

Scheduling Unit Detail Report

Scheduling Unit: <All>



Scheduling Unit: Customer Service / Help Desk

Workgroup: Customer Service

Default Service Level:

Service level selected: Yes
Percent answered: 80
Within time period (seconds): 20
Average speed of answer? Yes 30 seconds

Utilization:	Interaction Type	Percent Utilization	Maximum Assignable
	Generic Object	100	1
	Call Back	100	0
	Call	100	1
	Chat	50	2
	Email	25	3

Miscellaneous:

Uses Skills? Yes

Workgroup: Help Desk

Default Service Level:

Service level selected: Yes
Percent answered: 90
Within time period (seconds): 15
Average speed of answer? No

Utilization:	Interaction Type	Percent Utilization	Maximum Assignable
	Call Back	100	0
	Email	100	1
	Generic Object	100	1
	Chat	100	0
	Call	100	1

Miscellaneous:

Uses Skills? Yes

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Email	100	0
Call Back	100	0

Miscellaneous:

Uses Skills? Yes

Workgroup: Utilities Agents

Default Service Level:

Service level selected:
Percent answered:
Within time period (seconds):
Average speed of answer?

Utilization:	Interaction Type	Percent Utilization	Maximum Assignable
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Miscellaneous:

Uses Skills? No

Miscellaneous Configuration:

Weeks of ACD data to import for forecasting: 6
Start day of week: Monday
Shrinkage factor: 1.10

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Weekly Shift Definition: 1st SHIFT - WEEKDAY 5:00am - 7:00am

Required days: Monday, Tuesday, Wednesday, Thursday, Friday
Optional days: None
Earliest shift start time: 5:00:00AM
Latest shift start time: 6:00:00AM
Start time increment: 0:30
Latest shift stop time? No
Minimum paid time: 8:00
Maximum paid time: 10:00
Minimum contiguous work time? Yes 1:30
Maximum contiguous work time? Yes 5:00

Activities:

Type	Rel. Time	Earliest Start	Latest Start	Length	Start time inc.	Paid?	Contiguous?
Break	Yes	+1:30	+2:30	0:15	0:15	Yes	No
Break	Yes	+6:30	+7:30	0:15	0:15	Yes	No
Meal	Yes	+3:00	+5:00	1:00	0:30	No	No

Agent(s):

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