNABLE TO LOCATE THE SOFTWARE LICENSE OR LIMITED WARRANTY, CONTACT YOUR CISCO REPRESENTATIVE FOR A COPY.

The Cisco implementation of TCP header compression is an adaptation of a program developed by the University of California, Berkeley (UCB) as part of UCB's public domain version of the UNIX operating system. All rights reserved. Copyright © 1981, Regents of the University of California.

NOTWITHSTANDING ANY OTHER WARRANTY HEREIN, ALL DOCUMENT FILES AND SOFTWARE OF THESE SUPPLIERS ARE PROVIDED "AS IS" WITH ALL FAULTS. CISCO AND THE ABOVE-NAMED SUPPLIERS DISCLAIM ALL WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING, WITHOUT LIMITATION, THOSE OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NONINFRINGEMENT OR ARISING FROM A COURSE OF DEALING, USAGE, OR TRADE PRACTICE.

IN NO EVENT SHALL CISCO OR ITS SUPPLIERS BE LIABLE FOR ANY INDIRECT, SPECIAL, CONSEQUENTIAL, OR INCIDENTAL DAMAGES, INCLUDING, WITHOUT LIMITATION, LOST PROFITS OR LOSS OR DAMAGE TO DATA ARISING OUT OF THE USE OR INABILITY TO USE THIS MANUAL, EVEN IF CISCO OR ITS SUPPLIERS HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

Cisco and the Cisco Logo are trademarks of Cisco Systems, Inc. and/or its affiliates in the U.S. and other countries. A listing of Cisco's trademarks can be found at <http://www.cisco.com/go/trademarks>. Third party trademarks mentioned are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (1005R)

Any Internet Protocol (IP) addresses used in this document are not intended to be actual addresses. Any examples, command display output, and figures included in the document are shown for illustrative purposes only. Any use of actual IP addresses in illustrative content is unintentional and coincidental.

*Workforce Management Reports Reference Guide*

© 2011 Cisco Systems, Inc. All rights reserved.

© 2011 Calabrio, Inc. All rights reserved.

---

# Contents

- Introduction 5
  - Report Types 5
  - How This Reference is Organized 5
  - User Access to Reports 6
- Productivity Reports 7
  - Recalculating Data for Productivity Reports 7
  - Agent Productivity 8
  - Agent Period Results 9
  - Agent Adherence 10
  - Team Productivity 10
  - Team Period Results 11
  - Team Summary 12
  - Team Adherence 13
  - Team Agent Period 14
  - Team Agent Adherence 15
- Interval Results Reports 16
  - CSQ All Data 16
  - CSQ Interval 17
- Schedule View Reports 19
  - Agent Schedule Daily 19
  - Agent Schedule Weekly 20
  - Agent Overtime 20
  - CSQ Schedule By Agent 21
  - CSQ Schedule By Interval 22
  - Team Scheduled Task Hours 23
  - Agent Task Percentages 24
  - Agent Task Graph 24
- Performance Analysis Reports 26
  - Performance Daily 26
  - Performance Interval 27
  - Call Volume Graph 28
  - Service Level Graph 29
  - Forecast Accuracy Graph 30
  - Call Volume Graph Interval 31

---

## Contents

|                              |    |
|------------------------------|----|
| Service Level Graph Interval | 32 |
| Forecast Graph Interval      | 33 |
| Agent Graph Interval         | 34 |
| Agent Report Card            | 35 |
| ■ Field Dictionary           | 37 |

---

# Workforce Management Reports Reference

---

## Introduction

This document describes the reports available to you in Workforce Management (WFM).

**NOTE:** There might be time calculation discrepancies between durations as reported in Cisco Historical Reports and in WFM reports due to differences in how those times are calculated in the two applications. For example, in Cisco Historical Reports, Total Login Time includes the time the agent is in the Ready state. In WFM, Total Login Time excludes the time the agent is in the Ready state.

## Report Types

The types of reports that are available in WFM are:

- [Productivity Reports \(page 7\)](#)
- [Interval Results Reports \(page 16\)](#)
- [Schedule View Reports \(page 19\)](#)
- [Performance Analysis Reports \(page 26\)](#)

## How This Reference is Organized

Each report available in WFM is briefly described. The fields that appear in the report are listed in their default order from left to right as they appear in the report, and are hyperlinked to their definitions in the Field Dictionary section.

## **User Access to Reports**

Your user role determines which reports you can access and the content of those reports. In general, you can access only the information that pertains to the teams and CSQs you are assigned, and to the agents who are assigned to those teams and CSQs.

This document describes all the reports available in WFM. If you do not see a specific report listed when you log in, it is not available to you.

## Productivity Reports

---

The following reports are in the Productivity Reports category:

- [Agent Productivity \(page 8\)](#)
- [Agent Period Results \(page 9\)](#)
- [Agent Adherence \(page 10\)](#)
- [Team Productivity \(page 10\)](#)
- [Team Period Results \(page 11\)](#)
- [Team Summary \(page 12\)](#)
- [Team Adherence \(page 13\)](#)
- [Team Agent Period \(page 14\)](#)
- [Team Agent Adherence \(page 15\)](#)

### Recalculating Data for Productivity Reports

It might become necessary to correct a schedule for a past day and recompute adherence and conformity calculations so that agent and team productivity statistics are correct.

The WFM Adherence Conformity Calculator (ACC) service processes data from the daily schedule and agent status table and computes the adherence and conformity percentages for historical productivity reports every day.

If you make changes in a past schedule and need to recompute this data, perform the following steps.

#### ***To recompute adherence and conformity data:***

1. On the server that hosts the Transaction services, open the `com_odysoft_calabrio_scheduler.properties` file in a text editor. This file is located in the `...\\Cisco\\WFO_WFM\\Schedule\\conf` folder.
2. Locate the `lastHistoricalDay` property section.
3. Change the value (the default value is `-5`, meaning 5 days in the past) to a value that includes the date whose schedule you changed.

**NOTE:** The farther back you go, the longer it will take for the data to be recalculated. The recommended maximum value is `-14`.

4. Save your changes.
5. Restart the ACC service so that the property value change takes effect.

## Agent Productivity

The Agent Productivity report displays performance statistics for selected agents over a selected date range, by day, week, or month. Statistics are reported only for time periods during which the agent was logged in.

To display the report, you must select:

- Start date
- End date
- Team or CSQ
- Agents
- Interval

The following are the fields that appear in the report.

- [Agent](#)
- [Username](#)
- [Date](#)
- [Occupancy Percent](#)
- [Utilization Percent](#)
- [Adherence Percent](#)
- [Conformity Percent](#)
- [Total Login Time](#)
- [Total In Service Time](#)
- [Total Ready Time](#)
- [Total Talk Time](#)
- [Total Work Time](#)
- [Total Handle Time](#)
- [Total Not Ready Time](#)
- [Calls Handled](#)
- [Number of Not Ready](#)
- [Average Handle Time](#)
- [Average Ready Time](#)
- [Average Talk Time](#)
- [Average Work Time](#)
- [Average Not Ready Time](#)

- [Average Hold Time](#)
- [Calls Per Hour](#)

### Agent Period Results

The Agent Period Results report displays performance statistics for selected agents over a selected date range, by day, week, or month. Statistics are reported only for time periods during which the agent was logged in.

To display the report, you must select:

- Start date
- End date
- Team or CSQ
- Agents
- Interval

You can also select which fields to display, except for Agent and Date, which are required.

The following are the fields that appear in the report. You can customize the order in which the fields appear.

- [Agent](#)
- [Date](#)
- [Total Login Time](#)
- [Total In Service Time](#)
- [Total Not Ready Time](#)
- [Calls Handled](#)
- [Average Talk Time](#)
- [Average Work Time](#)
- [Occupancy Percent](#)
- [Utilization Percent](#)
- [Adherence Percent](#)
- [Username](#)
- [Conformity Percent](#)
- [Average Handle Time](#)
- [Average Ready Time](#)
- [Average Hold Time](#)

- [Calls Per Hour](#)

## Agent Adherence

The Agent Adherence report displays performance statistics for selected agents over a selected date range, by day, week, or month. Statistics are reported only for time periods during which the agent was logged in.

To display the report, you must select:

- Start date
- End date
- Team or CSQ
- Agents
- Interval

You can also select which fields to display, except for Agent and Date, which are required.

The following are the fields that appear in the report. You can customize the order in which the fields appear.

- [Agent](#)
- [Date](#)
- [Total Login Time](#)
- [Total In Service Time](#)
- [Total Not Ready Time](#)
- [Calls Handled](#)
- [Occupancy Percent](#)
- [Utilization Percent](#)
- [Adherence Percent](#)
- [Conformity Percent](#)
- [Username](#)

## Team Productivity

The Team Productivity report displays performance statistics for selected teams over a selected date range, by day, week, or month. Statistics are reported only for time periods during which the teams' agents were logged in.

To display the report, you must select:

- Start date
- End date
- Team
- Interval

The following are the fields that appear in the report.

- Team
- Date
- Occupancy Percent
- Utilization Percent
- Adherence Percent
- Conformity Percent
- Total Login Time
- Total In Service Time
- Total Ready Time
- Total Talk Time
- Total Work Time
- Total Handle Time
- Total Not Ready Time
- Calls Handled
- Number of Not Ready
- Average Handle Time
- Average Ready Time
- Average Talk Time
- Average Work Time
- Average Not Ready Time
- Average Hold Time
- Calls Per Hour

### **Team Period Results**

The Team Period Results report displays performance statistics for selected teams over a selected date range, by day, week, or month. Statistics are reported only for time periods during which the teams' agents were logged in.

To display the report, you must select:

- Start date
- End date
- Team
- Interval

You can also select which fields to display, except for Team and Date, which are required.

The following are the fields that appear in the report. You can customize the order in which the fields appear.

- Team
- Date
- Total Login Time
- Total In Service Time
- Total Not Ready Time
- Calls Handled
- Average Talk Time
- Average Work Time
- Occupancy Percent
- Utilization Percent
- Adherence Percent
- Conformity Percent
- Average Handle Time
- Average Ready Time
- Average Hold Time
- Calls Per Hour

## Team Summary

The Team Summary report displays statistics for selected teams over a selected date range, by day, week, or month. Statistics are reported only for time periods during which the teams' agents were logged in.

To display the report, you must select:

- Start date
- End date

- Team
- Interval

You can also select which fields to display, except for Team and Date, which are required.

The following are the fields that appear in the report. You can customize the order in which the fields appear.

- Team
- Date
- Total Login Time
- Total In Service Time
- Total Not Ready Time
- Calls Handled
- Average Talk Time
- Average Work Time
- Occupancy Percent
- Utilization Percent
- Adherence Percent

## Team Adherence

The Team Adherence report displays performance statistics for selected teams over a selected date range, by day, week, or month. Statistics are reported only for time periods during which the team's agents were logged in.

To display the report, you must select:

- Start date
- End date
- Teams
- Interval

You can also select which fields to display, except for Team and Date, which are required.

The following are the fields that appear in the report. You can customize the order in which the fields appear.

- Team

- [Date](#)
- [Total Login Time](#)
- [Total In Service Time](#)
- [Total Not Ready Time](#)
- [Calls Handled](#)
- [Occupancy Percent](#)
- [Utilization Percent](#)
- [Adherence Percent](#)
- [Conformity Percent](#)

### Team Agent Period

The Team Agent Period report displays statistics for selected teams' agents over a selected date range, by day, week, or month. Statistics are reported only for time periods during which the team's agents were logged in.

To display the report, you must select:

- Start date
- End date
- Team
- Interval

You can also select which fields to display, except for Agent and Date, which are required.

The following are the fields that appear in the report. You can customize the order in which the fields appear.

- [Agent](#)
- [Date](#)
- [Total Login Time](#)
- [Total In Service Time](#)
- [Total Not Ready Time](#)
- [Calls Handled](#)
- [Average Talk Time](#)
- [Average Work Time](#)
- [Occupancy Percent](#)
- [Utilization Percent](#)

- Adherence Percent
- Username
- Conformity Percent
- Average Handle Time
- Average Ready Time
- Average Hold Time
- Calls Per Hour

### Team Agent Adherence

The Team Agent Adherence report displays performance statistics for selected teams' agents over a selected date range, by day, week, or month. Statistics are reported only for time periods during which the team's agents were logged in.

To display the report, you must select:

- Start date
- End date
- Teams
- Interval

You can also select which fields to display, except for Agent and Date, which are required.

The following are the fields that appear in the report. You can customize the order in which the fields appear.

- Agent
- Date
- Total Login Time
- Total In Service Time
- Total Not Ready Time
- Calls Handled
- Occupancy Percent
- Utilization Percent
- Adherence Percent
- Conformity Percent
- Username

## Interval Results Reports

---

The following reports are in the Interval Results category:

- [CSQ All Data \(page 16\)](#)
- [CSQ Interval \(page 17\)](#)

### CSQ All Data

The CSQ All Data report displays forecast and actual statistics for the selected contact service queues (CSQs) by half-hour intervals.

You must select the following to display the report:

- CSQs
- Date

The following are the fields that appear in the report.

- [CSQ](#)
- [Date](#)
- [Interval](#)
- [Forecast Calls Offered](#)
- [Actual Calls Offered](#)
- [Calls Answered](#)
- [Calls Abandoned](#)
- [Calls Handled](#)
- [Calls Blocked](#)
- [Forecast Accuracy](#)
- [Forecast Agents](#)
- [Scheduled Agents](#)
- [Actual Agents](#)
- [Forecast Average Talk Time](#)
- [Actual Average Talk Time](#)
- [Forecast Average Work Time](#)
- [Actual Average Work Time](#)
- [Forecast Average Handle Time](#)
- [Actual Average Handle Time](#)

- [Forecast Average Speed of Answer](#)
- [Actual Average Speed of Answer](#)
- [Service Level Threshold Seconds](#)
- [Service Level Percent Goal](#)
- [Actual Service Level Percent](#)

## CSQ Interval

The CSQ Interval report displays forecast and actual statistics for the selected CSQs by half-hour intervals.

You must select the following to display the report:

- [Date](#)
- [CSQs](#)

You can also select which fields to display, except for CSQ, Date, and Interval, which are required. By default, all fields are selected.

The following are the fields that appear in the report.

- [CSQ](#)
- [Date](#)
- [Interval](#)
- [Forecast Calls Offered](#)
- [Actual Calls Offered](#)
- [Calls Answered](#)
- [Calls Abandoned](#)
- [Calls Handled](#)
- [Forecast Agents](#)
- [Scheduled Agents](#)
- [Actual Agents](#)
- [Forecast Average Talk Time](#)
- [Actual Average Talk Time](#)
- [Forecast Average Work Time](#)
- [Actual Average Work Time](#)
- [Forecast Average Handle Time](#)
- [Actual Average Handle Time](#)

- Actual Average Speed of Answer
- Actual Service Level Percent
- Forecast Average Speed of Answer
- Calls Blocked
- Forecast Accuracy
- Scheduled Agents – Forecast Agents
- Actual Agents – Scheduled Agents

## Schedule View Reports

---

The following reports are in the Schedule View category:

- [Agent Schedule Daily \(page 19\)](#)
- [Agent Schedule Weekly \(page 20\)](#)
- [CSQ Schedule By Agent \(page 21\)](#)
- [CSQ Schedule By Interval \(page 22\)](#)
- [Team Scheduled Task Hours \(page 23\)](#)
- [Agent Overtime \(page 20\)](#)
- [Agent Task Percentages \(page 24\)](#)
- [Agent Task Graph \(page 24\)](#)

### Agent Schedule Daily

The Agent Schedule Daily report details selected agents' scheduled activities by day for a selected date range.

To display the report, you must select:

- Start date
- End date
- Team or CSQ mapping
- Agent

You can also select which fields to display, except for Agent and Date, which are required.

The following are the fields that appear in the report. You can customize the order in which the fields appear.

- [Agent](#)
- [Date](#)
- [Activity Start Time](#)
- [Activity End Time](#)
- [Activity Type](#)
- [Activity Duration](#)
- [CSQ](#)

## Agent Schedule Weekly

The Agent Schedule Weekly report details selected agents' scheduled activities by week starting on a selected date.

To display the report, you must select:

- Date
- Team or CSQ mapping
- Agent

You can also select which fields to display, except for Agent, Agent Number, Arrival Time, and Departure Time, which are required.

The following are the fields that appear in the report. You can customize the order in which the fields appear.

- [Agent](#)
- [Agent Number](#)
- [Arr](#)
- [Dep](#)
- [In Service Hours](#)
- [Paid Hours Break](#)
- [Paid Hours Lunch](#)
- [Paid Hours Exception](#)
- [Paid Hours Project](#)
- [Paid Hours Assignment](#)
- [Paid Hours Closed Service](#)
- [Paid Hours Total](#)

## Agent Overtime

The Agent Overtime report displays the number of overtime hours worked by selected agents in selected teams or CSQs over a selected date range.

To display the report you must select:

- Start date
- End date
- Team or CSQ mapping
- Agent

You can also select which fields to display, except for Agent and Date, which are required.

The following are the fields that appear in the report. You can customize the order in which the fields appear.

- [Agent](#)
- [Date](#)
- [Start Time](#)
- [End Time](#)
- [Duration](#)
- [Username](#)

### CSQ Schedule By Agent

The CSQ Schedule By Agent report displays agent schedules for a selected date, agent type, and CSQ.

The possible agent categories are:

- All Agents for CSQ
- Agents for CSQ With Available Time
- Agents Scheduled for CSQ

The report shows the hourly schedule for the selected day. Each agent's schedule is coded to show the activity scheduled for each hour. Coverage for each CSQ is also shown.

Agent activity codes are as follows:

| <b>Code</b> | <b>Description</b> |
|-------------|--------------------|
| X           | In service         |
| B           | Break              |
| L           | Lunch              |
| A           | Assignment         |
| P           | Project            |
| E           | Exception          |

| <b>Code</b> | <b>Description</b>          |
|-------------|-----------------------------|
| C           | Closed service              |
| -           | Not available               |
| <blank>     | Available but not scheduled |

CSQ coverage codes are as follows:

| <b>Code</b> | <b>Description</b>   |
|-------------|--|
| -           | Fewer agents scheduled in service than forecast requirements |
| *           | Agents scheduled in service match forecast requirements      |
| +           | More agents scheduled in service than forecast requirements  |

### CSQ Schedule By Interval

The CSQ Schedule by Interval displays the schedule for selected CSQs for a selected date by half-hour intervals.

To display the report, you must select:

- Date
- CSQ

You can also select which fields to display, except for CSQ and Date, which are required.

The following are the fields that appear in the report. You can customize the order in which the fields appear.

- [CSQ](#)
- [Date](#)
- [Interval](#)
- [Forecast Agents](#)
- [Scheduled Agents](#)
- [Scheduled Agents – Forecast Agents](#)
- [In Service](#)
- [Break](#)
- [Lunch](#)

- [Exception](#)
- [Project](#)
- [Assignment](#)
- [Closed](#)
- [Total](#)

### Team Scheduled Task Hours

The Team Scheduled Task Hours displays a breakdown of the daily time allotted to various activities for the selected team over a selected date range.

To display the report, you must select:

- Start date
- End date
- Team

You can also select which fields to display, except for Team and Date, which are required.

The following are the fields that appear in the report. You can customize the order in which the fields appear.

- [Team](#)
- [Date](#)
- [In Service](#)
- [Break Paid](#)
- [Break Unpaid](#)
- [Lunch Paid](#)
- [Lunch Unpaid](#)
- [Exception Paid](#)
- [Exception Unpaid](#)
- [Project Paid](#)
- [Project Unpaid](#)
- [Assignment Paid](#)
- [Assignment Unpaid](#)
- [Closed Paid](#)
- [Closed Unpaid](#)

- [Total Paid](#)
- [Total Unpaid](#)

## Agent Task Percentages

The Agent Task Percentage report displays selected agents' activities in terms of percentages of total work time for selected agents over a selected date range, by day, week, or month.

You can also select which fields to display, except for Agent and Date, which are required.

You must select the following to display the graph:

- Start date
- End date
- Team or CSQ mapping
- Agents

The following are the fields that appear in the report. You can customize the order in which the fields appear.

- [Agent](#)
- [Date](#)
- [Percent In Service](#)
- [Percent Break](#)
- [Percent Lunch](#)
- [Percent Exception](#)
- [Percent Project](#)
- [Percent Assignment](#)
- [Percent Closed](#)
- [Percent Overtime](#)
- [Username](#)

## Agent Task Graph

The Agent Task Graph is a chart that shows the percentage of time selected agents in a selected CSQ over a selected date range spend doing the following activities:

- Assignment
- Break

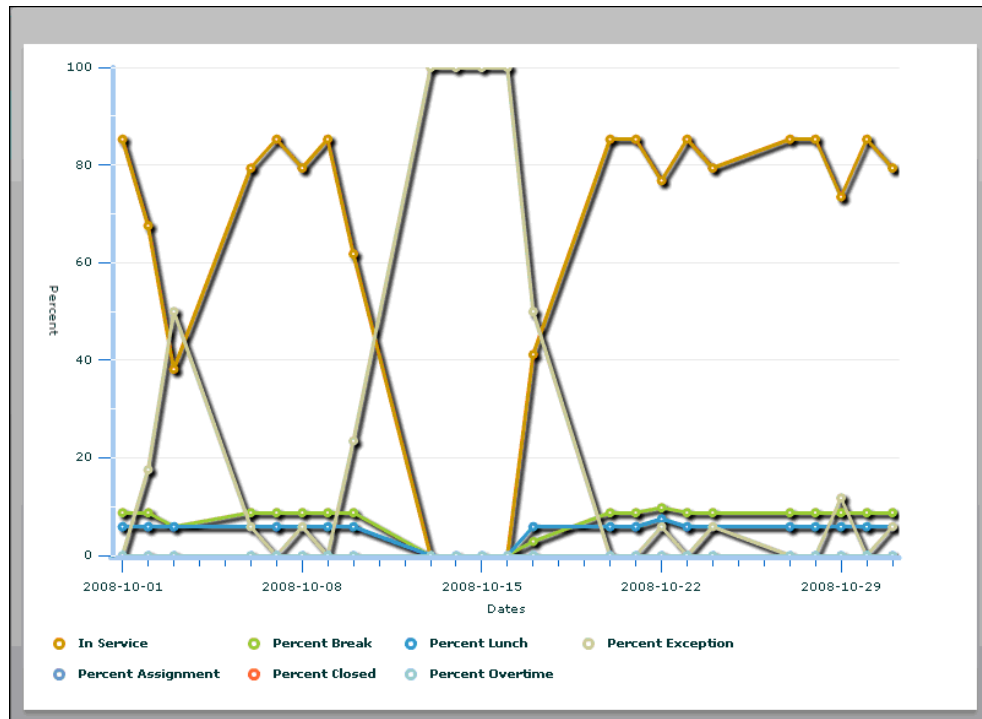
- Closed
- Exception
- In service
- Lunch
- Overtime

Dates are charted on the X axis, and the activity percentages are charted on the Y axis.

You must select the following to display the graph:

- Start date
- End date
- Team or CSQ mapping
- Agents

Figure 1. Agent Task Graph



## Performance Analysis Reports

---

The following reports are in the Performance Analysis category:

- [Performance Daily \(page 26\)](#)
- [Performance Interval \(page 27\)](#)
- [Call Volume Graph \(page 28\)](#)
- [Service Level Graph \(page 29\)](#)
- [Forecast Accuracy Graph \(page 30\)](#)
- [Call Volume Graph Interval \(page 31\)](#)
- [Service Level Graph Interval \(page 32\)](#)
- [Forecast Graph Interval \(page 33\)](#)
- [Agent Graph Interval \(page 34\)](#)
- [Agent Report Card \(page 35\)](#)

### Performance Daily

The Performance Daily report displays statistics for selected CSQs over a selected date range that describe the CSQ's actual versus forecast performance and the forecast's accuracy.

To display the report, you must select:

- Start date
- End date
- CSQ

You can also select which fields to display, except for CSQ and Date, which are required.

The following are the fields that appear in the report. You can customize the order in which the fields appear.

- [CSQ](#)
- [Date](#)
- [Service Level](#)
- [Percent Abandon](#)
- [Average Speed of Answer](#)
- [Forecast Calls Offered](#)
- [Actual Calls Offered](#)

- [Forecast Accuracy](#)
- [Forecast Average Handle Time](#)
- [Actual Average Handle Time](#)
- [Handle Time Accuracy](#)

## Performance Interval

The Performance Interval report displays statistics for selected CSQs over a selected date range that describe the CSQ's actual versus forecast performance and the forecast's accuracy for each half-hour interval.

To display the report, you must select:

- Start date
- End date
- CSQ

You can also select which fields to display, except for CSQ, Date, and Interval, which are required.

The following are the fields that appear in the report. You can customize the order in which the fields appear.

- [CSQ](#)
- [Date](#)
- [Interval](#)
- [Service Level](#)
- [Percent Abandon](#)
- [Average Speed of Answer](#)
- [Forecast Calls Offered](#)
- [Actual Calls Offered](#)
- [Forecast Accuracy](#)
- [Forecast Average Handle Time](#)
- [Actual Average Handle Time](#)
- [Handle Time Accuracy](#)
- [Forecast Agents](#)
- [Scheduled Agents](#)
- [Actual Agents](#)
- [Scheduled Agents – Forecast Agents](#)

- Actual Agents – Forecast Agents
- Actual Agents – Scheduled Agents

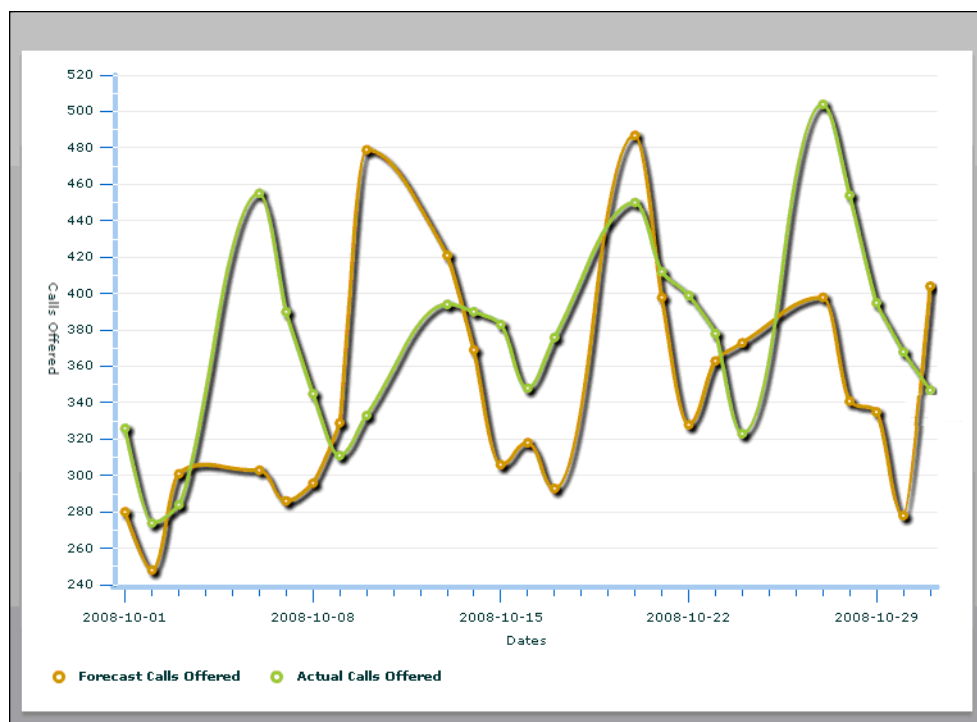
### Call Volume Graph

The Call Volume Graph is a chart that shows the number of forecast and actual calls offered for a selected CSQ over a selected date range. Dates are charted on the X axis, and offered calls are charted on the Y axis.

You must select the following to display the chart:

- Start date
- End date
- CSQ

Figure 2. Call Volume Graph



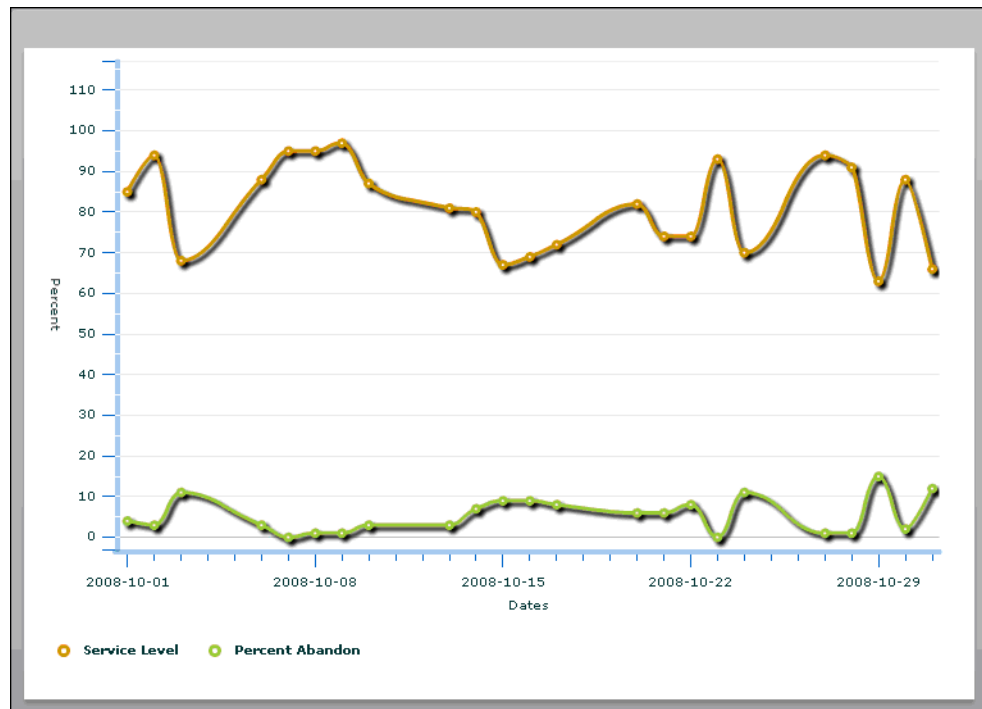
## Service Level Graph

The Service Level Graph is a chart that shows the service level and abandon percentage for a selected CSQ over a selected date range. Dates are charted on the X axis, and the service level and abandon percentage are charted on the Y axis.

You must select the following to display the graph:

- Start date
- End date
- CSQ

Figure 3. Service Level Graph



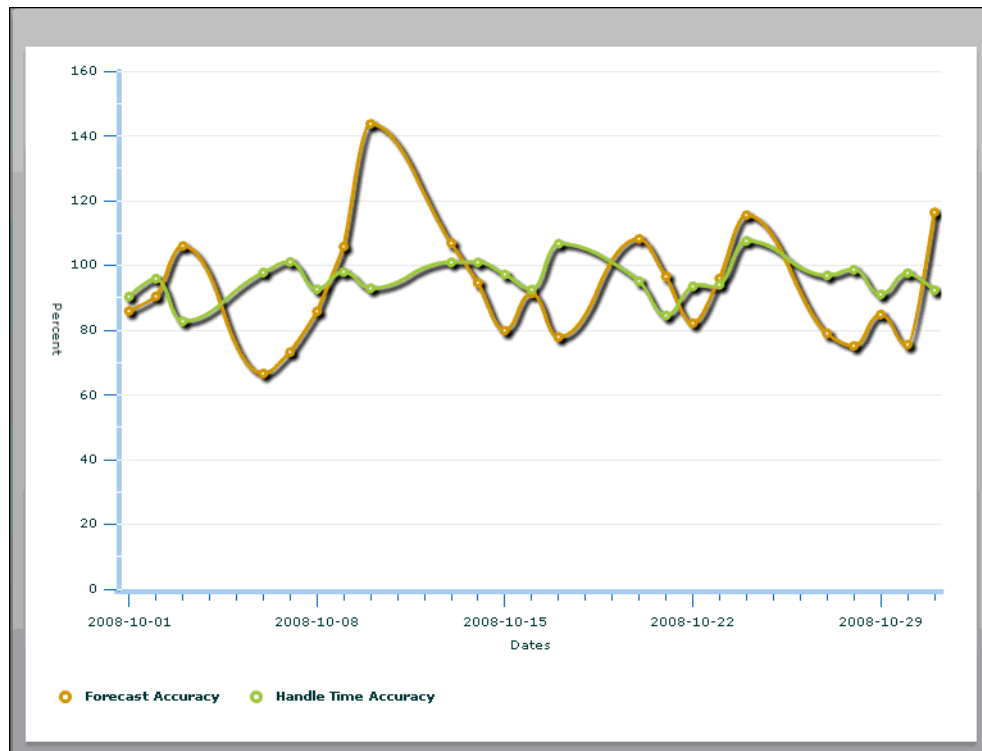
## Forecast Accuracy Graph

The Forecast Accuracy Graph is a chart that shows the forecast accuracy percentage and handle time accuracy percentage for a selected CSQ over a selected date range. Dates are charted on the X axis, and accuracy percentages are charted on the Y axis.

You must select the following to display the graph:

- Start date
- End date
- CSQ

Figure 4. Forecast Accuracy Graph



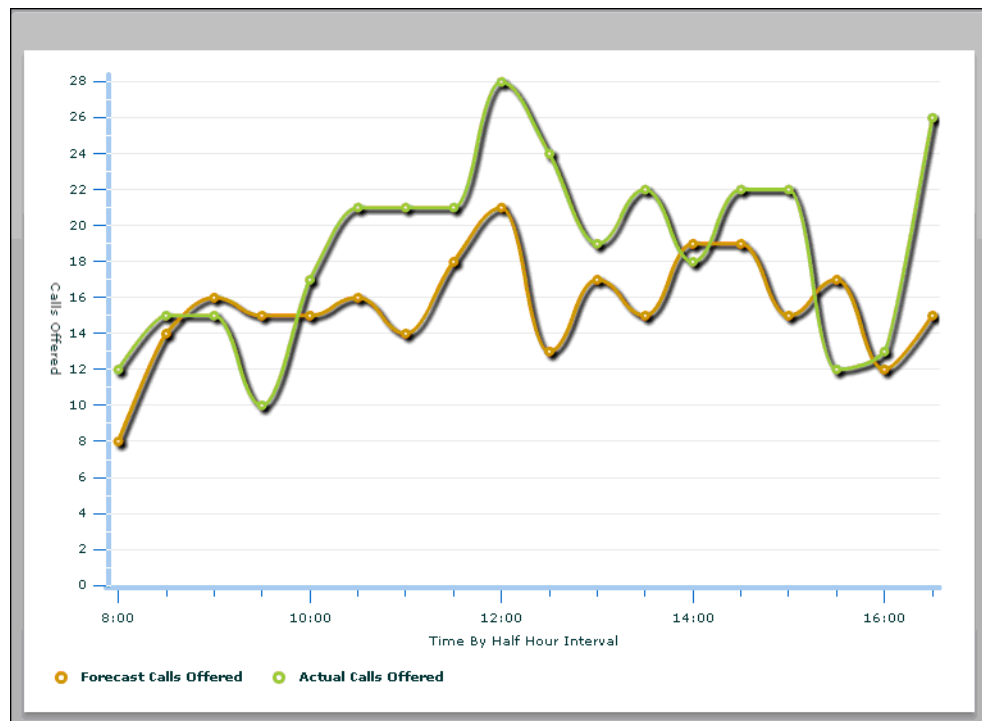
## Call Volume Graph Interval

The Call Volume Graph Interval is a chart that shows the number of forecast and actual calls offered for a selected CSQ by half-hour interval on a selected date. Intervals are charted on the X axis, and offered calls are charted on the Y axis.

You must select the following to display the graph:

- Date
- CSQ

Figure 5. Call Volume Graph Interval



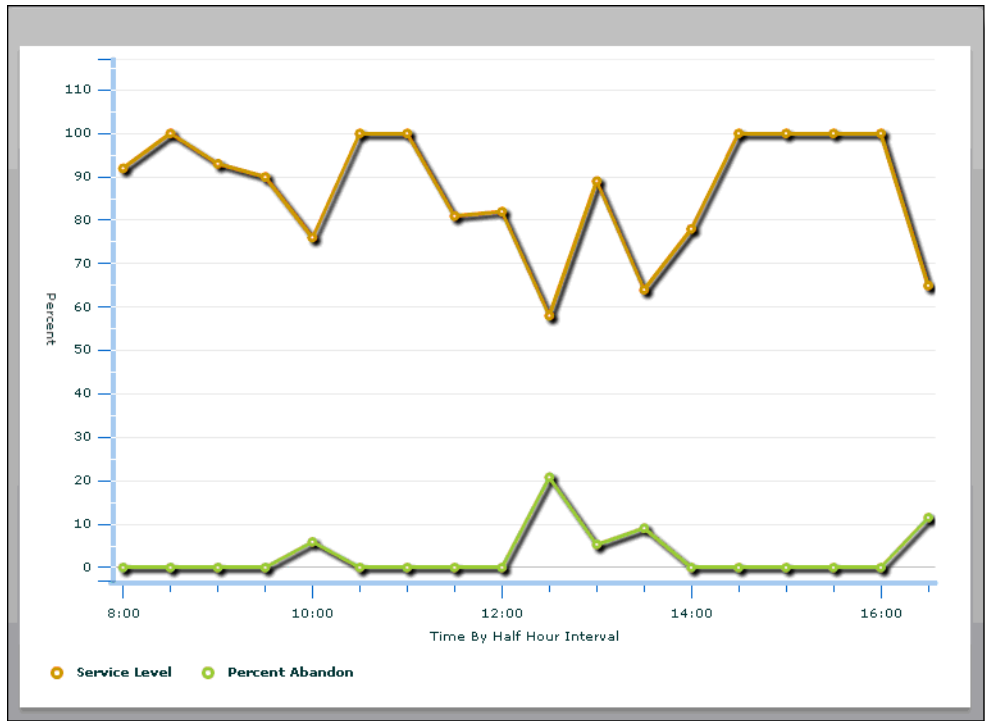
### Service Level Graph Interval

The Service Level Graph Interval is a chart that shows the service level and abandon percentage for a selected CSQ by half-hour interval on a selected date. Intervals are charted on the X axis, and the service level and abandon percentage are charted on the Y axis.

You must select the following to display the graph:

- Date
- CSQ

Figure 6. Service Level Graph Interval



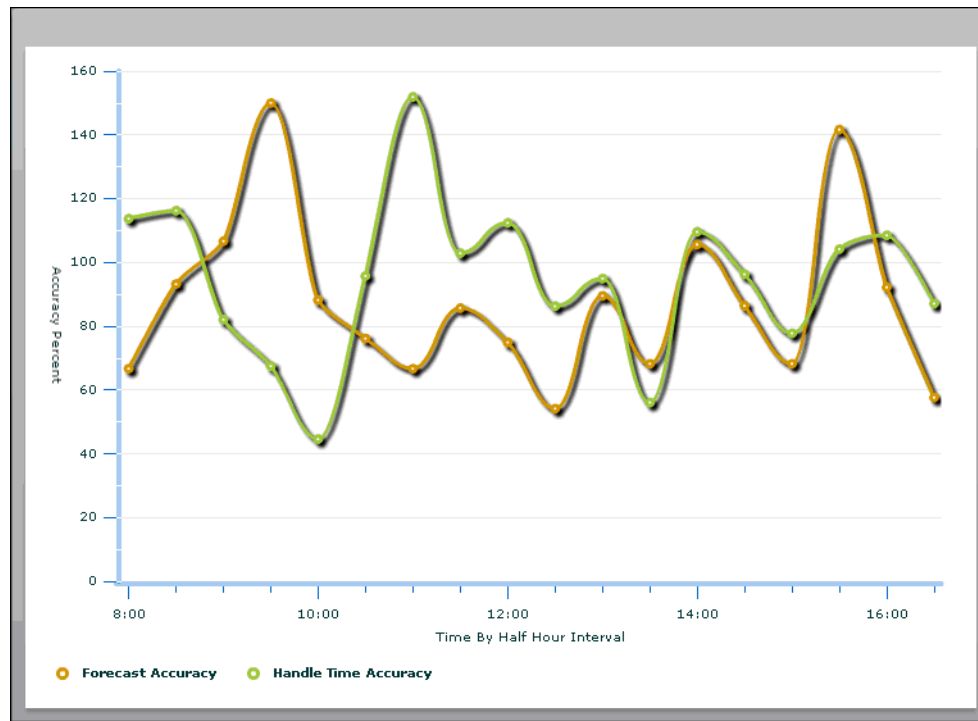
## Forecast Graph Interval

The Forecast Graph Interval is a chart that shows the forecast accuracy percentage and handle time accuracy percentages for a selected CSQ by half-hour interval on a selected date. Intervals are charted on the X axis, and accuracy percentages are charted on the Y axis.

You must select the following to display the graph:

- Date
- CSQ

Figure 7. Forecast Graph Interval



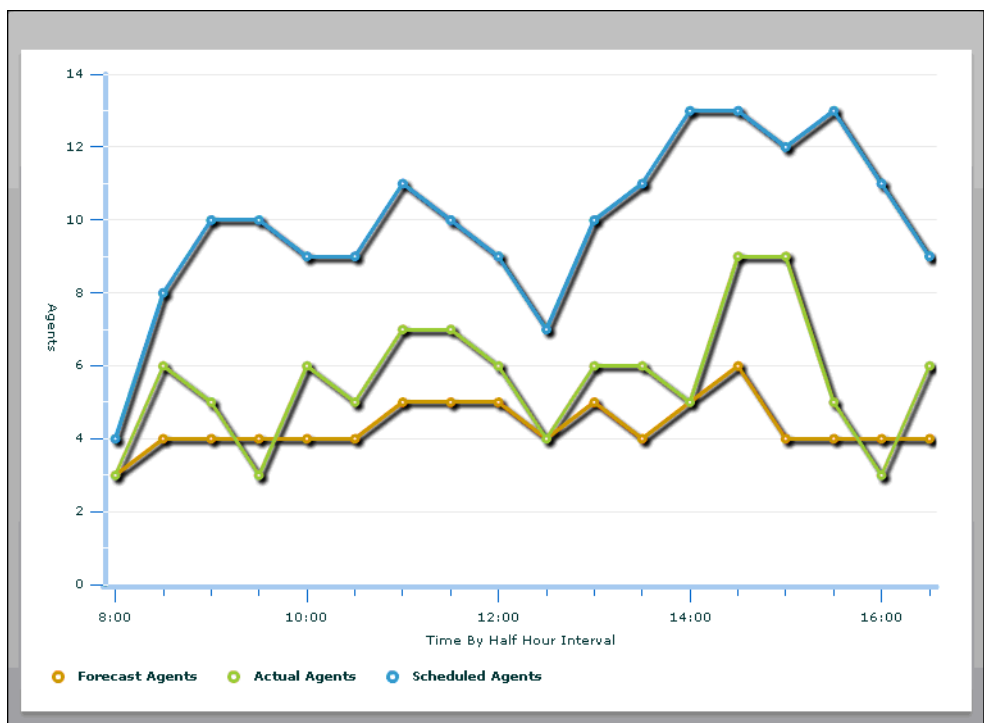
### Agent Graph Interval

The Agent Graph Interval is a chart that shows the number of forecast, actual, and scheduled agents per half-hour interval for a selected CSQ on a selected date. Intervals are charted on the X axis, and agents are charted on the Y axis.

You must select the following to display the chart:

- Date
- CSQ

Figure 8. Agent Graph Interval



## Agent Report Card

The Agent Report Card report displays performance information for a selected date range; agents, teams, or teams and agents; and team or CSQ mapping.

You must select the following to display the report:

- Start date
- End date
- Scope (agent, team, or team agent)
- Agents or teams

If Quality Management is installed and if WFM is configured to import evaluation form information, the Evaluation Form drop-down list displays a list of the evaluation forms used in Quality Management to evaluate agent performance. If an evaluation form is selected, the data in the Agent Report Card will reflect only data from agent evaluations using the selected evaluation form and meeting all other report selection criteria.

The goal metrics section displays the default field values set for the following statistics.

| <b>Statistic</b>    | <b>Default Value</b> |
|---------------------|----------------------|
| Avg. Quality Score  | 75                   |
| Avg. Calls per hour | 10                   |
| Adherence %         | 75                   |
| Conformity %        | 0                    |
| Occupancy %         | 0                    |
| Utilization %       | 0                    |
| Avg. Handle Time    | 0                    |
| Avg. Talk Time      | 0                    |
| Avg. Work Time      | 0                    |
| Avg. Hold Time      | 0                    |
| Avg. Ready Time     | 0                    |

You can modify these goals as desired. When the Agent Report Card is generated, the agent's or team's performance against these goals is indicated.

**NOTE:** If you navigate away from the Agent Report Card page and then return, the goal metrics will be reset to the default values. Your customized values do persist from report to report if you do not navigate away from the page.

You can also select which fields to display, except for Agent and Team, which are required.

The following are the fields that appear in the report. You can customize the order in which the fields appear.

- [Agent](#) (Agent and Team Agent scope)
- [Team](#) (Team and Team Agent scope)
- [Average Quality Score](#)
- [Average Calls Per Hour](#)
- [Adherence Percent](#)
- [Conformity Percent](#)
- [Occupancy Percent](#)
- [Utilization Percent](#)
- [Average Handle Time](#)
- [Average Talk Time](#)
- [Average Work Time](#)
- [Average Hold Time](#)
- [Average Ready Time](#)

## Field Dictionary

This section is an alphabetical listing of all fields that appear in WFM reports and their definitions.

| Field                            | Definition  |
|----------------------------------|---|
| Activity Duration                | Duration of a scheduled activity, in minutes.   |
| Activity End Time                | Activity's scheduled ending time.   |
| Activity Start Time              | Activity's scheduled starting time.   |
| Activity Type                    | Type of activity: assignment, break, closed service, exception, lunch, or project.  |
| Actual Agents                    | Count of full-time equivalent (FTE) agents supporting the CSQ during the interval. Agent time is included only when the agent is in service.<br><br>Actual agents = $A \div 1800$<br><br>Where:<br><br>A = In service time in seconds for agents scheduled to support the service during the interval |
| Actual Agents – Forecast Agents  | The number of <a href="#">Actual Agents</a> minus the number of <a href="#">Forecast Agents</a> .   |
| Actual Agents – Scheduled Agents | The number of <a href="#">Actual Agents</a> minus the number of <a href="#">Scheduled Agents</a> .  |
| Actual Average Handle Time       | The actual <a href="#">Average Talk Time</a> plus the actual <a href="#">Average Work Time</a> .  |
| Actual Average Speed of Answer   | The actual average amount of time callers spend in queue waiting for their calls to be answered.<br><br>Average speed of answer = $A \div B$<br><br>Where:<br><br>A = Queue time for callers during the interval<br>B = Number of answered ACD calls  |
| Actual Average Talk Time         | The actual average talk time for the interval.<br><br>Actual average talk time = $A \div B$<br><br>Where:<br><br>A = Talk time for ACD calls completed during the interval<br>B = Number of ACD calls completed during the interval   |

| Field                        | Definition   |
|------------------------------|--|
| Actual Average Work Time     | <p>The actual average work time for the interval.</p> <p>Actual average work time = <math>A \div B</math></p> <p>Where:</p> <p>A = After-call work time for ACD calls completed during the interval</p> <p>B = Number of ACD calls completed during the interval</p>   |
| Actual Calls Offered         | <p>The actual number of calls routed to the CSQ during the interval. In most cases the call is counted in the interval during which it is routed to the CSQ. The total includes calls that are initially offered and then dequeued and calls that are queued to multiple CSQs.</p>   |
| Actual Service Level Percent | <p>The actual service level percentage, a speed of answer goal that is often expressed as a percentage goal for answering calls within a specified number of seconds.</p> <p>Service level = <math>[(A + B) \div (C + D)]</math></p> <p>Where:</p> <p>A = ACD calls abandoned during the interval that were queued for less than the service level number of seconds</p> <p>B = ACD calls answered that were queued for less than the service level number of seconds</p> <p>C = ACD calls abandoned during the interval, with no regard to the length of queue time</p> <p>D = ACD calls answered during the interval, with no regard to the length of queue time</p> |
| Adherence Percent            | <p>Percentage describing how well agents stick to their planned work schedule.</p> <p>Adherence percent = <math>[(A + B) \div C] \times 100</math></p> <p>Where:</p> <p>A = Total time during the interval the agent was scheduled to be in service and was actually in service</p> <p>B = Total time during the interval the agent was scheduled for a non-in service activity and was actually not in service</p> <p>C = Total time during the period the agent was scheduled for any non-in service and in service activity</p>   |

| Field                  | Definition   |
|------------------------|--|
| Agent                  | The agent's name.  |
| Agent Number           | The agent's ID number.   |
| Arr                    | Arrival Time. The work shift arrival time.   |
| Assignment             | Time scheduled for the agent and classified as assignment type work.   |
| Assignment Paid        | Amount of paid time classified as assignment type work.  |
| Assignment Unpaid      | Amount of unpaid time classified as assignment type work.  |
| Average Calls Per Hour | <p>The theoretical calculation of the average number of calls per hour.</p> <p>Average calls per hour = <math>3600 \div (A + B)</math></p> <p>Where:</p> <p>A = Talk time for ACD calls completed during the period</p> <p>B = After call work time in seconds for ACD calls completed during the period</p>   |
| Average Handle Time    | <p>The average handle time during the interval.</p> <p>Average handle time = <math>(A + B) \div C</math></p> <p>A = Talk time for ACD calls completed during the interval</p> <p>B = After-call work time for ACD calls completed during the interval</p> <p>C = Number of ACD calls completed during the interval</p>   |
| Average Hold Time      | <p>The average amount of time agents placed calls on hold during the period, including hold time for transfers and conferences.</p> <p>Average hold time = <math>A \div B</math></p> <p>Where:</p> <p>A = Amount of time agents placed calls on hold during the period, including hold time for transfers and conferences</p> <p>B = Number of calls placed on hold during the period. The call might have been placed on hold multiple times.</p> |
| Average Not Ready Time | The average amount of time the agent is in the Not Ready state.  |

| Field                   | Definition   |
|-------------------------|--|
| Average Quality Score   | <p>The average quality score of calls the agent completed during the period. The quality scores come from calls that are evaluated using Cisco Quality Management.</p> <p>Average quality score = <math>A \div B</math></p> <p>Where:</p> <p>A = Sum of the overall quality scores for evaluated calls the agent completed during the period</p> <p>B = Total evaluated calls the agent completed during the period</p>                              |
| Average Ready Time      | <p>The average amount of time the agent is in the Ready state.</p>   |
| Average Speed of Answer | <p>The average amount of time it takes a called queued to the service to be answered by an agent.</p> <p>Average speed of answer = <math>A \div B</math></p> <p>Where:</p> <p>A = Queue time of calls that were answered during the period. Queue time includes the time from when the ACD queued the call to the service until when the agent answered the call</p> <p>B = Number of calls for the service that were answered during the period</p> |
| Average Talk Time       | <p>The average talk time during the interval.</p> <p>Average talk time = <math>A \div B</math></p> <p>A = Talk time for ACD calls completed during the interval</p> <p>B = Number of ACD calls completed during the interval</p>   |
| Average Work Time       | <p>The average after-call work time during the interval.</p> <p>Average work = <math>A \div B</math></p> <p>A = After-call work time for ACD calls completed during the interval</p> <p>B = Number of ACD calls completed during the interval</p>  |
| Break                   | <p>Amount of break time scheduled for the agent for the interval.</p>  |
| Break Paid              | <p>Amount of paid break time scheduled for the agent for the interval.</p>   |

| Field                 | Definition  |
|-----------------------|---|
| Break Unpaid          | Amount of unpaid break time scheduled for the agent for the interval.   |
| Busy Other State Time | The amount of time the agent is logged in but not able to take an ACD call during the interval.   |
| Calls Abandoned       | The number of ACD calls routed to the CSQ during the interval that were abandoned (the caller hung up while in queue or while ringing at the agent's phone). Calls are counted for the interval when the caller hangs up. |
| Calls Answered        | The number of ACD calls answered during the interval for the service. Calls are counted in the interval in which the agent answered.  |
| Calls Blocked         | The number of ACD calls blocked during the interval by the network because all trunk circuits to the ACD were occupied.   |
| Calls Handled         | The number of ACD calls the agent completed during the interval.  |
| Calls Per Hour        | The number of ACD calls received per hour.<br>$\text{Calls per hour} = (A \times 3600) \div B$ Where:<br>A = Number of calls handled during the hour<br>B = Total in service time   |
| Closed                | Amount of closed time scheduled for the agent for the interval. Closed time is time scheduled for the agent during contact center closed hours, when it is not accepting calls for the service.                           |
| Closed Paid           | Amount of paid closed time scheduled for the agent for the interval.  |
| Closed Unpaid         | Amount of unpaid closed time scheduled for the agent for the interval.  |

| Field                             | Definition   |
|-----------------------------------|--|
| Conformity Percent                | <p>The measure of how closely the agent conformed to the agent's schedule.</p> <p>Conformity percent = <math>(A \div B) \times 100</math></p> <p>Where:</p> <p>A = Total time during the period the agent was in service, whether or not the agent was scheduled to be in service</p> <p>B = Total time during the period the agent was scheduled to be in service, whether or not the agent was actually in service</p> |
| CSQ                               | The contact service queue's (CSQ's) name.  |
| Current FTE                       | The current full time equivalent (FTE) employees. FTE is the ratio of the total number of paid hours during a period to the number of working hours in that period.  |
| Date                              | The date of the reported information.  |
| Days Off Approved Hours           | The total number of days off hours approved to date.   |
| Days Off Remaining Hours          | The total number of days off hours remaining to date.  |
| Days Off Total Hours              | The total number of days off hours available.  |
| Days Off Used Hours               | The total number of days off hours used to date.   |
| Dep                               | The work shift departure time.   |
| Duration                          | The length of time the activity lasts.   |
| End Time                          | The end time of day.   |
| Exception                         | Amount of exception time scheduled for the agent for the interval.   |
| Exception Paid                    | Amount of paid exception time scheduled for the agent for the interval.  |
| Exception Unpaid                  | Amount of unpaid exception time scheduled for the agent for the interval.  |
| Floating Holidays Approved Hours  | The total number of floating holiday hours approved to date.   |
| Floating Holidays Remaining Hours | The total number of floating holiday hours remaining to date.  |

| Field                            | Definition  |
|----------------------------------|---|
| Floating Holidays Total Hours    | The total number of floating holiday hours available.   |
| Floating Holidays Used Hours     | The total number of floating holiday hours used to date.  |
| Forecast Accuracy                | The percentage of forecast calls to actual calls offered for the CSQ during the interval.<br><br>Forecast accuracy = $( A \div B ) \times 100$<br>A = Forecast calls for the CSQ during the interval<br>B = Actual calls offered for the CSQ during the interval          |
| Forecast Agents                  | The number of forecast agents required for the CSQ during the interval.   |
| Forecast Average Handle Time     | The forecasted average talk time + the forecasted average work time.  |
| Forecast Average Speed of Answer | The forecasted average speed of answer (ASA), the average amount of time callers spend in queue waiting for their calls to be answered.<br><br>Average speed of answer = $A \div B$<br>A = Queue time for callers during the interval<br>B = Number of answered ACD calls |
| Forecast Average Talk Time       | The forecasted average talk time for the interval.  |
| Forecast Average Work Time       | The forecasted average work time for the interval.  |
| Forecast Calls Offered           | The number of ACD calls forecasted to be routed to the CSQ during the interval.   |
| Gap                              | The difference between the current and planned FTEs.  |
| Goal Adherence Percent           | The goal for the adherence percentage, entered by the user when specifying parameters for the report.   |
| Goal Calls Per Hour              | The goal for the calls per hour, entered by the user when specifying parameters for the report.   |
| Goal Quality Score               | The goal for the quality score, entered by the user when specifying parameters for the report.  |

| Field                     | Definition   |
|---------------------------|--|
| Handle Time Accuracy      | A measure of how accurate the forecast handle time is.<br>$\text{Handle time accuracy} = (A \div B) \times 100$ Where:<br>A = Forecast average handle time<br>B = Actual average handle time   |
| In Service                | The amount of agent in service time scheduled during the interval for the service.   |
| In Service Hours          | The number of hours the agent is scheduled to be in service.   |
| In Service Time           | The amount of time the agent is logged in during the interval  |
| Interval                  | Start time for the half-hour interval.   |
| ISO Month                 | The ISO month in MM format.  |
| ISO Year                  | The ISO year in YYYY format.   |
| Lunch                     | Amount of lunch time scheduled for the agent for the interval.   |
| Lunch Paid                | Amount of paid lunch time scheduled for the agent for the interval.  |
| Lunch Unpaid              | Amount of unpaid lunch time scheduled for the agent for the interval.  |
| Number of Not Ready       | Number of times an agent has gone into the Not Ready state   |
| Occupancy Percent         | The percentage of time the agent spends answering ACD calls to the total amount of time the agent is logged in and ready to take calls during the interval.<br>$\text{Occupancy} = (\text{total call handling time} \div \text{total in service time}) \times 100$ |
| Paid Hours Assignment     | Amount of paid assignment time scheduled for the agent for the interval.   |
| Paid Hours Break          | Amount of paid break time scheduled for the agent for the interval.  |
| Paid Hours Closed Service | Amount of paid closed service time scheduled for the agent for the interval.   |

| Field                | Definition  |
|----------------------|---|
| Paid Hours Exception | Amount of paid exception time scheduled for the agent for the interval.   |
| Paid Hours Lunch     | Amount of paid lunch time scheduled for the agent for the interval.   |
| Paid Hours Project   | Amount of paid project time scheduled for the agent for the interval.   |
| Paid Hours Total     | Total paid hours for the period.  |
| Percent Abandon      | <p>The percentage of calls abandoned during the period.</p> $\text{Percent abandoned} = (A \div B) \times 100$ <p>Where:</p> <p>A = Number of calls abandoned while the call was in queue or ringing at the agent's phone for the service during the period, whether or not the call persisted less than the service level seconds.</p> <p>B = Number of calls offered for the service during the period.</p> |
| Percent Assignment   | <p>The percentage of scheduled assignment time for the interval.</p> $\text{Percent assignment} = (A \div B) \times 100$ <p>Where:</p> <p>A = Scheduled assignment work time for the interval</p> <p>B = Total scheduled time for the interval</p>  |
| Percent Break        | <p>The percentage of scheduled break time for the interval.</p> $\text{Percent break} = (A \div B) \times 100$ <p>Where:</p> <p>A = Scheduled break time for the interval</p> <p>B = Total scheduled break time for the interval</p>  |
| Percent Closed       | <p>The percentage of closed time for the interval.</p> $\text{Percent closed} = (A \div B) \times 100$ <p>Where:</p> <p>A = Scheduled closed time for the interval</p> <p>B = Total scheduled closed time for the interval</p>  |

| Field                         | Definition  |
|-------------------------------|---|
| Percent Exception             | The percentage of exception time for the interval.<br>Percent exception = $(A \div B) \times 100$<br>Where:<br>A = Scheduled exception time for the interval<br>B = Total scheduled exception time for the interval     |
| Percent In Service            | The percentage of in service time for the interval.<br>Percent in service = $(A \div B) \times 100$<br>Where:<br>A = Scheduled in service time for the interval<br>B = Total scheduled in service time for the interval |
| Percent Lunch                 | The percentage of lunch time for the interval.<br>Percent lunch = $(A \div B) \times 100$<br>Where:<br>A = Scheduled lunch time for the interval<br>B = Total scheduled lunch time for the interval                     |
| Percent Overtime              | The percentage of overtime time for the interval.<br>Percent overtime = $(A \div B) \times 100$<br>Where:<br>A = Scheduled overtime time for the interval<br>B = Total overtime exception time for the interval         |
| Percent Project               | The percentage of project time for the interval.<br>Percent project = $(A \div B) \times 100$<br>Where:<br>A = Scheduled project time for the interval<br>B = Total scheduled project time for the interval             |
| Personal Days Approved Hours  | The total amount of personal days hours approved to date.   |
| Personal Days Remaining Hours | The total amount of personal days hours remaining to date.  |
| Personal Days Total Hours     | The total amount of personal days hours available.  |

| Field                              | Definition  |
|------------------------------------|---|
| Personal Days Used Hours           | The total amount of personal days hours used to date.   |
| Planned FTE                        | The planned full time equivalent (FTE) employees. FTE is the ratio to the total number of planned paid hours during a period to the number of planned working hours in that period.   |
| Project                            | Amount of project time scheduled for the agent for the interval.  |
| Project Paid                       | Amount of paid project time scheduled for the agent for the interval.   |
| Project Unpaid                     | Amount of unpaid project time scheduled for the agent for the interval.   |
| Ready State Time                   | The amount of time the agent is logged in and waiting to take an ACD call during the interval.  |
| Scheduled Agents                   | The number of agents scheduled for the CSQ during the interval.   |
| Scheduled Agents – Forecast Agents | The number of <a href="#">Scheduled Agents</a> minus the number of <a href="#">Forecast Agents</a> .  |
| Service Level                      | <p>The percentage that describes the achievement of goals for customer call handling.</p> <p>Service level percent = <math>[(A + B) \div (C + D)] \times 100</math></p> <p>Where:</p> <p>A = Number of calls for the service the caller abandoned during the interval and was in queue less than the service level number of seconds</p> <p>B = Number of calls for the service an agent answered during the interval and for which the queue time was less than the service level number of seconds</p> <p>C = Number of calls for the service the caller abandoned during the interval, regardless of the time the call was in queue</p> <p>D = Number of calls for the service an agent answered during the interval, regardless of the time the call was in queue</p> |
| Service Level Percent Goal         | The service level goal percentage for the interval.   |

| Field                           | Definition  |
|---------------------------------|---|
| Service Level Threshold Seconds | The service level threshold, in seconds, for the CSQ for the interval   |
| Skill Group                     | The agent's skill group.  |
| Start Time                      | The start time of the work shift.   |
| Team                            | The team name.  |
| Team Name                       | The team name.  |
| Total                           | The total time scheduled for agents for the service for the interval.   |
| Total Absence Time              | The total time (in seconds) during the interval that the agent was logged in but not accepting ACD calls.   |
| Total Handle Time               | The total talk time plus the total after-call work time.  |
| Total In Service Time           | The total time (in seconds) during the period the agent was in a state ready to take an ACD call or was handling an ACD call.   |
| Total Login Time                | The total login time for the agent for the interval.  |
| Total Not Ready Time            | The total time the agent was in the Not Ready state during the interval.  |
| Total Paid                      | The total hours of paid time scheduled for the interval.  |
| Total Ready Time                | The total time the agent was in the Ready state during the interval.  |
| Total Talk Time                 | The total time (in seconds) the agent was on ACD calls. The time runs from when the agent answers an ACD call until when the agent disconnects the call, and includes hold time.                                  |
| Total Unpaid                    | The total hours of unpaid time scheduled for the interval.  |
| Total Work Time                 | The total time the agent was in the Work state during the interval.   |
| Username                        | The agent's username.   |
| Utilization Percent             | The percentage of time the agent spends answering ACD calls to the total amount of time the agent is logged in during the interval.<br><br>Utilization = (total call handling time ÷ total in session time) × 100 |

| <b>Field</b>             | <b>Definition</b>                                     |
|--------------------------|---|
| Vacation Approved Hours  | The total amount of vacation hours approved to date.  |
| Vacation Remaining Hours | The total amount of vacation hours remaining to date. |
| Vacation Total Hours     | The total amount of vacation hours available.         |
| Vacation Used Hours      | The total amount of vacation hours used to date.      |

