

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 9/20/2015

Scheduling Unit: Support

Published on date/time: 09/03/2015 11:09:30

9/20/2015

S : Scheduled ACD F : Forecasted D : Difference

	0				1				2				3				4				5			
S	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
F	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00
D	-1.00	-1.00	-1.00	-1.00	-1.00	-1.00	-1.00	-1.00	-1.00	-1.00	-1.00	-1.00	-1.00	-1.00	-1.00	-1.00	-1.00	-1.00	-1.00	-1.00	-1.00	-1.00	-1.00	-1.00

	6				7				8				9				10				11			
S	2	2	2	2	2	2	2	2	2	2	2	2	0	2	2	2	0	0	0	0	2	2	2	2
F	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00
D	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	-1.00	1.00	1.00	1.00	-1.00	-1.00	-1.00	-1.00	1.00	1.00	1.00	1.00

	12				13				14				15				16				17			
S	0	0	0	0	2	2	2	2	2	2	2	2	0	2	2	2	2	2	2	2	2	2	2	2
F	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00
D	-1.00	-1.00	-1.00	-1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	-1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00

	18				19				20				21				22				23			
S	2	2	2	2	2	2	2	2	2	2	0	2	2	2	2	2	2	2	2	2	1	1	1	1
F	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00
D	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	-1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	0.00	0.00	0.00	0.00

Mean Absolute Deviation: 0.96

Standard Deviation: 0.95

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 9/20/2015

Scheduling Unit: Support

Published on date/time: 09/03/2015 11:09:30

9/21/2015

S : Scheduled ACD **F** : Forecasted **D** : Difference

	0				1				2				3				4				5			
S	1	1	1	1	1	1	1	1	1	1	1	1	2	2	1	2	2	1	2	2	2	2	2	2
F	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00
D	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1.00	1.00	0.00	1.00	1.00	0.00	1.00	1.00	1.00	1.00	1.00	1.00

	6				7				8				9				10				11			
S	2	2	2	2	1	1	1	1	2	2	2	2	1	2	1	2	1	1	1	1	2	2	2	2
F	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00
D	1.00	1.00	1.00	1.00	0.00	0.00	0.00	0.00	1.00	1.00	1.00	1.00	0.00	1.00	0.00	1.00	0.00	0.00	0.00	0.00	1.00	1.00	1.00	1.00

	12				13				14				15				16				17			
S	0	0	0	0	2	2	2	2	2	2	2	2	0	2	2	2	2	2	2	2	2	2	2	2
F	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00
D	-1.00	-1.00	-1.00	-1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	-1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00

	18				19				20				21				22				23			
S	2	2	2	2	2	2	2	2	2	2	2	2	0	2	2	2	2	2	2	2	0	0	0	0
F	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00
D	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	-1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	-1.00	-1.00	-1.00	-1.00

Mean Absolute Deviation: 0.75

Standard Deviation: 0.68

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 9/20/2015

Scheduling Unit: Support

Published on date/time: 09/03/2015 11:09:30

9/22/2015

S : Scheduled ACD **F** : Forecasted **D** : Difference

	0				1				2				3				4				5			
S	2	2	2	2	2	2	2	2	1	1	1	1	1	1	1	1	1	1	2	2	2	2	2	2
F	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00
D	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1.00	1.00	1.00	1.00	1.00	1.00

	6				7				8				9				10				11			
S	2	2	2	2	2	2	1	1	1	1	0	2	2	2	2	2	2	2	2	2	1	1	1	1
F	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00
D	1.00	1.00	1.00	1.00	1.00	1.00	0.00	0.00	0.00	0.00	0.00	-1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	0.00	0.00	0.00	0.00

	12				13				14				15				16				17			
S	1	1	1	1	2	2	1	1	1	1	2	2	1	2	2	1	2	2	2	2	2	2	2	2
F	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00
D	0.00	0.00	0.00	0.00	1.00	1.00	0.00	0.00	0.00	0.00	0.00	1.00	1.00	0.00	1.00	0.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00

	18				19				20				21				22				23			
S	2	2	2	2	2	2	2	2	2	2	2	2	2	2	0	2	2	2	0	0	0	0	0	0
F	1.00	1.00	1.00	1.00	1.00	1.00	0.00	0.00	1.00	1.00	1.00	1.00	1.00	1.00	0.00	0.00	0.00	0.00	0.00	0.00	1.00	1.00	1.00	1.00
D	1.00	1.00	1.00	1.00	1.00	1.00	2.00	2.00	1.00	1.00	1.00	1.00	1.00	1.00	0.00	2.00	2.00	2.00	0.00	0.00	-1.00	-1.00	-1.00	-1.00

Mean Absolute Deviation: 0.75

Standard Deviation: 0.68

Number of schedulable time periods: 93

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 9/20/2015

Scheduling Unit: Support

Published on date/time: 09/03/2015 11:09:30

9/23/2015

S : Scheduled ACD F : Forecasted D : Difference

	0				1				2				3				4				5			
S	0	0	2	2	2	2	2	2	2	2	2	2	2	2	2	2	0	2	2	2	2	2	2	2
F	1.00	1.00	1.00	1.00	0.00	0.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00
D	-1.00	-1.00	1.00	1.00	2.00	2.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	-1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00

	6				7				8				9				10				11			
S	2	2	2	2	2	2	2	2	2	2	2	2	0	2	2	2	0	0	0	0	2	2	2	2
F	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00
D	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	-1.00	1.00	1.00	1.00	-1.00	-1.00	-1.00	-1.00	1.00	1.00	1.00	1.00

	12				13				14				15				16				17			
S	0	0	0	0	2	2	2	2	2	2	2	2	2	2	2	2	0	2	2	2	2	2	2	2
F	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00
D	-1.00	-1.00	-1.00	-1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	-1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00

	18				19				20				21				22				23			
S	2	2	2	2	2	2	2	2	2	2	2	2	2	0	2	2	2	2	0	0	0	0	2	2
F	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00
D	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	-1.00	1.00	1.00	1.00	1.00	-1.00	-1.00	-1.00	-1.00	1.00	1.00

Mean Absolute Deviation: 1.02

Standard Deviation: 0.80

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 9/20/2015

Scheduling Unit: Support

Published on date/time: 09/03/2015 11:09:30

9/24/2015

S : Scheduled ACD F : Forecasted D : Difference

	0				1				2				3				4				5			
S	0	0	0	0	2	2	2	2	2	2	2	2	2	2	0	2	2	2	2	2	2	2	2	2
F	1.00	1.00	1.00	1.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	1.00	1.00	2.00	2.00	2.00	2.00
D	-1.00	-1.00	-1.00	-1.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	-2.00	0.00	0.00	0.00	1.00	1.00	0.00	0.00	0.00	0.00

	6				7				8				9				10				11			
S	2	2	2	2	2	2	2	2	2	2	2	2	2	2	0	2	2	2	2	2	0	0	0	0
F	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	1.00	1.00	1.00	1.00	2.00	2.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	2.00	2.00
D	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1.00	1.00	1.00	1.00	0.00	0.00	-1.00	1.00	1.00	1.00	1.00	1.00	-1.00	-1.00	-2.00	-2.00

	12				13				14				15				16				17			
S	2	2	2	2	2	2	2	2	2	2	2	2	0	0	0	0	0	2	2	2	2	2	2	2
F	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	2.00	2.00	2.00	2.00	1.00	1.00	1.00	1.00	2.00	2.00	2.00	2.00
D	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	-2.00	-2.00	-2.00	-2.00	-1.00	1.00	1.00	1.00	0.00	0.00	0.00	0.00

	18				19				20				21				22				23			
S	2	2	2	2	2	2	2	2	2	2	2	0	2	2	2	2	2	2	0	0	0	0	0	0
F	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	1.00	1.00	1.00	1.00	2.00	2.00	1.50	1.50	1.00	1.00	2.00	2.00	1.00	1.00	1.00	1.00
D	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1.00	1.00	1.00	-1.00	0.00	0.00	0.50	0.50	1.00	1.00	-2.00	-2.00	-1.00	-1.00	-1.00	-1.00

Mean Absolute Deviation: 0.66

Standard Deviation: 0.92

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 9/20/2015

Scheduling Unit: Support

Published on date/time: 09/03/2015 11:09:30

9/25/2015

S : Scheduled ACD F : Forecasted D : Difference

	0				1				2				3				4				5			
S	0	0	2	2	2	2	2	2	2	2	2	2	2	2	0	2	2	2	2	2	2	2	2	2
F	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00
D	-1.00	-1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	-1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00

	6				7				8				9				10				11			
S	2	2	2	2	2	2	2	2	2	2	0	2	2	2	2	2	2	2	2	2	0	0	0	0
F	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00
D	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	-1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	-1.00	-1.00	-1.00	-1.00

	12				13				14				15				16				17			
S	2	2	2	2	2	2	2	2	2	2	2	2	0	0	0	0	0	2	2	2	2	2	2	2
F	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00
D	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	-1.00	-1.00	-1.00	-1.00	-1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00

	18				19				20				21				22				23			
S	2	2	2	2	2	2	2	2	2	2	0	2	2	2	2	2	2	2	2	2	2	2	1	1
F	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00
D	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	-1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	0.00	0.00

Mean Absolute Deviation: 0.98

Standard Deviation: 0.71

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 9/20/2015

Scheduling Unit: Support

Published on date/time: 09/03/2015 11:09:30

9/26/2015

S : Scheduled ACD **F** : Forecasted **D** : Difference

	0				1				2				3				4				5			
S	0	0	1	1	2	2	1	1	1	1	1	1	1	1	2	2	1	1	2	2	2	2	2	2
F	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00
D	-1.00	-1.00	0.00	0.00	1.00	1.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1.00	1.00	0.00	0.00	1.00	1.00	1.00	1.00	1.00	1.00

	6				7				8				9				10				11			
S	2	2	2	2	2	2	2	2	2	2	1	2	2	2	1	2	2	2	2	2	1	1	1	1
F	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00
D	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	0.00	1.00	1.00	1.00	0.00	1.00	1.00	1.00	1.00	1.00	0.00	0.00	0.00	0.00

	12				13				14				15				16				17			
S	1	1	1	1	1	1	1	1	2	2	1	1	1	1	2	1	1	2	2	2	2	2	2	2
F	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00
D	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1.00	1.00	0.00	0.00	0.00	0.00	1.00	0.00	0.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00

	18				19				20				21				22				23			
S	2	2	2	2	1	1	1	1	2	2	1	2	2	2	1	2	1	1	1	1	2	2	2	2
F	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00
D	1.00	1.00	1.00	1.00	0.00	0.00	0.00	0.00	1.00	1.00	0.00	1.00	1.00	1.00	0.00	1.00	0.00	0.00	0.00	0.00	1.00	1.00	1.00	1.00

Mean Absolute Deviation: 0.56

Standard Deviation: 0.54

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 9/20/2015

Scheduling Unit: Support

Published on date/time: 09/03/2015 11:09:30

9/27/2015

S : Scheduled ACD **F** : Forecasted **D** : Difference

	0				1				2				3				4				5			
S	1	1	1	1	2	2	2	2	2	2	2	2	1	1	1	1	1	1	2	2	2	2	2	2
F	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
D	1.00	1.00	1.00	1.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	1.00	1.00	1.00	1.00	1.00	1.00	2.00	2.00	2.00	2.00	2.00	2.00

	6				7				8				9				10				11			
S	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
F	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
D	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

	12				13				14				15				16				17			
S	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
F	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
D	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

	18				19				20				21				22				23			
S	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
F	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
D	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

Mean Absolute Deviation: 1.58

Standard Deviation: 2.79

Number of schedulable time periods: 24

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 11/16/2015

Scheduling Unit: Support
Published: No 09/03/2015 11:09:30

11/16/2015

S : Scheduled ACD **F** : Forecasted **D** : Difference

	0				1				2				3				4				5			
S	0	0	0	0	0	0	0	0	1	1	1	1	1	1	1	1	1	1	1	1	8	8	7	7
F	17.00	17.00	17.00	17.00	17.00	17.00	17.00	17.00	7.12	7.12	7.12	7.12	7.13	7.13	7.13	7.13	7.12	7.12	7.14	7.14	11.10	11.10	10.13	10.13
D	-17.00	-17.00	-17.00	-17.00	-17.00	-17.00	-17.00	-17.00	-6.12	-6.12	-6.12	-6.12	-6.13	-6.13	-6.13	-6.13	-6.12	-6.12	-6.14	-6.14	-3.10	-3.10	-3.13	-3.13

	6				7				8				9				10				11			
S	13	13	14	14	22	22	23	25	49	50	45	50	50	51	46	47	45	45	49	49	46	45	49	50
F	14.13	14.13	14.22	14.22	24.00	24.00	22.06	22.06	41.00	41.00	39.00	39.00	46.00	46.00	46.00	46.00	39.00	39.00	47.00	47.00	45.50	45.50	48.00	48.00
D	-1.13	-1.13	-0.22	-0.22	-2.00	-2.00	0.94	2.94	8.00	9.00	6.00	11.00	4.00	5.00	0.00	1.00	6.00	6.00	2.00	2.00	0.50	-0.50	1.00	2.00

	12				13				14				15				16				17			
S	49	50	51	50	51	53	51	53	63	62	63	64	64	64	65	64	56	58	52	55	30	30	27	26
F	46.00	46.00	48.00	48.00	51.50	51.50	50.00	50.00	59.00	59.00	60.00	60.00	60.00	60.00	60.00	60.00	53.00	53.00	51.00	51.00	30.00	30.00	25.00	25.00
D	3.00	4.00	3.00	2.00	-0.50	1.50	1.00	3.00	4.00	3.00	3.00	4.00	4.00	4.00	5.00	4.00	3.00	5.00	1.00	4.00	0.00	0.00	2.00	1.00

	18				19				20				21				22				23			
S	24	24	23	24	23	23	25	24	21	21	18	20	19	20	20	22	22	22	22	22	18	18	5	5
F	22.00	22.00	21.00	21.00	19.00	19.00	18.00	18.00	19.00	19.00	17.00	17.00	19.00	19.00	18.00	18.00	16.00	16.00	16.00	16.00	16.00	16.00	10.22	10.22
D	2.00	2.00	2.00	3.00	4.00	4.00	7.00	6.00	2.00	2.00	1.00	3.00	0.00	1.00	2.00	4.00	6.00	6.00	6.00	6.00	2.00	2.00	-5.22	-5.22

Mean Absolute Deviation: 4.64

Standard Deviation: 6.33

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 11/16/2015

Scheduling Unit: Customer Service / Help Desk

Published: No

11/17/2015

S : Scheduled ACD **F** : Forecasted **D** : Difference

	0				1				2				3				4				5			
S	6	6	5	5	2	2	2	2	1	1	2	1	2	2	2	2	2	2	1	1	7	7	9	9
F	12.22	12.22	10.22	10.22	7.23	7.23	7.23	7.23	7.22	7.22	7.23	7.23	7.22	7.22	7.23	7.23	7.24	7.24	7.24	7.24	11.19	11.19	11.21	11.21
D	-6.22	-6.22	-5.22	-5.22	-5.23	-5.23	-5.23	-5.23	-6.22	-6.22	-5.23	-6.23	-5.22	-5.22	-5.23	-5.23	-5.24	-5.24	-6.24	-6.24	-4.19	-4.19	-2.21	-2.21

	6				7				8				9				10				11			
S	9	9	8	9	16	17	18	19	44	45	45	45	46	45	40	41	42	38	43	46	48	47	47	47
F	13.29	13.29	13.34	13.34	25.00	25.00	23.05	23.05	42.00	42.00	40.00	40.00	45.50	45.50	47.00	47.00	41.00	41.00	47.50	47.50	47.50	47.50	47.00	47.00
D	-4.29	-4.29	-5.34	-4.34	-9.00	-8.00	-5.05	-4.05	2.00	3.00	5.00	5.00	0.50	-0.50	-7.00	-6.00	1.00	-3.00	-4.50	-1.50	0.50	-0.50	0.00	0.00

	12				13				14				15				16				17			
S	46	46	46	46	47	47	48	48	56	57	58	59	58	57	58	58	54	55	51	58	30	30	25	25
F	46.00	46.00	46.00	46.00	47.00	47.00	48.00	48.00	56.50	56.50	58.50	58.50	57.50	57.50	58.00	58.00	54.50	54.50	51.50	51.50	30.00	30.00	25.00	25.00
D	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	-0.50	0.50	-0.50	0.50	0.50	-0.50	0.00	0.00	-0.50	0.50	-0.50	6.50	0.00	0.00	0.00	0.00

	18				19				20				21				22				23			
S	24	24	22	23	21	21	25	25	20	22	20	22	19	20	21	23	22	22	22	22	19	19	5	5
F	22.00	22.00	19.00	19.00	17.00	17.00	20.00	20.00	19.00	19.00	18.00	18.00	18.00	18.00	21.38	21.38	19.38	19.38	17.70	17.70	18.07	18.07	11.31	11.31
D	2.00	2.00	3.00	4.00	4.00	4.00	5.00	5.00	1.00	3.00	2.00	4.00	1.00	2.00	-0.38	1.62	2.62	2.62	4.30	4.30	0.93	0.93	-6.31	-6.31

Mean Absolute Deviation: 3.04

Standard Deviation: 3.68

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 11/16/2015

Scheduling Unit: Customer Service / Help Desk

Published: No

11/18/2015

S : Scheduled ACD F : Forecasted D : Difference

	0				1				2				3				4				5			
S	6	6	6	6	1	1	1	1	2	2	2	2	1	2	2	2	1	1	1	1	9	9	8	8
F	11.40	11.40	11.39	11.39	8.43	8.43	8.28	8.28	8.35	8.35	8.42	8.42	8.51	8.51	7.49	7.49	7.52	7.52	7.53	7.53	12.36	12.36	11.47	11.47
D	-5.40	-5.40	-5.39	-5.39	-7.43	-7.43	-7.28	-7.28	-6.35	-6.35	-6.42	-6.42	-7.51	-6.51	-5.49	-5.49	-6.52	-6.52	-6.53	-6.53	-3.36	-3.36	-3.47	-3.47

	6				7				8				9				10				11			
S	8	8	9	9	17	17	19	20	43	45	44	45	46	46	43	42	42	42	43	45	47	45	43	43
F	13.47	13.47	13.50	13.50	23.00	23.00	23.01	23.01	43.00	43.00	40.00	40.00	46.00	46.00	45.00	45.00	42.00	42.00	44.00	44.00	46.00	46.00	43.00	43.00
D	-5.47	-5.47	-4.50	-4.50	-6.00	-6.00	-4.01	-3.01	0.00	2.00	4.00	5.00	0.00	0.00	-2.00	-3.00	0.00	0.00	-1.00	1.00	1.00	-1.00	0.00	0.00

	12				13				14				15				16				17			
S	41	41	45	45	50	48	49	50	59	59	58	60	58	58	59	58	54	54	52	55	30	30	26	26
F	41.00	41.00	45.00	45.00	45.00	45.00	49.00	49.00	59.00	59.00	59.00	59.00	58.00	58.00	58.50	58.50	52.00	52.00	53.00	53.00	30.00	30.00	26.00	26.00
D	0.00	0.00	0.00	0.00	5.00	3.00	0.00	1.00	0.00	0.00	-1.00	1.00	0.00	0.00	0.50	-0.50	2.00	2.00	-1.00	2.00	0.00	0.00	0.00	0.00

	18				19				20				21				22				23			
S	25	24	21	22	22	22	25	24	21	19	18	21	19	19	20	22	22	22	22	22	19	19	5	5
F	21.00	21.00	18.00	18.00	17.00	17.00	19.00	19.00	17.00	17.00	18.50	18.50	19.00	19.00	19.00	19.00	16.00	16.00	16.00	16.00	17.00	17.00	10.22	10.22
D	4.00	3.00	3.00	4.00	5.00	5.00	6.00	5.00	4.00	2.00	-0.50	2.50	0.00	0.00	1.00	3.00	6.00	6.00	6.00	6.00	2.00	2.00	-5.22	-5.22

Mean Absolute Deviation: 3.18

Standard Deviation: 3.94

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 11/16/2015

Scheduling Unit: Customer Service / Help Desk

Published: No

11/19/2015

S : Scheduled ACD F : Forecasted D : Difference

	0				1				2				3				4				5			
S	5	5	5	5	2	2	2	2	2	2	1	1	2	2	2	2	1	1	1	1	9	9	9	9
F	10.22	10.22	10.22	10.22	7.22	7.22	7.22	7.22	7.22	7.22	7.22	7.22	7.22	7.22	7.22	7.22	7.23	7.23	7.29	7.29	12.11	12.11	10.25	10.25
D	-5.22	-5.22	-5.22	-5.22	-5.22	-5.22	-5.22	-5.22	-5.22	-5.22	-6.22	-6.22	-5.22	-5.22	-5.22	-5.22	-6.23	-6.23	-6.29	-6.29	-3.11	-3.11	-1.25	-1.25

	6				7				8				9				10				11			
S	11	11	12	12	20	19	22	23	44	45	43	44	43	45	38	40	39	39	41	47	47	49	49	49
F	12.26	12.26	14.29	14.29	22.00	22.00	22.14	22.14	43.00	43.00	38.00	38.00	46.00	46.00	44.00	44.00	37.00	37.00	46.00	46.00	48.00	48.00	49.00	49.00
D	-1.26	-1.26	-2.29	-2.29	-2.00	-3.00	-0.14	0.86	1.00	2.00	5.00	6.00	-3.00	-1.00	-6.00	-4.00	2.00	2.00	-5.00	1.00	-1.00	1.00	0.00	0.00

	12				13				14				15				16				17			
S	48	48	49	50	50	49	51	51	59	58	54	54	53	53	51	52	46	46	46	48	23	23	19	19
F	47.00	47.00	49.50	49.50	49.50	49.50	50.00	50.00	58.00	58.00	58.00	58.00	60.00	60.00	56.00	56.00	51.00	51.00	53.00	53.00	30.00	30.00	25.00	25.00
D	1.00	1.00	-0.50	0.50	0.50	-0.50	1.00	1.00	1.00	0.00	-4.00	-4.00	-7.00	-7.00	-5.00	-4.00	-5.00	-5.00	-7.00	-5.00	-7.00	-7.00	-6.00	-6.00

	18				19				20				21				22				23			
S	16	14	12	13	13	13	18	18	13	13	10	10	9	8	8	10	5	5	5	5	5	5	5	5
F	22.00	22.00	14.00	14.00	16.00	16.00	18.00	18.00	16.00	16.00	11.16	11.16	12.16	12.16	11.16	11.16	10.19	10.19	9.19	9.19	10.19	10.19	9.19	9.19
D	-6.00	-8.00	-2.00	-1.00	-3.00	-3.00	0.00	0.00	-3.00	-3.00	-1.16	-1.16	-3.16	-4.16	-3.16	-1.16	-5.19	-5.19	-4.19	-4.19	-5.19	-5.19	-4.19	-4.19

Mean Absolute Deviation: 3.53

Standard Deviation: 2.91

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 11/16/2015

Scheduling Unit: Customer Service / Help Desk

Published: No

11/20/2015

S : Scheduled ACD F : Forecasted D : Difference

	0				1				2				3				4				5			
S	5	5	4	4	1	1	1	1	1	1	1	0	1	1	1	1	1	1	1	1	8	8	8	8
F	10.19	10.19	10.19	10.19	7.19	7.19	7.19	7.19	7.18	7.18	7.19	7.19	7.18	7.18	7.19	7.19	7.21	7.21	7.34	7.34	14.00	14.00	14.00	14.00
D	-5.19	-5.19	-6.19	-6.19	-6.19	-6.19	-6.19	-6.19	-6.18	-6.18	-6.19	-7.19	-6.18	-6.18	-6.19	-6.19	-6.21	-6.21	-6.34	-6.34	-6.00	-6.00	-6.00	-6.00

	6				7				8				9				10				11			
S	13	13	13	13	17	16	20	20	42	42	37	42	43	44	41	41	41	40	38	45	44	44	50	50
F	13.00	13.00	14.00	14.00	14.00	14.00	18.00	18.00	38.00	38.00	40.00	40.00	45.00	45.00	44.00	44.00	40.00	40.00	46.00	46.00	44.00	44.00	48.00	48.00
D	0.00	0.00	-1.00	-1.00	3.00	2.00	2.00	2.00	4.00	4.00	-3.00	2.00	-2.00	-1.00	-3.00	-3.00	1.00	0.00	-8.00	-1.00	0.00	0.00	2.00	2.00

	12				13				14				15				16				17			
S	48	50	51	52	50	47	51	55	58	59	55	56	54	57	52	54	45	45	44	46	23	24	18	17
F	48.00	48.00	49.00	49.00	47.50	47.50	52.00	52.00	56.00	56.00	59.00	59.00	60.00	60.00	59.00	59.00	53.00	53.00	50.00	50.00	30.00	30.00	25.00	25.00
D	0.00	2.00	2.00	3.00	2.50	-0.50	-1.00	3.00	2.00	3.00	-4.00	-3.00	-6.00	-3.00	-7.00	-5.00	-8.00	-8.00	-6.00	-4.00	-7.00	-6.00	-7.00	-8.00

	18				19				20				21				22				23			
S	15	15	13	13	13	13	18	18	13	13	10	10	7	9	9	10	5	5	5	5	5	5	5	5
F	17.00	17.00	14.00	14.00	15.00	15.00	17.00	17.00	17.00	17.00	15.00	15.00	15.00	15.00	14.00	14.00	10.34	10.34	10.34	10.34	11.34	11.34	9.34	9.34
D	-2.00	-2.00	-1.00	-1.00	-2.00	-2.00	1.00	1.00	-4.00	-4.00	-5.00	-5.00	-8.00	-6.00	-5.00	-4.00	-5.34	-5.34	-5.34	-5.34	-6.34	-6.34	-4.34	-4.34

Mean Absolute Deviation: 4.07

Standard Deviation: 3.46

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 11/16/2015

Scheduling Unit: Customer Service / Help Desk

Published: No

11/21/2015

S : Scheduled ACD F : Forecasted D : Difference

	0				1				2				3				4				5			
S	6	6	6	6	1	1	1	1	1	1	0	1	1	1	1	1	1	1	1	1	1	1	0	0
F	10.34	10.34	12.34	12.34	7.35	7.35	7.35	7.35	7.35	7.35	7.37	7.37	7.37	7.37	7.41	7.41	7.41	7.41	7.34	7.34	7.48	7.48	15.00	15.00
D	-4.34	-4.34	-6.34	-6.34	-6.35	-6.35	-6.35	-6.35	-6.35	-6.35	-7.37	-6.37	-6.37	-6.37	-6.41	-6.41	-6.41	-6.41	-6.34	-6.34	-6.48	-6.48	-15.00	-15.00

	6				7				8				9				10				11			
S	4	4	7	7	8	8	8	8	10	10	8	11	8	9	8	9	8	8	4	4	5	5	8	8
F	5.67	5.67	8.67	8.67	8.67	8.67	9.69	9.69	13.70	13.70	12.70	12.70	11.70	11.70	11.70	11.70	11.70	11.70	13.70	13.70	11.70	11.70	10.70	10.70
D	-1.67	-1.67	-1.67	-1.67	-0.67	-0.67	-1.69	-1.69	-3.70	-3.70	-4.70	-1.70	-3.70	-2.70	-3.70	-2.70	-3.70	-3.70	-9.70	-9.70	-6.70	-6.70	-2.70	-2.70

	12				13				14				15				16				17			
S	9	9	10	10	22	22	25	24	26	26	27	25	19	18	26	27	25	25	23	23	11	11	6	6
F	12.70	12.70	12.70	12.70	25.70	25.70	27.70	27.70	30.70	30.70	26.70	26.70	23.70	23.70	29.70	29.70	30.70	30.70	30.77	30.77	20.61	20.61	15.51	15.51
D	-3.70	-3.70	-2.70	-2.70	-3.70	-3.70	-2.70	-3.70	-4.70	-4.70	0.30	-1.70	-4.70	-5.70	-3.70	-2.70	-5.70	-5.70	-7.77	-7.77	-9.61	-9.61	-9.51	-9.51

	18				19				20				21				22				23			
S	7	7	11	11	16	16	16	14	14	13	12	17	16	17	17	17	17	17	17	17	17	17	17	17
F	9.89	9.89	10.89	10.89	17.00	17.00	15.48	15.48	15.30	15.30	14.36	14.36	16.00	16.00	17.00	17.00	15.00	15.00	15.00	15.00	15.00	15.00	17.00	17.00
D	-2.89	-2.89	0.11	0.11	-1.00	-1.00	0.52	-1.48	-1.30	-2.30	-2.36	2.64	0.00	1.00	0.00	0.00	2.00	2.00	2.00	2.00	1.00	-1.00	-17.00	-17.00

Mean Absolute Deviation: 4.52

Standard Deviation: 3.85

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 11/16/2015

Scheduling Unit: Customer Service / Help Desk

Published: No

11/22/2015

S : Scheduled ACD F : Forecasted D : Difference

	0				1				2				3				4				5			
S	1	1	1	1	1	1	0	1	1	1	1	1	1	1	1	1	0	0	0	0	1	1	1	1
F	7.28	7.28	7.30	7.30	7.30	7.30	7.30	7.30	7.30	7.30	7.30	7.30	7.30	7.30	7.30	7.30	7.30	7.30	7.60	7.60	16.00	16.00	16.00	16.00
D	-6.28	-6.28	-6.30	-6.30	-6.30	-6.30	-7.30	-6.30	-6.30	-6.30	-6.30	-6.30	-6.30	-6.30	-6.30	-6.30	-7.30	-7.30	-7.60	-7.60	-15.00	-15.00	-15.00	-15.00

	6				7				8				9				10				11			
S	3	3	4	4	8	8	8	8	10	11	9	11	8	10	5	9	8	8	8	8	5	5	4	4
F	8.60	8.60	8.60	8.60	8.64	8.64	11.70	11.70	11.70	11.70	12.70	12.70	13.70	13.70	11.70	11.70	9.70	9.70	11.70	11.70	12.70	12.70	12.70	12.70
D	-5.60	-5.60	-4.60	-4.60	-0.64	-0.64	-3.70	-3.70	-1.70	-0.70	-3.70	-1.70	-5.70	-3.70	-6.70	-2.70	-1.70	-1.70	-3.70	-3.70	-7.70	-7.70	-8.70	-8.70

	12				13				14				15				16				17			
S	9	9	10	10	20	22	24	23	26	27	24	25	23	19	25	26	25	26	24	24	9	9	9	9
F	12.70	12.70	12.70	12.70	25.70	25.70	27.70	27.70	29.70	29.70	25.70	25.70	26.70	26.70	29.70	29.70	30.70	30.70	29.70	29.70	18.69	18.69	16.71	16.71
D	-3.70	-3.70	-2.70	-2.70	-5.70	-3.70	-3.70	-4.70	-3.70	-2.70	-1.70	-0.70	-3.70	-7.70	-4.70	-3.70	-5.70	-4.70	-5.70	-5.70	-9.69	-9.69	-7.71	-7.71

	18				19				20				21				22				23			
S	12	12	10	10	14	14	15	15	15	14	12	17	14	17	17	17	17	17	17	17	17	15	0	0
F	12.84	12.84	14.28	14.28	16.75	16.75	15.93	15.93	15.08	15.08	15.47	15.47	16.00	16.00	16.00	16.00	15.00	15.00	16.00	16.00	15.00	15.00	17.00	17.00
D	-0.84	-0.84	-4.28	-4.28	-2.75	-2.75	-0.93	-0.93	-0.08	-1.08	-3.47	1.53	-2.00	1.00	1.00	1.00	2.00	2.00	1.00	1.00	2.00	0.00	-17.00	-17.00

Mean Absolute Deviation: 4.97

Standard Deviation: 4.01

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 8/31/2015

Scheduling Unit: Customer Service / Help Desk

Published on date/time:

8/31/2015

S : Scheduled ACD **F** : Forecasted **D** : Difference

	0				1				2				3				4				5			
S	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	1	1
F	19.00	19.00	18.00	18.00	19.00	19.00	19.00	19.00	16.00	16.00	18.00	18.00	19.00	19.00	18.00	18.00	19.00	19.00	19.00	19.00	19.00	19.00	21.00	21.00
D	-19.00	-19.00	-18.00	-18.00	-19.00	-19.00	-19.00	-19.00	-16.00	-16.00	-18.00	-18.00	-19.00	-19.00	-18.00	-18.00	-19.00	-19.00	-19.00	-19.00	-18.00	-18.00	-20.00	-20.00

	6				7				8				9				10				11			
S	1	1	1	1	1	1	1	3	36	41	42	43	37	36	37	39	36	34	39	43	45	46	40	38
F	18.00	18.00	19.00	19.00	18.00	18.00	18.00	18.00	24.00	24.00	22.00	22.00	21.00	21.00	24.00	24.00	22.00	22.00	25.00	25.00	25.00	25.00	22.00	22.00
D	-17.00	-17.00	-18.00	-18.00	-17.00	-17.00	-17.00	-15.00	12.00	17.00	20.00	21.00	16.00	15.00	13.00	15.00	14.00	12.00	14.00	18.00	20.00	21.00	18.00	16.00

	12				13				14				15				16				17			
S	38	38	43	44	36	36	37	36	56	56	52	57	52	52	57	56	52	57	53	56	24	23	22	22
F	22.00	22.00	25.00	25.00	25.00	25.00	23.00	23.00	24.00	24.00	23.00	23.00	22.00	22.00	24.00	24.00	24.00	24.00	25.00	25.00	24.00	24.00	23.00	23.00
D	16.00	16.00	18.00	19.00	11.00	11.00	14.00	13.00	32.00	32.00	29.00	34.00	30.00	30.00	33.00	32.00	28.00	33.00	28.00	31.00	0.00	-1.00	-1.00	-1.00

	18				19				20				21				22				23			
S	20	20	20	20	22	22	25	25	25	25	23	24	19	18	16	20	20	20	20	20	20	20	20	20
F	22.00	22.00	20.00	20.00	23.00	23.00	24.00	24.00	23.00	23.00	23.00	23.00	19.00	19.00	21.00	21.00	19.00	19.00	19.00	19.00	19.00	19.00	19.00	19.00
D	-2.00	-2.00	0.00	0.00	-1.00	-1.00	1.00	1.00	2.00	2.00	0.00	1.00	0.00	-1.00	-5.00	-1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00

Mean Absolute Deviation: 14.20

Standard Deviation: 17.11

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 8/31/2015

Scheduling Unit: Customer Service / Help Desk

Published on date/time: 09/17/2015 09:40:31

9/1/2015

S : Scheduled ACD F : Forecasted D : Difference

	0				1				2				3				4				5			
S	15	15	15	15	14	14	14	14	11	12	12	13	13	13	13	13	11	14	14	14	15	15	21	21
F	20.00	20.00	20.00	20.00	19.00	19.00	18.00	18.00	18.00	18.00	19.00	19.00	19.00	19.00	18.00	18.00	19.00	19.00	19.00	19.00	19.00	19.00	21.00	21.00
D	-5.00	-5.00	-5.00	-5.00	-5.00	-5.00	-4.00	-4.00	-7.00	-6.00	-7.00	-6.00	-6.00	-6.00	-5.00	-5.00	-8.00	-5.00	-5.00	-5.00	-4.00	-4.00	0.00	0.00

	6				7				8				9				10				11			
S	10	10	8	11	10	10	9	10	36	43	37	37	42	42	33	34	39	39	32	42	41	41	40	41
F	19.00	19.00	19.00	19.00	18.00	18.00	18.00	18.00	23.00	23.00	21.00	21.00	25.00	25.00	23.50	23.50	23.00	23.00	19.00	19.00	23.00	23.00	23.00	23.00
D	-9.00	-9.00	-11.00	-8.00	-8.00	-8.00	-9.00	-8.00	13.00	20.00	16.00	16.00	17.00	17.00	9.50	10.50	16.00	16.00	13.00	23.00	18.00	18.00	17.00	18.00

	12				13				14				15				16				17			
S	42	42	39	37	32	34	40	40	59	59	58	62	54	62	36	53	51	49	55	57	23	23	24	24
F	25.00	25.00	24.00	24.00	24.00	24.00	23.00	23.00	24.00	24.00	23.00	23.00	24.00	24.00	23.00	23.00	23.00	23.00	26.00	26.00	23.00	23.00	23.00	23.00
D	17.00	17.00	15.00	13.00	8.00	10.00	17.00	17.00	35.00	35.00	35.00	39.00	30.00	38.00	13.00	30.00	28.00	26.00	29.00	31.00	0.00	0.00	1.00	1.00

	18				19				20				21				22				23			
S	22	22	20	20	23	23	26	25	26	24	24	24	19	18	16	20	20	20	20	20	20	20	20	20
F	22.00	22.00	22.00	22.00	23.00	23.00	24.00	24.00	23.00	23.00	24.00	24.00	20.00	20.00	21.00	21.00	19.00	19.00	19.00	19.00	20.00	20.00	19.00	19.00
D	0.00	0.00	-2.00	-2.00	0.00	0.00	2.00	1.00	3.00	1.00	0.00	0.00	-1.00	-2.00	-5.00	-1.00	1.00	1.00	1.00	1.00	0.00	0.00	1.00	1.00

Mean Absolute Deviation: 9.96

Standard Deviation: 12.92

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 8/31/2015

Scheduling Unit: Customer Service / Help Desk

Published on date/time: 09/17/2015 09:40:31

9/2/2015

S : Scheduled ACD F : Forecasted D : Difference

	0				1				2				3				4				5				
S	15	15	15	15	13	13	13	13	13	13	12	12	12	12	13	13	13	14	14	14	14	16	16	21	21
F	20.00	20.00	20.00	20.00	19.00	19.00	19.00	19.00	20.00	20.00	17.00	17.00	19.00	19.00	19.00	19.00	19.00	19.00	20.00	20.00	20.00	20.00	20.00	21.00	21.00
D	-5.00	-5.00	-5.00	-5.00	-6.00	-6.00	-6.00	-6.00	-7.00	-7.00	-5.00	-5.00	-7.00	-7.00	-6.00	-6.00	-6.00	-5.00	-6.00	-6.00	-6.00	-4.00	-4.00	0.00	0.00

	6				7				8				9				10				11			
S	10	10	11	10	11	9	10	11	17	24	23	24	24	24	27	27	34	29	31	37	42	44	43	43
F	19.00	19.00	19.00	19.00	18.00	18.00	17.00	17.00	23.00	23.00	23.00	23.00	23.00	23.00	26.50	26.50	24.00	24.00	24.00	24.00	23.00	23.00	24.00	24.00
D	-9.00	-9.00	-8.00	-9.00	-7.00	-9.00	-7.00	-6.00	-6.00	1.00	0.00	1.00	1.00	1.00	0.50	0.50	10.00	5.00	7.00	13.00	19.00	21.00	19.00	19.00

	12				13				14				15				16				17			
S	36	37	42	41	31	32	32	32	59	59	55	58	46	52	51	52	61	53	55	58	23	24	22	22
F	23.00	23.00	26.00	26.00	26.00	26.00	25.00	25.00	26.00	26.00	23.00	23.00	22.00	22.00	25.00	25.00	25.00	25.00	23.00	23.00	24.00	24.00	23.00	23.00
D	13.00	14.00	16.00	15.00	5.00	6.00	7.00	7.00	33.00	33.00	32.00	35.00	24.00	30.00	26.00	27.00	36.00	28.00	32.00	35.00	-1.00	0.00	-1.00	-1.00

	18				19				20				21				22				23			
S	20	20	20	20	22	22	25	25	25	26	21	21	18	19	16	20	20	20	20	20	20	20	20	20
F	23.00	23.00	22.00	22.00	22.00	22.00	22.00	22.00	24.00	24.00	23.00	23.00	22.00	22.00	22.00	22.00	19.00	19.00	19.00	19.00	19.00	19.00	19.00	19.00
D	-3.00	-3.00	-2.00	-2.00	0.00	0.00	3.00	3.00	1.00	2.00	-2.00	-2.00	-4.00	-3.00	-6.00	-2.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00

Mean Absolute Deviation: 8.50

Standard Deviation: 12.32

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 8/31/2015

Scheduling Unit: Customer Service / Help Desk

Published on date/time: 09/17/2015 09:40:31

9/3/2015

S : Scheduled ACD F : Forecasted D : Difference

	0				1				2				3				4				5			
S	14	14	14	14	14	14	14	14	13	13	11	11	13	13	14	11	13	14	13	13	14	14	21	21
F	19.00	19.00	19.00	19.00	19.00	19.00	20.00	20.00	19.00	19.00	19.00	19.00	19.00	19.00	17.00	17.00	19.00	19.00	19.00	19.00	19.00	19.00	21.00	21.00
D	-5.00	-5.00	-5.00	-5.00	-5.00	-5.00	-6.00	-6.00	-6.00	-6.00	-8.00	-8.00	-6.00	-6.00	-3.00	-6.00	-6.00	-5.00	-6.00	-6.00	-5.00	-5.00	0.00	0.00

	6				7				8				9				10				11			
S	12	12	12	10	11	12	12	11	37	44	44	44	42	43	31	38	39	35	38	43	38	38	42	42
F	19.00	19.00	18.00	18.00	19.00	19.00	19.00	19.00	24.00	24.00	26.00	26.00	24.00	24.00	25.00	25.00	21.00	21.00	21.50	21.50	22.00	22.00	22.00	22.00
D	-7.00	-7.00	-6.00	-8.00	-8.00	-7.00	-7.00	-8.00	13.00	20.00	18.00	18.00	18.00	19.00	6.00	13.00	18.00	14.00	16.50	21.50	16.00	16.00	20.00	20.00

	12				13				14				15				16				17			
S	41	43	36	40	30	30	35	36	42	42	40	40	42	41	32	39	36	38	38	39	10	8	11	11
F	23.00	23.00	24.00	24.00	24.00	24.00	24.00	24.00	23.00	23.00	23.00	23.00	23.00	23.00	23.00	23.00	23.00	23.00	23.00	23.00	15.00	15.00	18.00	18.00
D	18.00	20.00	12.00	16.00	6.00	6.00	11.00	12.00	19.00	19.00	17.00	17.00	19.00	18.00	9.00	16.00	13.00	15.00	15.00	16.00	-5.00	-7.00	-7.00	-7.00

	18				19				20				21				22				23			
S	10	10	9	9	10	10	11	11	11	11	10	9	1	2	2	2	2	2	2	2	2	2	2	2
F	16.00	16.00	15.00	15.00	18.00	18.00	18.00	18.00	16.00	16.00	14.01	14.01	7.01	7.01	14.00	14.00	8.01	8.01	8.01	8.01	8.01	8.01	8.00	8.00
D	-6.00	-6.00	-6.00	-6.00	-8.00	-8.00	-7.00	-7.00	-5.00	-5.00	-4.01	-5.01	-6.01	-5.01	-12.00	-12.00	-6.01	-6.01	-6.01	-6.01	-6.01	-6.01	-6.00	-6.00

Mean Absolute Deviation: 9.64

Standard Deviation: 10.87

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 8/31/2015

Scheduling Unit: Customer Service / Help Desk

Published on date/time: 09/17/2015 09:40:31

9/4/2015

S : Scheduled ACD F : Forecasted D : Difference

	0				1				2				3				4				5			
S	14	14	13	12	13	13	13	13	12	12	11	11	11	13	11	11	12	13	13	13	12	12	12	12
F	17.00	17.00	18.00	18.00	19.00	19.00	19.00	19.00	18.00	18.00	18.00	18.00	18.00	18.00	18.00	18.00	19.00	19.00	19.00	19.00	18.00	18.00	19.00	19.00
D	-3.00	-3.00	-5.00	-6.00	-6.00	-6.00	-6.00	-6.00	-6.00	-6.00	-7.00	-7.00	-7.00	-5.00	-7.00	-7.00	-7.00	-6.00	-6.00	-6.00	-6.00	-6.00	-7.00	-7.00

	6				7				8				9				10				11			
S	2	2	2	2	2	2	2	2	33	33	35	36	34	35	39	35	42	43	33	49	39	39	36	36
F	7.00	7.00	7.00	7.00	7.00	7.00	12.00	12.00	22.00	22.00	22.00	22.00	23.00	23.00	24.00	24.00	22.00	22.00	22.00	22.00	25.00	25.00	25.00	25.00
D	-5.00	-5.00	-5.00	-5.00	-5.00	-5.00	-10.00	-10.00	11.00	11.00	13.00	14.00	11.00	12.00	15.00	11.00	20.00	21.00	11.00	27.00	14.00	14.00	11.00	11.00

	12				13				14				15				16				17			
S	37	38	38	38	33	32	32	32	39	39	32	34	31	31	31	43	37	36	42	41	9	9	8	10
F	20.50	20.50	24.00	24.00	25.00	25.00	25.00	25.00	23.00	23.00	26.00	26.00	24.00	24.00	23.00	23.00	21.00	21.00	23.00	23.00	15.00	15.00	16.00	16.00
D	16.50	17.50	14.00	14.00	8.00	7.00	7.00	7.00	16.00	16.00	6.00	8.00	7.00	7.00	8.00	20.00	16.00	15.00	19.00	18.00	-6.00	-6.00	-8.00	-6.00

	18				19				20				21				22				23			
S	10	10	10	10	10	10	11	11	10	11	9	9	1	2	2	2	2	2	2	2	2	2	2	2
F	17.00	17.00	17.00	17.00	17.00	17.00	16.00	16.00	13.00	13.00	14.00	14.00	12.00	12.00	7.01	7.01	8.01	8.01	8.00	8.00	8.02	8.02	8.03	8.03
D	-7.00	-7.00	-7.00	-7.00	-7.00	-7.00	-5.00	-5.00	-3.00	-2.00	-5.00	-5.00	-11.00	-10.00	-5.01	-5.01	-6.01	-6.01	-6.00	-6.00	-6.02	-6.02	-6.03	-6.03

Mean Absolute Deviation: 8.75

Standard Deviation: 9.86

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 8/31/2015

Scheduling Unit: Customer Service / Help Desk

Published on date/time: 09/17/2015 09:40:31

9/5/2015

S : Scheduled ACD F : Forecasted D : Difference

	0				1				2				3				4				5			
S	14	14	14	14	13	13	13	13	11	11	13	12	11	12	11	11	12	13	13	13	12	12	12	12
F	17.00	17.00	19.00	19.00	20.00	20.00	18.00	18.00	19.00	19.00	19.00	19.00	19.00	19.00	18.00	18.00	19.00	19.00	18.00	18.00	14.00	14.00	14.00	14.00
D	-3.00	-3.00	-5.00	-5.00	-7.00	-7.00	-5.00	-5.00	-8.00	-8.00	-6.00	-7.00	-8.00	-7.00	-7.00	-7.00	-7.00	-6.00	-5.00	-5.00	-2.00	-2.00	-2.00	-2.00

	6				7				8				9				10				11			
S	2	2	2	2	2	2	1	2	2	1	2	2	1	1	1	1	0	0	0	0	1	1	1	1
F	15.00	15.00	8.00	8.00	9.00	9.00	15.00	15.00	16.00	16.00	15.00	15.00	15.00	15.00	15.00	15.00	20.00	20.00	22.00	22.00	15.00	15.00	15.00	15.00
D	-13.00	-13.00	-6.00	-6.00	-7.00	-7.00	-14.00	-13.00	-14.00	-15.00	-13.00	-13.00	-14.00	-14.00	-14.00	-14.00	-20.00	-20.00	-22.00	-22.00	-14.00	-14.00	-14.00	-14.00

	12				13				14				15				16				17			
S	1	1	1	1	15	14	16	16	19	19	16	16	15	16	17	19	18	18	18	19	13	13	4	4
F	14.00	14.00	16.00	16.00	16.00	16.00	20.00	20.00	22.00	22.00	21.00	21.00	19.00	19.00	21.00	21.00	21.00	21.00	22.00	22.00	16.00	16.00	12.00	12.00
D	-13.00	-13.00	-15.00	-15.00	-1.00	-2.00	-4.00	-4.00	-3.00	-3.00	-5.00	-5.00	-4.00	-3.00	-4.00	-2.00	-3.00	-3.00	-4.00	-3.00	-3.00	-3.00	-8.00	-8.00

	18				19				20				21				22				23			
S	9	9	14	14	14	14	16	15	16	14	15	18	16	17	17	18	18	18	18	18	17	17	16	16
F	15.00	15.00	14.00	14.00	21.00	21.00	19.00	19.00	20.00	20.00	21.00	21.00	18.00	18.00	23.00	23.00	18.00	18.00	19.00	19.00	18.00	18.00	19.00	19.00
D	-6.00	-6.00	0.00	0.00	-7.00	-7.00	-3.00	-4.00	-4.00	-6.00	-6.00	-3.00	-2.00	-1.00	-6.00	-5.00	0.00	0.00	-1.00	-1.00	-1.00	-1.00	-3.00	-3.00

Mean Absolute Deviation: 6.94

Standard Deviation: 5.25

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 8/31/2015

Scheduling Unit: Customer Service / Help Desk

Published on date/time: 09/17/2015 09:40:31

9/6/2015

S : Scheduled ACD F : Forecasted D : Difference

	0				1				2				3				4				5			
S	13	13	13	13	13	13	13	13	11	11	13	13	11	11	11	11	12	13	13	13	12	12	12	12
F	20.00	20.00	19.00	19.00	19.00	19.00	19.00	19.00	18.00	18.00	19.00	19.00	18.00	18.00	19.00	19.00	17.00	17.00	19.00	19.00	15.00	15.00	15.00	15.00
D	-7.00	-7.00	-6.00	-6.00	-6.00	-6.00	-6.00	-6.00	-7.00	-7.00	-6.00	-6.00	-7.00	-7.00	-8.00	-8.00	-5.00	-4.00	-6.00	-6.00	-3.00	-3.00	-3.00	-3.00

	6				7				8				9				10				11			
S	2	2	2	2	2	2	2	2	1	2	1	2	1	1	1	1	0	0	0	0	1	1	1	1
F	17.00	17.00	15.00	15.00	14.00	14.00	8.00	8.00	17.00	17.00	16.00	16.00	18.00	18.00	16.00	16.00	20.00	20.00	22.00	22.00	16.00	16.00	16.00	16.00
D	-15.00	-15.00	-13.00	-13.00	-12.00	-12.00	-6.00	-6.00	-16.00	-15.00	-15.00	-14.00	-17.00	-17.00	-15.00	-15.00	-20.00	-20.00	-22.00	-22.00	-15.00	-15.00	-15.00	-15.00

	12				13				14				15				16				17			
S	1	1	1	1	13	14	19	19	19	19	17	16	15	16	17	16	18	19	19	19	14	14	4	4
F	14.00	14.00	15.00	15.00	17.00	17.00	22.00	22.00	21.00	21.00	22.00	22.00	20.00	20.00	20.00	20.00	21.00	21.00	22.00	22.00	20.00	20.00	14.00	14.00
D	-13.00	-13.00	-14.00	-14.00	-4.00	-3.00	-3.00	-3.00	-2.00	-2.00	-5.00	-6.00	-5.00	-4.00	-3.00	-4.00	-3.00	-2.00	-3.00	-3.00	-6.00	-6.00	-10.00	-10.00

	18				19				20				21				22				23			
S	8	8	14	14	14	14	15	17	14	15	16	18	13	18	18	18	18	18	18	18	18	18	16	16
F	14.00	14.00	17.00	17.00	17.00	17.00	20.00	20.00	20.00	20.00	21.00	21.00	17.00	17.00	21.00	21.00	18.00	18.00	18.00	18.00	19.00	19.00	18.00	18.00
D	-6.00	-6.00	-3.00	-3.00	-3.00	-3.00	-5.00	-3.00	-6.00	-5.00	-5.00	-3.00	-4.00	1.00	-3.00	-3.00	0.00	0.00	0.00	0.00	-1.00	-1.00	-2.00	-2.00

Mean Absolute Deviation: 7.38

Standard Deviation: 5.50

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 9/14/2015

Scheduling Unit: Customer Service / Help Desk

Published on date/time: 09/17/2015 09:40:31

9/14/2015

S : Scheduled ACD **F** : Forecasted **D** : Difference

	0				1				2				3				4				5			
S	1	1	1	1	1	1	1	1	2	2	2	2	2	2	2	2	2	2	2	2	11	11	11	11
F	19.00	19.00	18.00	18.00	18.00	18.00	18.00	18.00	7.03	7.03	7.03	7.03	7.07	7.07	14.00	14.00	7.05	7.05	7.09	7.09	21.00	21.00	21.00	21.00
D	-18.00	-18.00	-17.00	-17.00	-17.00	-17.00	-17.00	-17.00	-5.03	-5.03	-5.03	-5.03	-5.07	-5.07	-12.00	-12.00	-5.05	-5.05	-5.09	-5.09	-10.00	-10.00	-10.00	-10.00

	6				7				8				9				10				11			
S	15	15	15	15	24	26	25	28	45	46	48	51	45	45	37	39	39	40	36	42	43	43	42	42
F	23.00	23.00	23.00	23.00	26.00	26.00	28.00	28.00	27.00	27.00	32.00	32.00	32.00	32.00	32.00	32.00	31.00	31.00	34.50	34.50	36.00	36.00	37.00	37.00
D	-8.00	-8.00	-8.00	-8.00	-2.00	0.00	-3.00	0.00	18.00	19.00	16.00	19.00	13.00	13.00	5.00	7.00	8.00	9.00	1.50	7.50	7.00	7.00	5.00	5.00

	12				13				14				15				16				17			
S	47	47	47	49	48	46	45	48	62	64	65	65	53	52	49	46	41	48	55	58	29	29	26	26
F	37.00	37.00	37.00	37.00	36.00	36.00	38.00	38.00	37.00	37.00	34.00	34.00	36.00	36.00	34.00	34.00	32.00	32.00	35.00	35.00	27.00	27.00	27.00	27.00
D	10.00	10.00	10.00	12.00	12.00	10.00	7.00	10.00	25.00	27.00	31.00	31.00	17.00	16.00	15.00	12.00	9.00	16.00	20.00	23.00	2.00	2.00	-1.00	-1.00

	18				19				20				21				22				23			
S	23	23	20	23	21	21	25	25	26	27	25	25	24	24	21	26	20	20	20	20	20	20	20	20
F	23.00	23.00	22.00	22.00	24.00	24.00	23.00	23.00	21.00	21.00	21.00	21.00	20.00	20.00	20.00	20.00	17.00	17.00	17.00	17.00	17.00	17.00	17.00	17.00
D	0.00	0.00	-2.00	1.00	-3.00	-3.00	2.00	2.00	5.00	6.00	4.00	4.00	4.00	4.00	1.00	6.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00

Mean Absolute Deviation: 8.85

Standard Deviation: 10.98

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 9/14/2015

Scheduling Unit: Customer Service / Help Desk

Published on date/time: 09/15/2015 10:24:55

9/15/2015

S : Scheduled ACD F : Forecasted D : Difference

	0				1				2				3				4				5			
S	4	4	4	4	3	3	3	3	2	2	3	3	3	3	2	3	2	2	2	2	12	12	12	12
F	8.16	8.16	9.16	9.16	8.17	8.17	8.17	8.17	8.15	8.15	8.18	8.18	10.13	10.13	9.16	9.16	9.16	9.16	9.33	9.33	19.00	19.00	22.00	22.00
D	-4.16	-4.16	-5.16	-5.16	-5.17	-5.17	-5.17	-5.17	-6.15	-6.15	-5.18	-5.18	-7.13	-7.13	-7.16	-6.16	-7.16	-7.16	-7.33	-7.33	-7.00	-7.00	-10.00	-10.00

	6				7				8				9				10				11			
S	11	11	12	12	22	21	23	25	43	45	50	50	43	43	39	39	39	38	39	44	46	45	44	45
F	20.00	20.00	21.00	21.00	25.00	25.00	29.00	29.00	29.00	29.00	32.00	32.00	35.00	35.00	35.00	35.00	37.00	37.00	37.00	37.00	40.00	40.00	39.00	39.00
D	-9.00	-9.00	-9.00	-9.00	-3.00	-4.00	-6.00	-4.00	14.00	16.00	18.00	18.00	8.00	8.00	4.00	4.00	2.00	1.00	2.00	7.00	6.00	5.00	5.00	6.00

	12				13				14				15				16				17			
S	45	45	43	43	42	42	43	44	57	57	52	57	49	46	45	40	40	46	51	54	28	28	24	25
F	40.00	40.00	39.00	39.00	38.00	38.00	40.00	40.00	40.00	40.00	37.00	37.00	37.00	37.00	35.00	35.00	34.00	34.00	35.00	35.00	28.00	28.00	26.00	26.00
D	5.00	5.00	4.00	4.00	4.00	4.00	3.00	4.00	17.00	17.00	15.00	20.00	12.00	9.00	10.00	5.00	6.00	12.00	16.00	19.00	0.00	0.00	-2.00	-1.00

	18				19				20				21				22				23			
S	23	22	22	24	21	21	23	23	26	25	24	24	24	24	19	26	20	20	20	20	20	20	20	20
F	27.00	27.00	26.00	26.00	25.00	25.00	25.00	25.00	24.00	24.00	24.00	24.00	20.00	20.00	21.00	21.00	22.00	22.00	20.00	20.00	20.00	20.00	19.00	19.00
D	-4.00	-5.00	-4.00	-2.00	-4.00	-4.00	-2.00	-2.00	2.00	1.00	0.00	0.00	4.00	4.00	-2.00	5.00	-2.00	-2.00	0.00	0.00	0.00	0.00	1.00	1.00

Mean Absolute Deviation: 5.98

Standard Deviation: 7.53

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 9/14/2015

Scheduling Unit: Customer Service / Help Desk

Published on date/time: 09/15/2015 10:24:55

9/16/2015

S : Scheduled ACD F : Forecasted D : Difference

	0				1				2				3				4				5			
S	4	4	4	4	2	2	2	2	3	3	3	3	2	3	3	3	2	2	2	2	12	12	12	12
F	9.16	9.16	9.16	9.16	8.17	8.17	8.17	8.17	8.16	8.16	8.17	8.17	8.14	8.14	9.15	9.15	10.18	10.18	10.33	10.33	21.00	21.00	22.00	22.00
D	-5.16	-5.16	-5.16	-5.16	-6.17	-6.17	-6.17	-6.17	-5.16	-5.16	-5.17	-5.17	-6.14	-5.14	-6.15	-6.15	-8.18	-8.18	-8.33	-8.33	-9.00	-9.00	-10.00	-10.00

	6				7				8				9				10				11			
S	12	12	12	12	22	21	23	25	50	51	42	45	42	45	36	38	40	38	43	47	42	43	43	43
F	20.00	20.00	20.00	20.00	23.00	23.00	30.00	30.00	29.00	29.00	31.00	31.00	35.00	35.00	34.00	34.00	38.00	38.00	37.00	37.00	39.00	39.00	38.00	38.00
D	-8.00	-8.00	-8.00	-8.00	-1.00	-2.00	-7.00	-5.00	21.00	22.00	11.00	14.00	7.00	10.00	2.00	4.00	2.00	0.00	6.00	10.00	3.00	4.00	5.00	5.00

	12				13				14				15				16				17			
S	47	46	46	46	43	44	46	46	59	59	57	56	46	51	46	48	48	48	44	50	29	29	26	25
F	40.00	40.00	41.00	41.00	38.00	38.00	40.00	40.00	35.00	35.00	39.00	39.00	37.00	37.00	36.00	36.00	34.00	34.00	34.00	34.00	29.00	29.00	26.00	26.00
D	7.00	6.00	5.00	5.00	5.00	6.00	6.00	6.00	24.00	24.00	18.00	17.00	9.00	14.00	10.00	12.00	14.00	14.00	10.00	16.00	0.00	0.00	0.00	-1.00

	18				19				20				21				22				23			
S	23	23	21	23	21	21	24	25	25	25	24	25	24	23	20	26	20	20	20	20	20	20	20	20
F	25.00	25.00	26.00	26.00	26.00	26.00	25.00	25.00	24.00	24.00	24.00	24.00	21.00	21.00	22.00	22.00	21.00	21.00	20.00	20.00	20.00	20.00	19.00	19.00
D	-2.00	-2.00	-5.00	-3.00	-5.00	-5.00	-1.00	0.00	1.00	1.00	0.00	1.00	3.00	2.00	-2.00	4.00	-1.00	-1.00	0.00	0.00	0.00	0.00	1.00	1.00

Mean Absolute Deviation: 6.29

Standard Deviation: 8.14

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 9/14/2015

Scheduling Unit: Customer Service / Help Desk

Published on date/time: 09/15/2015 10:24:55

9/17/2015

S : Scheduled ACD **F** : Forecasted **D** : Difference

	0				1				2				3				4				5			
S	3	3	3	3	3	3	3	3	3	3	2	2	3	3	3	3	2	2	2	2	11	11	11	11
F	9.16	9.16	9.17	9.17	8.17	8.17	8.17	8.17	8.17	8.17	8.18	8.18	9.15	9.15	8.17	8.17	10.17	10.17	10.35	10.35	19.00	19.00	21.00	21.00
D	-6.16	-6.16	-6.17	-6.17	-5.17	-5.17	-5.17	-5.17	-5.17	-5.17	-6.18	-6.18	-6.15	-6.15	-5.17	-5.17	-8.17	-8.17	-8.35	-8.35	-8.00	-8.00	-10.00	-10.00

	6				7				8				9				10				11			
S	15	15	15	15	26	28	28	29	46	47	44	46	48	47	38	40	41	43	42	50	44	45	45	46
F	21.00	21.00	21.00	21.00	24.00	24.00	26.00	26.00	33.00	33.00	30.00	30.00	34.00	34.00	35.00	35.00	33.00	33.00	36.00	36.00	36.00	36.00	38.00	38.00
D	-6.00	-6.00	-6.00	-6.00	2.00	4.00	2.00	3.00	13.00	14.00	14.00	16.00	14.00	13.00	3.00	5.00	8.00	10.00	6.00	14.00	8.00	9.00	7.00	8.00

	12				13				14				15				16				17			
S	47	45	48	50	48	46	46	50	53	56	49	50	48	46	46	47	42	42	47	47	18	19	16	16
F	37.00	37.00	38.00	38.00	38.00	38.00	38.00	38.00	37.00	37.00	38.00	38.00	35.00	35.00	37.00	37.00	34.00	34.00	33.00	33.00	25.00	25.00	23.00	23.00
D	10.00	8.00	10.00	12.00	10.00	8.00	8.00	12.00	16.00	19.00	11.00	12.00	13.00	11.00	9.00	10.00	8.00	8.00	14.00	14.00	-7.00	-6.00	-7.00	-7.00

	18				19				20				21				22				23			
S	10	12	13	14	14	14	15	15	10	11	10	10	9	9	8	9	2	2	2	2	2	2	2	2
F	20.00	20.00	21.00	21.00	22.00	22.00	22.00	22.00	19.00	19.00	19.00	19.00	17.00	17.00	19.00	19.00	8.13	8.13	7.14	7.14	9.14	9.14	10.14	10.14
D	-10.00	-8.00	-8.00	-7.00	-8.00	-8.00	-7.00	-7.00	-9.00	-8.00	-9.00	-9.00	-8.00	-8.00	-11.00	-10.00	-6.13	-6.13	-5.14	-5.14	-7.14	-7.14	-8.14	-8.14

Mean Absolute Deviation: 8.28

Standard Deviation: 8.85

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 9/14/2015

Scheduling Unit: Customer Service / Help Desk

Published on date/time: 09/15/2015 10:24:55

9/18/2015

S : Scheduled ACD F : Forecasted D : Difference

	0				1				2				3				4				5			
S	1	1	1	1	1	1	1	1	1	1	1	1	1	1	0	1	1	1	1	1	10	10	9	9
F	9.14	9.14	8.15	8.15	8.21	8.21	14.00	14.00	8.16	8.16	8.30	8.30	15.00	15.00	15.00	15.00	15.00	15.00	20.00	20.00	16.00	16.00	16.00	16.00
D	-8.14	-8.14	-7.15	-7.15	-7.21	-7.21	-13.00	-13.00	-7.16	-7.16	-7.30	-7.30	-14.00	-14.00	-15.00	-14.00	-14.00	-14.00	-19.00	-19.00	-6.00	-6.00	-7.00	-7.00

	6				7				8				9				10				11			
S	11	11	15	15	24	24	27	28	41	41	51	45	39	44	34	39	45	46	41	46	44	44	45	47
F	17.00	17.00	19.00	19.00	17.00	17.00	18.00	18.00	22.00	22.00	27.00	27.00	30.50	30.50	31.00	31.00	34.00	34.00	29.00	29.00	35.00	35.00	38.00	38.00
D	-6.00	-6.00	-4.00	-4.00	7.00	7.00	9.00	10.00	19.00	19.00	24.00	18.00	8.50	13.50	3.00	8.00	11.00	12.00	12.00	17.00	9.00	9.00	7.00	9.00

	12				13				14				15				16				17			
S	49	51	47	47	46	46	48	51	53	54	48	49	48	47	45	45	42	42	45	46	17	18	16	15
F	39.00	39.00	37.00	37.00	35.00	35.00	39.00	39.00	34.00	34.00	34.00	34.00	37.00	37.00	33.00	33.00	35.00	35.00	32.00	32.00	26.00	26.00	22.00	22.00
D	10.00	12.00	10.00	10.00	11.00	11.00	9.00	12.00	19.00	20.00	14.00	15.00	11.00	10.00	12.00	12.00	7.00	7.00	13.00	14.00	-9.00	-8.00	-6.00	-7.00

	18				19				20				21				22				23			
S	11	11	11	14	14	14	15	15	10	11	10	10	10	10	9	10	2	2	2	2	2	2	2	2
F	20.00	20.00	17.00	17.00	19.00	19.00	17.00	17.00	15.00	15.00	15.00	15.00	13.00	13.00	15.00	15.00	8.16	8.16	8.16	8.16	8.16	8.16	8.16	8.16
D	-9.00	-9.00	-6.00	-3.00	-5.00	-5.00	-2.00	-2.00	-5.00	-4.00	-5.00	-5.00	-3.00	-3.00	-6.00	-5.00	-6.16	-6.16	-6.16	-6.16	-6.16	-6.16	-6.16	-6.16

Mean Absolute Deviation: 9.34

Standard Deviation: 10.37

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 9/14/2015

Scheduling Unit: Customer Service / Help Desk

Published on date/time: 09/15/2015 10:24:55

9/19/2015

S : Scheduled ACD F : Forecasted D : Difference

	0				1				2				3				4				5			
S	2	2	2	2	1	1	0	1	1	1	1	1	1	1	1	1	1	1	1	1	0	0	0	0
F	8.16	8.16	8.17	8.17	7.16	7.16	7.30	7.30	12.00	12.00	7.31	7.31	7.21	7.21	14.14	14.14	7.30	7.30	18.00	18.00	21.00	21.00	7.29	7.29
D	-6.16	-6.16	-6.17	-6.17	-6.16	-6.16	-7.30	-6.30	-11.00	-11.00	-6.31	-6.31	-6.21	-6.21	-13.14	-13.14	-6.30	-6.30	-17.00	-17.00	-21.00	-21.00	-7.29	-7.29

	6				7				8				9				10				11			
S	2	2	7	7	8	8	8	8	7	7	8	8	2	7	6	7	6	6	4	4	2	2	3	3
F	8.21	8.21	9.17	9.17	9.15	9.15	12.19	12.19	7.13	7.13	10.20	10.20	16.00	16.00	11.39	11.39	31.00	31.00	31.00	31.00	23.00	23.00	21.00	21.00
D	-6.21	-6.21	-2.17	-2.17	-1.15	-1.15	-4.19	-4.19	-0.13	-0.13	-2.20	-2.20	-14.00	-9.00	-5.39	-4.39	-25.00	-25.00	-27.00	-27.00	-21.00	-21.00	-18.00	-18.00

	12				13				14				15				16				17			
S	6	6	7	7	22	20	24	24	22	23	23	24	13	20	23	24	24	24	20	20	17	17	1	1
F	11.24	11.24	23.00	23.00	24.00	24.00	28.00	28.00	30.00	30.00	30.00	30.00	22.00	22.00	26.00	26.00	25.00	25.00	27.00	27.00	21.00	21.00	15.00	15.00
D	-5.24	-5.24	-16.00	-16.00	-2.00	-4.00	-4.00	-4.00	-8.00	-7.00	-7.00	-6.00	-9.00	-2.00	-3.00	-2.00	-1.00	-1.00	-7.00	-7.00	-4.00	-4.00	-14.00	-14.00

	18				19				20				21				22				23			
S	1	1	16	16	17	17	17	16	12	12	12	16	17	17	17	17	17	17	17	17	17	17	17	17
F	17.00	17.00	21.00	21.00	20.00	20.00	19.00	19.00	19.00	19.00	21.00	21.00	18.00	18.00	20.00	20.00	18.00	18.00	17.00	17.00	17.00	17.00	16.00	16.00
D	-16.00	-16.00	-5.00	-5.00	-3.00	-3.00	-2.00	-3.00	-7.00	-7.00	-9.00	-5.00	-1.00	-1.00	-3.00	-3.00	-1.00	-1.00	0.00	0.00	-1.00	-1.00	-3.00	-3.00

Mean Absolute Deviation: 7.56

Standard Deviation: 6.62

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 9/14/2015

Scheduling Unit: Customer Service / Help Desk

Published on date/time: 09/15/2015 10:24:55

9/20/2015

S : Scheduled ACD F : Forecasted D : Difference

	0				1				2				3				4				5			
S	1	1	1	1	1	1	1	1	0	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
F	7.11	7.11	7.11	7.11	7.15	7.15	13.08	13.08	12.00	12.00	13.15	13.15	13.15	13.15	7.15	7.15	7.16	7.16	7.19	7.19	17.10	17.10	10.22	10.22
D	-6.11	-6.11	-6.11	-6.11	-6.15	-6.15	-12.08	-12.08	-12.00	-11.00	-12.15	-12.15	-12.15	-12.15	-6.15	-6.15	-6.16	-6.16	-6.19	-6.19	-16.10	-16.10	-9.22	-9.22

	6				7				8				9				10				11			
S	4	4	4	4	8	8	8	7	8	8	4	8	7	7	4	7	6	6	3	3	2	2	4	4
F	8.16	8.16	9.16	9.16	9.11	9.11	8.24	8.24	11.24	11.24	21.03	21.03	17.00	17.00	9.40	9.40	25.00	25.00	26.00	26.00	17.00	17.00	12.23	12.23
D	-4.16	-4.16	-5.16	-5.16	-1.11	-1.11	-0.24	-1.24	-3.24	-3.24	-17.03	-13.03	-10.00	-10.00	-5.40	-2.40	-19.00	-19.00	-23.00	-23.00	-15.00	-15.00	-8.23	-8.23

	12				13				14				15				16				17			
S	6	6	6	6	22	23	22	23	24	22	23	23	15	19	23	24	22	22	21	22	17	17	1	1
F	21.00	21.00	12.07	12.07	21.00	21.00	26.00	26.00	31.00	31.00	29.00	29.00	23.00	23.00	28.00	28.00	26.00	26.00	27.00	27.00	22.00	22.00	17.00	17.00
D	-15.00	-15.00	-6.07	-6.07	1.00	2.00	-4.00	-3.00	-7.00	-9.00	-6.00	-6.00	-8.00	-4.00	-5.00	-4.00	-4.00	-4.00	-6.00	-5.00	-5.00	-5.00	-16.00	-16.00

	18				19				20				21				22				23			
S	1	1	17	17	16	16	16	16	12	12	11	17	17	17	16	17	17	17	17	17	15	15	12	12
F	11.00	11.00	22.00	22.00	22.00	22.00	22.00	22.00	21.00	21.00	21.00	21.00	18.00	18.00	19.00	19.00	18.00	18.00	18.00	18.00	17.00	17.00	16.00	16.00
D	-10.00	-10.00	-5.00	-5.00	-6.00	-6.00	-6.00	-6.00	-9.00	-9.00	-10.00	-4.00	-1.00	-1.00	-3.00	-2.00	-1.00	-1.00	-1.00	-1.00	-2.00	-2.00	-4.00	-4.00

Mean Absolute Deviation: 7.38

Standard Deviation: 5.19

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 10/26/2015

Scheduling Unit: Customer Service / Help Desk

Published on date/time: 09/15/2015 10:24:55

9/21/2015

S : Scheduled ACD **F** : Forecasted **D** : Difference

	0				1				2				3				4				5			
S	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
F	0.53	0.53	0.53	0.53	0.53	0.53	0.53	0.53	1.53	1.53	1.53	1.53	1.53	1.53	1.53	1.53	1.53	1.53	1.53	1.53	8.53	8.53	9.53	9.53
D	-0.53	-0.53	0.47	0.47	-0.53	-0.53	-0.53	-0.53	-1.53	-1.53	-1.53	-1.53	-1.53	-1.53	-1.53	-1.53	-1.53	-1.53	-1.53	-1.53	-8.53	-8.53	-9.53	-9.53

	6				7				8				9				10				11			
S	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
F	10.53	10.53	10.53	10.53	17.03	17.03	18.03	18.03	32.53	32.53	33.53	33.53	33.53	33.53	32.53	32.53	29.53	29.53	33.53	33.53	34.53	34.53	33.53	33.53
D	-10.53	-10.53	-10.53	-10.53	-17.03	-17.03	-18.03	-18.03	-32.53	-32.53	-33.53	-33.53	-33.53	-33.53	-32.53	-32.53	-29.53	-29.53	-33.53	-33.53	-34.53	-34.53	-33.53	-33.53

	12				13				14				15				16				17			
S	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
F	32.53	32.53	33.53	33.53	33.53	33.53	33.53	33.53	34.51	34.51	34.51	34.51	35.51	35.51	34.51	34.51	32.53	32.53	33.53	33.53	27.03	27.03	23.53	23.53
D	-32.53	-32.53	-33.53	-33.53	-33.53	-33.53	-33.53	-33.53	-34.51	-34.51	-34.51	-34.51	-35.51	-35.51	-34.51	-34.51	-32.53	-32.53	-33.53	-33.53	-27.03	-27.03	-23.53	-23.53

	18				19				20				21				22				23			
S	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
F	19.53	19.53	19.53	19.53	22.53	22.53	24.53	24.53	25.53	25.53	20.53	20.53	18.53	18.53	20.03	20.03	21.53	21.53	21.53	21.53	19.54	19.54	10.03	10.03
D	-19.53	-19.53	-19.53	-19.53	-22.53	-22.53	-24.53	-24.53	-25.53	-25.53	-20.53	-20.53	-18.53	-18.53	-20.03	-20.03	-21.53	-21.53	-21.53	-21.53	-19.54	-19.54	-10.03	-10.03

Mean Absolute Deviation: 20.44

Standard Deviation: 12.52

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 10/26/2015

Scheduling Unit: Customer Service / Help Desk

Published on date/time: 09/15/2015 10:24:55

10/26/2015

S : Scheduled ACD **F** : Forecasted **D** : Difference

	0				1				2				3				4				5			
S	2	2	2	2	2	2	2	2	3	3	3	3	3	3	3	3	3	3	3	3	11	10	10	10
F	16.00	16.00	16.00	16.00	15.00	15.00	16.00	16.00	5.14	5.14	5.15	5.15	5.16	5.16	5.16	5.16	5.15	5.15	5.17	5.17	9.12	9.12	9.13	9.13
D	-14.00	-14.00	-14.00	-14.00	-13.00	-13.00	-14.00	-14.00	-2.14	-2.14	-2.15	-2.15	-2.16	-2.16	-2.16	-2.16	-2.15	-2.15	-2.17	-2.17	1.88	0.88	0.87	0.87

	6				7				8				9				10				11			
S	11	11	11	11	21	22	23	25	50	51	45	47	50	52	42	49	48	47	48	50	48	47	45	45
F	11.18	11.18	11.28	11.28	20.00	20.00	22.00	22.00	38.00	38.00	36.00	36.00	43.00	43.00	42.00	42.00	42.00	42.00	43.00	43.00	44.00	44.00	43.00	43.00
D	-0.18	-0.18	-0.28	-0.28	1.00	2.00	1.00	3.00	12.00	13.00	9.00	11.00	7.00	9.00	0.00	7.00	6.00	5.00	5.00	7.00	4.00	3.00	2.00	2.00

	12				13				14				15				16				17			
S	50	51	54	55	54	54	50	52	67	67	65	66	64	64	65	66	64	63	60	63	34	34	26	26
F	45.00	45.00	48.00	48.00	49.00	49.00	39.00	39.00	54.00	54.00	59.00	59.00	58.00	58.00	59.00	59.00	55.00	55.00	51.00	51.00	30.00	30.00	24.00	24.00
D	5.00	6.00	6.00	7.00	5.00	5.00	11.00	13.00	13.00	13.00	6.00	7.00	6.00	6.00	6.00	7.00	9.00	8.00	9.00	12.00	4.00	4.00	2.00	2.00

	18				19				20				21				22				23			
S	22	22	22	24	21	21	24	24	19	20	18	20	18	18	17	21	21	21	21	21	18	18	17	17
F	19.00	19.00	19.00	19.00	15.00	15.00	19.00	19.00	16.00	16.00	16.00	16.00	17.00	17.00	15.00	15.00	16.00	16.00	15.00	15.00	16.00	16.00	16.00	16.00
D	3.00	3.00	3.00	5.00	6.00	6.00	5.00	5.00	3.00	4.00	2.00	4.00	1.00	1.00	2.00	6.00	5.00	5.00	6.00	6.00	2.00	2.00	1.00	1.00

Mean Absolute Deviation: 5.30

Standard Deviation: 6.24

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 10/26/2015

Scheduling Unit: Customer Service / Help Desk

Published on date/time: 10/27/2015 09:48:21

10/27/2015

S : Scheduled ACD F : Forecasted D : Difference

	0				1				2				3				4				5			
S	4	4	4	4	2	2	2	2	2	2	1	1	1	2	2	2	1	1	1	1	10	10	10	10
F	7.28	7.28	7.28	7.28	4.28	4.28	5.28	5.28	5.28	5.28	7.28	7.28	5.28	5.28	4.28	4.28	5.28	5.28	5.29	5.29	9.23	9.23	8.33	8.33
D	-3.28	-3.28	-3.28	-3.28	-2.28	-2.28	-3.28	-3.28	-3.28	-3.28	-6.28	-6.28	-4.28	-3.28	-2.28	-2.28	-4.28	-4.28	-4.29	-4.29	0.77	0.77	1.67	1.67

	6				7				8				9				10				11			
S	9	9	10	10	15	17	20	20	46	47	47	47	47	46	42	43	44	42	44	44	44	45	45	45
F	11.29	11.29	12.43	12.43	22.00	22.00	20.40	20.40	39.00	39.00	44.00	44.00	43.00	43.00	42.50	42.50	43.00	43.00	44.00	44.00	41.00	41.00	45.00	45.00
D	-2.29	-2.29	-2.43	-2.43	-7.00	-5.00	-0.40	-0.40	7.00	8.00	3.00	3.00	4.00	3.00	-0.50	0.50	1.00	-1.00	0.00	0.00	3.00	4.00	0.00	0.00

	12				13				14				15				16				17			
S	45	45	47	47	43	43	44	44	60	60	61	60	57	59	57	59	55	57	51	55	34	34	25	25
F	44.00	44.00	45.00	45.00	44.00	44.00	45.00	45.00	57.00	57.00	57.00	57.00	58.50	58.50	58.00	58.00	54.00	54.00	49.00	49.00	29.00	29.00	24.00	24.00
D	1.00	1.00	2.00	2.00	-1.00	-1.00	-1.00	-1.00	3.00	3.00	4.00	3.00	-1.50	0.50	-1.00	1.00	1.00	3.00	2.00	6.00	5.00	5.00	1.00	1.00

	18				19				20				21				22				23			
S	20	20	22	24	22	22	24	23	18	18	19	18	18	19	18	21	21	21	21	21	18	18	17	17
F	20.00	20.00	19.00	19.00	17.00	17.00	16.00	16.00	17.00	17.00	15.00	15.00	16.00	16.00	15.00	15.00	16.00	16.00	15.00	15.00	15.00	15.00	15.00	15.00
D	0.00	0.00	3.00	5.00	5.00	5.00	8.00	7.00	1.00	1.00	4.00	3.00	2.00	3.00	3.00	6.00	5.00	5.00	6.00	6.00	3.00	3.00	2.00	2.00

Mean Absolute Deviation: 2.88

Standard Deviation: 3.41

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 10/26/2015

Scheduling Unit: Customer Service / Help Desk

Published on date/time: 10/27/2015 09:48:21

10/28/2015

S : Scheduled ACD **F** : Forecasted **D** : Difference

	0				1				2				3				4				5			
S	4	4	2	2	1	1	1	1	2	1	2	2	2	2	2	2	2	2	1	1	9	9	10	10
F	7.27	7.27	7.27	7.27	5.27	5.27	5.27	5.27	5.27	5.27	5.28	5.28	6.27	6.27	4.28	4.28	5.28	5.28	5.29	5.29	9.21	9.21	9.29	9.29
D	-3.27	-3.27	-5.27	-5.27	-4.27	-4.27	-4.27	-4.27	-3.27	-4.27	-3.28	-3.28	-4.27	-4.27	-2.28	-2.28	-3.28	-3.28	-4.29	-4.29	-0.21	-0.21	0.71	0.71

	6				7				8				9				10				11			
S	10	10	10	10	15	15	19	19	45	46	45	46	45	47	37	41	43	44	47	45	41	40	38	38
F	11.31	11.31	12.43	12.43	22.00	22.00	22.16	22.16	39.00	39.00	39.00	39.00	42.00	42.00	39.00	39.00	43.50	43.50	43.00	43.00	40.50	40.50	38.00	38.00
D	-1.31	-1.31	-2.43	-2.43	-7.00	-7.00	-3.16	-3.16	6.00	7.00	6.00	7.00	3.00	5.00	-2.00	2.00	-0.50	0.50	4.00	2.00	0.50	-0.50	0.00	0.00

	12				13				14				15				16				17			
S	41	43	47	47	47	47	48	48	60	60	58	57	60	60	59	59	55	55	53	57	33	34	25	25
F	41.50	41.50	46.00	46.00	41.00	41.00	45.00	45.00	56.00	56.00	57.50	57.50	60.00	60.00	57.00	57.00	52.00	52.00	51.00	51.00	28.00	28.00	24.00	24.00
D	-0.50	1.50	1.00	1.00	6.00	6.00	3.00	3.00	4.00	4.00	0.50	-0.50	0.00	0.00	2.00	2.00	3.00	3.00	2.00	6.00	5.00	6.00	1.00	1.00

	18				19				20				21				22				23			
S	21	21	22	24	20	20	24	24	19	18	18	19	18	19	17	21	21	21	21	21	18	18	17	17
F	19.00	19.00	19.00	19.00	16.00	16.00	16.00	16.00	15.00	15.00	17.00	17.00	17.00	17.00	17.00	17.00	15.00	15.00	15.00	15.00	15.00	15.00	15.00	15.00
D	2.00	2.00	3.00	5.00	4.00	4.00	8.00	8.00	4.00	3.00	1.00	2.00	1.00	2.00	0.00	4.00	6.00	6.00	6.00	6.00	3.00	3.00	2.00	2.00

Mean Absolute Deviation: 3.14

Standard Deviation: 3.65

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 10/26/2015

Scheduling Unit: Customer Service / Help Desk

Published on date/time: 10/27/2015 09:48:21

10/29/2015

S : Scheduled ACD F : Forecasted D : Difference

	0				1				2				3				4				5			
S	3	3	3	3	1	1	1	1	1	1	1	1	1	1	0	1	1	1	1	1	9	9	9	9
F	6.27	6.27	6.27	6.27	5.27	5.27	6.27	6.27	6.27	6.27	5.27	5.27	5.27	5.27	5.28	5.28	5.29	5.29	5.29	5.29	9.21	9.21	9.26	9.26
D	-3.27	-3.27	-3.27	-3.27	-4.27	-4.27	-5.27	-5.27	-5.27	-5.27	-4.27	-4.27	-4.27	-4.27	-5.28	-4.28	-4.29	-4.29	-4.29	-4.29	-0.21	-0.21	-0.26	-0.26

	6				7				8				9				10				11			
S	11	11	10	11	20	18	21	22	44	45	43	44	46	46	37	41	39	40	39	49	53	55	50	51
F	11.33	11.33	12.42	12.42	20.00	20.00	22.09	22.09	38.00	38.00	38.00	38.00	42.00	42.00	39.50	39.50	38.00	38.00	42.00	42.00	40.00	40.00	45.00	45.00
D	-0.33	-0.33	-2.42	-1.42	0.00	-2.00	-1.09	-0.09	6.00	7.00	5.00	6.00	4.00	4.00	-2.50	1.50	1.00	2.00	-3.00	7.00	13.00	15.00	5.00	6.00

	12				13				14				15				16				17			
S	45	45	49	49	48	48	50	47	57	58	52	54	52	53	50	51	45	46	50	49	22	22	18	18
F	43.00	43.00	45.00	45.00	46.00	46.00	46.00	46.00	53.00	53.00	48.50	48.50	47.50	47.50	50.00	50.00	49.19	49.19	48.19	48.19	22.19	22.19	18.19	18.19
D	2.00	2.00	4.00	4.00	2.00	2.00	4.00	1.00	4.00	5.00	3.50	5.50	4.50	5.50	0.00	1.00	-4.19	-3.19	1.81	0.81	-0.19	-0.19	-0.19	-0.19

	18				19				20				21				22				23			
S	14	13	12	13	13	13	16	16	11	11	9	9	8	8	7	8	3	3	3	3	3	3	3	3
F	13.19	13.19	12.69	12.69	13.19	13.19	16.19	16.19	10.25	10.25	9.25	9.25	10.25	10.25	8.26	8.26	5.26	5.26	5.26	5.26	5.26	5.26	6.26	6.26
D	0.81	-0.19	-0.69	0.31	-0.19	-0.19	-0.19	-0.19	0.75	0.75	-0.25	-0.25	-2.25	-2.25	-1.26	-0.26	-2.26	-2.26	-2.26	-2.26	-2.26	-2.26	-3.26	-3.26

Mean Absolute Deviation: 2.86

Standard Deviation: 3.82

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 10/26/2015

Scheduling Unit: Customer Service / Help Desk

Published on date/time: 10/27/2015 09:48:21

10/30/2015

S : Scheduled ACD F : Forecasted D : Difference

	0				1				2				3				4				5			
S	3	3	3	3	1	1	1	1	1	1	1	1	0	1	1	1	1	1	1	1	9	9	9	9
F	7.26	7.26	8.26	8.26	6.26	6.26	7.27	7.27	7.23	7.23	7.31	7.31	7.23	7.23	7.32	7.32	3.60	3.60	7.44	7.44	13.00	13.00	10.40	10.40
D	-4.26	-4.26	-5.26	-5.26	-5.26	-5.26	-6.27	-6.27	-6.23	-6.23	-6.31	-6.31	-7.23	-6.23	-6.32	-6.32	-2.60	-2.60	-6.44	-6.44	-4.00	-4.00	-1.40	-1.40

	6				7				8				9				10				11			
S	12	12	15	15	15	13	18	18	41	41	39	42	40	43	39	37	40	40	35	44	48	49	52	51
F	9.00	9.00	10.00	10.00	11.00	11.00	17.00	17.00	34.00	34.00	39.00	39.00	40.00	40.00	38.50	38.50	33.00	33.00	42.00	42.00	44.00	44.00	44.00	44.00
D	3.00	3.00	5.00	5.00	4.00	2.00	1.00	1.00	7.00	7.00	0.00	3.00	0.00	3.00	0.50	-1.50	7.00	7.00	-7.00	2.00	4.00	5.00	8.00	7.00

	12				13				14				15				16				17			
S	49	49	51	52	48	46	52	53	58	60	56	54	56	53	54	54	48	48	48	47	23	24	18	17
F	44.00	44.00	45.00	45.00	45.00	45.00	43.00	43.00	55.00	55.00	50.00	50.00	51.50	51.50	54.00	54.00	51.00	51.00	47.50	47.50	23.50	23.50	20.00	20.00
D	5.00	5.00	6.00	7.00	3.00	1.00	9.00	10.00	3.00	5.00	6.00	4.00	4.50	1.50	0.00	0.00	-3.00	-3.00	0.50	-0.50	-0.50	0.50	-2.00	-3.00

	18				19				20				21				22				23			
S	13	14	12	13	13	13	16	16	12	12	10	10	9	9	8	9	3	3	3	3	3	3	3	3
F	14.00	14.00	12.00	12.00	13.34	13.34	15.34	15.34	12.34	12.34	10.34	10.34	9.34	9.34	10.34	10.34	7.34	7.34	7.34	7.34	7.34	7.34	7.34	7.34
D	-1.00	0.00	0.00	1.00	-0.34	-0.34	0.66	0.66	-0.34	-0.34	-0.34	-0.34	-0.34	-0.34	-2.34	-1.34	-4.34	-4.34	-4.34	-4.34	-4.34	-4.34	-4.34	-4.34

Mean Absolute Deviation: 3.57

Standard Deviation: 4.36

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 10/26/2015

Scheduling Unit: Customer Service / Help Desk

Published on date/time: 10/27/2015 09:48:21

10/31/2015

S : Scheduled ACD F : Forecasted D : Difference

	0				1				2				3				4				5			
S	4	4	4	4	1	1	1	1	1	1	0	1	1	1	1	1	0	0	0	0	1	1	1	1
F	7.34	7.34	7.34	7.34	6.34	6.34	5.35	5.35	5.34	5.34	7.34	7.34	6.34	6.34	5.64	5.64	15.05	15.05	16.05	16.05	7.52	7.52	7.40	7.40
D	-3.34	-3.34	-3.34	-3.34	-5.34	-5.34	-4.35	-4.35	-4.34	-4.34	-7.34	-6.34	-5.34	-5.34	-4.64	-4.64	-15.05	-15.05	-16.05	-16.05	-6.52	-6.52	-6.40	-6.40

	6				7				8				9				10				11			
S	3	3	7	7	8	8	8	8	10	10	10	11	6	9	8	9	8	8	4	4	4	4	8	8
F	8.40	8.40	8.40	8.40	8.40	8.40	8.40	8.40	10.43	10.43	9.43	9.43	8.42	8.42	23.75	23.75	26.00	26.00	25.00	25.00	10.87	10.87	6.87	6.87
D	-5.40	-5.40	-1.40	-1.40	-0.40	-0.40	-0.40	-0.40	-0.43	-0.43	0.57	1.57	-2.42	0.58	-15.75	-14.75	-18.00	-18.00	-21.00	-21.00	-6.87	-6.87	1.13	1.13

	12				13				14				15				16				17			
S	10	10	9	10	17	15	19	20	28	28	25	25	26	24	25	26	24	26	23	24	19	19	8	8
F	11.87	11.87	11.87	11.87	17.87	17.87	21.87	21.87	30.87	30.87	24.87	24.87	24.87	24.87	28.87	28.87	28.87	28.87	28.87	28.87	22.87	22.87	12.87	12.87
D	-1.87	-1.87	-2.87	-1.87	-0.87	-2.87	-2.87	-1.87	-2.87	-2.87	0.13	0.13	1.13	-0.87	-3.87	-2.87	-4.87	-2.87	-5.87	-4.87	-3.87	-3.87	-4.87	-4.87

	18				19				20				21				22				23			
S	6	6	13	13	12	12	15	15	14	14	16	17	16	16	15	18	18	18	18	18	14	14	14	13
F	8.87	8.87	13.87	13.87	12.87	12.87	15.87	15.87	14.31	14.31	14.90	14.90	16.31	16.31	15.31	15.31	15.31	15.31	15.31	15.31	14.31	14.31	13.81	13.81
D	-2.87	-2.87	-0.87	-0.87	-0.87	-0.87	-0.87	-0.87	-0.31	-0.31	1.10	2.10	-0.31	-0.31	-0.31	2.69	2.69	2.69	2.69	2.69	-0.31	-0.31	0.19	-0.81

Mean Absolute Deviation: 4.24

Standard Deviation: 5.23

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 10/26/2015

Scheduling Unit: Customer Service / Help Desk

Published on date/time: 10/27/2015 09:48:21

11/1/2015

S : Scheduled ACD F : Forecasted D : Difference

	0				1				2				3				4				5				
S	1	1	1	1	1	1	1	1	0	1	1	1	1	1	1	1	1	0	0	0	0	1	1	1	1
F	6.31	6.31	5.31	5.31	10.63	10.63	10.62	10.62	7.31	7.31	5.31	5.31	5.63	5.63	16.00	16.00	15.00	15.00	5.46	5.46	4.45	4.45	7.45	7.45	
D	-5.31	-5.31	-4.31	-4.31	-9.63	-9.63	-9.62	-9.62	-7.31	-6.31	-4.31	-4.31	-4.63	-4.63	-15.00	-15.00	-15.00	-15.00	-5.46	-5.46	-3.45	-3.45	-6.45	-6.45	

	6				7				8				9				10				11			
S	4	4	6	6	8	8	8	8	10	11	8	11	7	9	7	10	9	9	6	6	5	5	7	7
F	6.45	6.45	5.45	5.45	7.45	7.45	8.45	8.45	10.45	10.45	9.45	9.45	8.48	8.48	9.48	9.48	8.95	8.95	24.00	24.00	27.00	27.00	9.83	9.83
D	-2.45	-2.45	0.55	0.55	0.55	0.55	-0.45	-0.45	-0.45	0.55	-1.45	1.55	-1.48	0.52	-2.48	0.52	0.05	0.05	-18.00	-18.00	-22.00	-22.00	-2.83	-2.83

	12				13				14				15				16				17			
S	9	9	9	10	17	18	17	20	27	27	25	24	25	26	26	27	24	24	23	25	19	19	7	7
F	11.83	11.83	11.83	11.83	16.83	16.83	20.83	20.83	30.83	30.83	24.83	24.83	24.83	24.83	28.83	28.83	26.83	26.83	27.83	27.83	22.83	22.83	12.83	12.83
D	-2.83	-2.83	-2.83	-1.83	0.17	1.17	-3.83	-0.83	-3.83	-3.83	0.17	-0.83	0.17	1.17	-2.83	-1.83	-2.83	-2.83	-4.83	-2.83	-3.83	-3.83	-5.83	-5.83

	18				19				20				21				22				23			
S	5	5	13	13	13	13	16	16	14	14	15	16	17	16	16	18	18	18	18	18	18	18	18	18
F	11.89	11.89	13.78	13.78	13.83	13.83	15.83	15.83	14.89	14.89	14.78	14.78	16.13	16.13	16.27	16.27	16.00	16.00	16.00	16.00	18.00	18.00	18.00	18.00
D	-6.89	-6.89	-0.78	-0.78	-0.83	-0.83	0.17	0.17	-0.89	-0.89	0.22	1.22	0.87	-0.13	-0.27	1.73	2.00	2.00	2.00	2.00	0.00	0.00	0.00	0.00

Mean Absolute Deviation: 3.94

Standard Deviation: 5.14

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 9/27/2015

Scheduling Unit: Customer Service / Help Desk

Published on date/time: 10/27/2015 09:48:21

9/27/2015

S : Scheduled ACD **F** : Forecasted **D** : Difference

	0				1				2				3				4				5			
S	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
F	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33
D	-3.33	-3.33	-3.33	-3.33	-3.33	-3.33	-3.33	-3.33	-3.33	-3.33	-3.33	-3.33	-3.33	-3.33	-3.33	-3.33	-3.33	-3.33	-3.33	-3.33	-3.33	-3.33	-3.33	-3.33

	6				7				8				9				10				11			
S	2	2	2	2	2	2	2	2	2	2	2	2	0	2	2	2	0	0	0	0	2	2	2	2
F	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33
D	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-3.33	-1.33	-1.33	-1.33	-3.33	-3.33	-3.33	-3.33	-1.33	-1.33	-1.33	-1.33

	12				13				14				15				16				17			
S	0	0	0	0	2	2	2	2	2	2	2	2	0	2	2	2	2	2	2	2	2	2	2	2
F	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33
D	-3.33	-3.33	-3.33	-3.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-3.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33

	18				19				20				21				22				23			
S	2	2	2	2	2	2	2	2	2	2	0	2	2	2	2	2	2	2	2	2	1	1	1	1
F	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33
D	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-3.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-2.33	-2.33	-2.33	-2.33

Mean Absolute Deviation: 2.10

Standard Deviation: 0.95

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 9/27/2015

Scheduling Unit: Support

Published on date/time: 09/03/2015 11:09:35

9/28/2015

S : Scheduled ACD F : Forecasted D : Difference

	0				1				2				3				4				5			
S	1	1	1	1	1	1	1	1	1	1	1	1	2	2	1	2	2	1	2	2	2	2	2	2
F	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33
D	-2.33	-2.33	-2.33	-2.33	-2.33	-2.33	-2.33	-2.33	-2.33	-2.33	-2.33	-2.33	-1.33	-1.33	-2.33	-1.33	-1.33	-2.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33

	6				7				8				9				10				11			
S	2	2	2	2	1	1	1	1	2	2	2	2	1	2	1	2	1	1	1	1	2	2	2	2
F	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33
D	-1.33	-1.33	-1.33	-1.33	-2.33	-2.33	-2.33	-2.33	-1.33	-1.33	-1.33	-1.33	-2.33	-1.33	-2.33	-1.33	-2.33	-2.33	-2.33	-2.33	-1.33	-1.33	-1.33	-1.33

	12				13				14				15				16				17			
S	0	0	0	0	2	2	2	2	2	2	2	2	0	2	2	2	2	2	2	2	2	2	2	2
F	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33
D	-3.33	-3.33	-3.33	-3.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-3.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33

	18				19				20				21				22				23			
S	2	2	2	2	2	2	2	2	2	2	2	2	0	2	2	2	2	2	2	2	0	0	0	0
F	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33
D	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-3.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-3.33	-3.33	-3.33	-3.33

Mean Absolute Deviation: 1.79

Standard Deviation: 0.68

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 9/27/2015

Scheduling Unit: Support

Published on date/time: 09/03/2015 11:09:35

9/29/2015

S : Scheduled ACD F : Forecasted D : Difference

	0				1				2				3				4				5			
S	2	2	2	2	2	2	2	2	1	1	1	1	1	1	1	1	1	1	2	2	2	2	2	2
F	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33
D	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-2.33	-2.33	-2.33	-2.33	-2.33	-2.33	-2.33	-2.33	-2.33	-2.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33

	6				7				8				9				10				11			
S	2	2	2	2	2	2	1	1	1	1	0	2	2	2	2	2	2	2	2	2	1	1	1	1
F	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33
D	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-2.33	-2.33	-2.33	-2.33	-3.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-2.33	-2.33	-2.33	-2.33

	12				13				14				15				16				17			
S	1	1	1	1	2	2	1	1	1	1	2	2	1	2	2	1	2	2	2	2	2	2	2	2
F	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33
D	-2.33	-2.33	-2.33	-2.33	-1.33	-1.33	-2.33	-2.33	-2.33	-2.33	-1.33	-1.33	-2.33	-1.33	-1.33	-2.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33

	18				19				20				21				22				23			
S	2	2	2	2	2	2	2	2	2	2	2	2	2	2	0	2	2	2	0	0	0	0	0	0
F	3.33	3.33	3.33	3.33	3.33	3.33	0.00	0.00	3.33	3.33	3.33	3.33	3.33	3.33	0.00	0.00	0.00	0.00	0.00	0.00	3.33	3.33	3.33	3.33
D	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	2.00	2.00	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	0.00	2.00	2.00	2.00	0.00	0.00	-3.33	-3.33	-3.33	-3.33

Mean Absolute Deviation: 1.78

Standard Deviation: 1.07

Number of schedulable time periods: 93

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 9/27/2015

Scheduling Unit: Support

Published on date/time: 09/03/2015 11:09:35

9/30/2015

S : Scheduled ACD F : Forecasted D : Difference

	0				1				2				3				4				5			
S	0	0	2	2	2	2	2	2	2	2	2	2	2	2	2	2	0	2	2	2	2	2	2	2
F	3.33	3.33	3.33	3.33	0.00	0.00	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33
D	-3.33	-3.33	-1.33	-1.33	2.00	2.00	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-3.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33

	6				7				8				9				10				11			
S	2	2	2	2	2	2	2	2	2	2	2	2	0	2	2	2	0	0	0	0	2	2	2	2
F	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33
D	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-3.33	-1.33	-1.33	-1.33	-3.33	-3.33	-3.33	-3.33	-1.33	-1.33	-1.33	-1.33

	12				13				14				15				16				17			
S	0	0	0	0	2	2	2	2	2	2	2	2	2	2	2	2	0	2	2	2	2	2	2	2
F	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	2.22	2.22	2.22	2.22	2.22	2.22	2.22	2.22	2.22	2.22	2.22	2.22
D	-3.33	-3.33	-3.33	-3.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-0.22	-0.22	-0.22	-0.22	-2.22	-0.22	-0.22	-0.22	-0.22	-0.22	-0.22	-0.22

	18				19				20				21				22				23			
S	2	2	2	2	2	2	2	2	2	2	2	2	2	0	2	2	2	2	0	0	0	0	2	2
F	2.22	2.22	2.22	2.22	2.22	2.22	2.22	2.22	2.22	2.22	2.22	2.22	2.22	2.22	2.22	2.22	2.22	2.22	2.22	2.22	2.22	2.22	2.22	2.22
D	-0.22	-0.22	-0.22	-0.22	-0.22	-0.22	-0.22	-0.22	-0.22	-0.22	-0.22	-0.22	-0.22	-2.22	-0.22	-0.22	-0.22	-0.22	-2.22	-2.22	-2.22	-2.22	-2.22	-0.22

Mean Absolute Deviation: 1.31

Standard Deviation: 1.07

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 9/27/2015

Scheduling Unit: Support

Published on date/time: 09/03/2015 11:09:35

10/1/2015

S : Scheduled ACD **F** : Forecasted **D** : Difference

	0				1				2				3				4				5			
S	0	0	0	0	2	2	2	2	2	2	2	2	2	2	0	2	2	2	2	2	2	2	2	2
F	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33
D	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-3.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33

	6				7				8				9				10				11			
S	2	2	2	2	2	2	2	2	2	2	2	2	2	2	0	2	2	2	2	2	0	0	0	0
F	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33
D	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-3.33	-1.33	-1.33	-1.33	-1.33	-1.33	-3.33	-3.33	-3.33	-3.33

	12				13				14				15				16				17			
S	2	2	2	2	2	2	2	2	2	2	2	2	0	0	0	0	0	2	2	2	2	2	2	2
F	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33
D	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-3.33	-3.33	-3.33	-3.33	-3.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33

	18				19				20				21				22				23			
S	2	2	2	2	2	2	2	2	2	2	2	0	2	2	2	2	2	2	0	0	0	0	0	0
F	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33
D	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-3.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-3.33	-3.33	-3.33	-3.33	-3.33	-3.33

Mean Absolute Deviation: 1.79

Standard Deviation: 0.84

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 9/27/2015

Scheduling Unit: Support

Published on date/time: 09/03/2015 11:09:35

10/2/2015

S : Scheduled ACD F : Forecasted D : Difference

	0				1				2				3				4				5			
S	0	0	2	2	2	2	2	2	2	2	2	2	2	2	0	2	2	2	2	2	2	2	2	2
F	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33
D	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33

	6				7				8				9				10				11			
S	2	2	2	2	2	2	2	2	2	2	0	2	2	2	2	2	2	2	2	2	0	0	0	0
F	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33
D	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-3.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-3.33	-3.33	-3.33	-3.33

	12				13				14				15				16				17			
S	2	2	2	2	2	2	2	2	2	2	2	2	0	0	0	0	0	2	2	2	2	2	2	2
F	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33
D	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-3.33	-3.33	-3.33	-3.33	-3.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33

	18				19				20				21				22				23			
S	2	2	2	2	2	2	2	2	2	2	0	2	2	2	2	2	2	2	2	2	2	2	1	1
F	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33
D	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-3.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-2.33	-2.33

Mean Absolute Deviation: 1.65

Standard Deviation: 0.71

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 9/27/2015

Scheduling Unit: Support

Published on date/time: 09/03/2015 11:09:35

10/3/2015

S : Scheduled ACD F : Forecasted D : Difference

	0				1				2				3				4				5			
S	0	0	1	1	2	2	1	1	1	1	1	1	1	1	2	2	1	1	2	2	2	2	2	2
F	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33
D	-1.33	-1.33	-2.33	-2.33	-1.33	-1.33	-2.33	-2.33	-2.33	-2.33	-2.33	-2.33	-2.33	-2.33	-1.33	-1.33	-2.33	-2.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33

	6				7				8				9				10				11			
S	2	2	2	2	2	2	2	2	2	2	1	2	2	2	1	2	2	2	2	2	1	1	1	1
F	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33
D	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-2.33	-1.33	-1.33	-1.33	-2.33	-1.33	-1.33	-1.33	-1.33	-1.33	-2.33	-2.33	-2.33	-2.33

	12				13				14				15				16				17			
S	1	1	1	1	1	1	1	1	2	2	1	1	1	1	2	1	1	2	2	2	2	2	2	2
F	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33
D	-2.33	-2.33	-2.33	-2.33	-2.33	-2.33	-2.33	-2.33	-1.33	-1.33	-2.33	-2.33	-2.33	-2.33	-1.33	-2.33	-2.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33

	18				19				20				21				22				23			
S	2	2	2	2	1	1	1	1	2	2	1	2	2	2	1	2	1	1	1	1	2	2	2	2
F	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33
D	-1.33	-1.33	-1.33	-1.33	-2.33	-2.33	-2.33	-2.33	-1.33	-1.33	-2.33	-1.33	-1.33	-1.33	-2.33	-1.33	-2.33	-2.33	-2.33	-2.33	-1.33	-1.33	-1.33	-1.33

Mean Absolute Deviation: 1.81

Standard Deviation: 0.54

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 9/27/2015

Scheduling Unit: Support

Published on date/time: 09/03/2015 11:09:35

10/4/2015

S : Scheduled ACD **F** : Forecasted **D** : Difference

	0				1				2				3				4				5			
S	1	1	1	1	2	2	2	2	2	2	2	2	1	1	1	1	1	1	2	2	2	2	2	2
F	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
D	1.00	1.00	1.00	1.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	1.00	1.00	1.00	1.00	1.00	1.00	2.00	2.00	2.00	2.00	2.00	2.00

	6				7				8				9				10				11			
S	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
F	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
D	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

	12				13				14				15				16				17			
S	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
F	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
D	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

	18				19				20				21				22				23			
S	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
F	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
D	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

Mean Absolute Deviation: 1.58

Standard Deviation: 2.79

Number of schedulable time periods: 24

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 10/19/2015

Scheduling Unit: Support

Published on date/time: 09/03/2015 11:09:35

10/19/2015

S : Scheduled ACD F : Forecasted D : Difference

	0				1				2				3				4				5			
S	2	2	2	2	2	2	2	2	3	3	3	3	3	3	3	3	3	3	3	3	10	10	10	10
F	16.00	16.00	16.00	16.00	16.00	16.00	16.00	16.00	5.16	5.16	5.16	5.16	5.16	5.16	5.16	5.16	5.15	5.15	5.17	5.17	9.13	9.13	10.18	10.18
D	-14.00	-14.00	-14.00	-14.00	-14.00	-14.00	-14.00	-14.00	-2.16	-2.16	-2.16	-2.16	-2.16	-2.16	-2.16	-2.16	-2.15	-2.15	-2.17	-2.17	0.87	0.87	-0.18	-0.18

	6				7				8				9				10				11			
S	14	14	14	14	22	24	25	26	44	45	47	51	52	50	41	48	47	49	48	49	45	47	45	45
F	12.15	12.15	14.23	14.23	23.00	23.00	21.23	21.23	40.00	40.00	40.00	40.00	44.00	44.00	40.50	40.50	43.00	43.00	44.00	44.00	44.50	44.50	43.00	43.00
D	1.85	1.85	-0.23	-0.23	-1.00	1.00	3.77	4.77	4.00	5.00	7.00	11.00	8.00	6.00	0.50	7.50	4.00	6.00	4.00	5.00	0.50	2.50	2.00	2.00

	12				13				14				15				16				17			
S	49	47	53	54	54	53	51	53	58	59	66	65	64	65	58	58	61	61	57	60	33	34	26	26
F	45.00	45.00	48.00	48.00	49.00	49.00	47.00	47.00	55.00	55.00	59.00	59.00	57.00	57.00	56.00	56.00	52.00	52.00	50.00	50.00	32.00	32.00	23.00	23.00
D	4.00	2.00	5.00	6.00	5.00	4.00	4.00	6.00	3.00	4.00	7.00	6.00	7.00	8.00	2.00	2.00	9.00	9.00	7.00	10.00	1.00	2.00	3.00	3.00

	18				19				20				21				22				23			
S	23	23	22	24	22	21	23	23	18	19	18	18	18	17	16	20	20	20	20	20	19	19	18	18
F	21.00	21.00	21.00	21.00	17.00	17.00	16.00	16.00	15.00	15.00	16.00	16.00	17.50	17.50	16.50	16.50	15.00	15.00	15.00	15.00	16.00	16.00	16.00	16.00
D	2.00	2.00	1.00	3.00	5.00	4.00	7.00	7.00	3.00	4.00	2.00	2.00	0.50	-0.50	-0.50	3.50	5.00	5.00	5.00	5.00	3.00	3.00	2.00	2.00

Mean Absolute Deviation: 4.43

Standard Deviation: 5.59

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 10/19/2015

Scheduling Unit: Customer Service / Help Desk

Published on date/time: 10/23/2015 12:16:45

10/20/2015

S : Scheduled ACD **F** : Forecasted **D** : Difference

	0				1				2				3				4				5			
S	3	3	3	3	2	2	2	2	2	2	1	1	2	2	1	2	1	1	1	1	9	9	10	10
F	6.29	6.29	6.29	6.29	4.29	4.29	5.29	5.29	5.29	5.29	5.29	5.29	5.29	5.29	5.29	5.29	5.29	5.29	5.29	5.29	9.25	9.25	10.33	10.33
D	-3.29	-3.29	-3.29	-3.29	-2.29	-2.29	-3.29	-3.29	-3.29	-3.29	-4.29	-4.29	-3.29	-3.29	-4.29	-3.29	-4.29	-4.29	-4.29	-4.29	-0.25	-0.25	-0.33	-0.33

	6				7				8				9				10				11			
S	10	10	10	10	16	17	19	20	46	47	41	41	46	47	42	42	43	42	45	47	47	46	47	46
F	11.29	11.29	12.39	12.39	22.00	22.00	20.48	20.48	41.00	41.00	36.10	36.10	45.00	45.00	42.00	42.00	43.00	43.00	45.00	45.00	41.00	41.00	46.00	46.00
D	-1.29	-1.29	-2.39	-2.39	-6.00	-5.00	-1.48	-0.48	5.00	6.00	4.90	4.90	1.00	2.00	0.00	0.00	0.00	-1.00	0.00	2.00	6.00	5.00	1.00	0.00

	12				13				14				15				16				17			
S	44	44	47	48	46	47	48	48	60	62	57	62	59	58	58	58	54	55	53	54	34	34	27	26
F	44.00	44.00	46.50	46.50	46.50	46.50	49.00	49.00	57.00	57.00	56.00	56.00	58.50	58.50	58.00	58.00	52.00	52.00	49.00	49.00	32.00	32.00	26.00	26.00
D	0.00	0.00	0.50	1.50	-0.50	0.50	-1.00	-1.00	3.00	5.00	1.00	6.00	0.50	-0.50	0.00	0.00	2.00	3.00	4.00	5.00	2.00	2.00	1.00	0.00

	18				19				20				21				22				23			
S	22	22	20	22	24	24	25	24	19	19	18	19	15	18	16	20	20	20	20	20	19	19	17	17
F	21.00	21.00	19.00	19.00	20.00	20.00	15.00	15.00	16.00	16.00	17.00	17.00	16.00	16.00	16.50	16.50	17.00	17.00	15.00	15.00	16.00	16.00	16.00	16.00
D	1.00	1.00	1.00	3.00	4.00	4.00	10.00	9.00	3.00	3.00	1.00	2.00	-1.00	2.00	-0.50	3.50	3.00	3.00	5.00	5.00	3.00	3.00	1.00	1.00

Mean Absolute Deviation: 2.54

Standard Deviation: 3.21

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 10/19/2015

Scheduling Unit: Customer Service / Help Desk

Published on date/time: 10/23/2015 12:16:45

10/21/2015

S : Scheduled ACD F : Forecasted D : Difference

	0				1				2				3				4				5			
S	3	3	3	3	1	1	1	1	2	2	1	2	2	2	2	2	1	1	1	1	10	10	10	10
F	6.29	6.29	6.29	6.29	5.29	5.29	5.29	5.29	5.29	5.29	5.29	5.29	6.29	6.29	5.29	5.29	5.29	5.29	4.29	4.29	9.27	9.27	10.32	10.32
D	-3.29	-3.29	-3.29	-3.29	-4.29	-4.29	-4.29	-4.29	-3.29	-3.29	-4.29	-3.29	-4.29	-4.29	-3.29	-3.29	-4.29	-4.29	-3.29	-3.29	0.73	0.73	-0.32	-0.32

	6				7				8				9				10				11			
S	9	9	9	9	16	17	19	20	45	46	39	40	45	45	43	42	40	43	43	46	45	44	44	44
F	12.29	12.29	13.39	13.39	22.00	22.00	19.49	19.49	41.00	41.00	36.06	36.06	43.00	43.00	42.50	42.50	41.50	41.50	43.50	43.50	44.50	44.50	44.00	44.00
D	-3.29	-3.29	-4.39	-4.39	-6.00	-5.00	-0.49	0.51	4.00	5.00	2.94	3.94	2.00	2.00	0.50	-0.50	-1.50	1.50	-0.50	2.50	0.50	-0.50	0.00	0.00

	12				13				14				15				16				17			
S	44	44	49	48	47	48	48	48	57	55	60	59	58	61	58	57	52	54	44	46	34	34	26	25
F	44.00	44.00	48.00	48.00	47.50	47.50	48.00	48.00	52.00	52.00	58.00	58.00	57.00	57.00	56.00	56.00	48.00	48.00	44.00	44.00	32.00	32.00	24.50	24.50
D	0.00	0.00	1.00	0.00	-0.50	0.50	0.00	0.00	5.00	3.00	2.00	1.00	1.00	4.00	2.00	1.00	4.00	6.00	0.00	2.00	2.00	2.00	1.50	0.50

	18				19				20				21				22				23			
S	21	20	22	25	22	22	25	25	20	18	19	17	18	17	17	20	20	20	20	20	18	18	18	18
F	20.00	20.00	20.00	20.00	19.00	19.00	16.00	16.00	18.00	18.00	15.00	15.00	17.50	17.50	17.00	17.00	15.00	15.00	15.00	15.00	16.00	16.00	16.00	16.00
D	1.00	0.00	2.00	5.00	3.00	3.00	9.00	9.00	2.00	0.00	4.00	2.00	0.50	-0.50	0.00	3.00	5.00	5.00	5.00	5.00	2.00	2.00	2.00	2.00

Mean Absolute Deviation: 2.53

Standard Deviation: 3.18

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 10/19/2015

Scheduling Unit: Customer Service / Help Desk

Published on date/time: 10/23/2015 12:16:45

10/22/2015

S : Scheduled ACD **F** : Forecasted **D** : Difference

	0				1				2				3				4				5				
S	2	2	2	2	1	1	1	1	1	1	1	1	1	0	1	1	1	1	1	1	1	9	9	9	9
F	5.29	5.29	5.29	5.29	5.29	5.29	5.29	5.29	6.29	6.29	5.29	5.29	6.29	6.29	5.29	5.29	5.29	5.29	5.29	5.29	9.25	9.25	10.32	10.32	
D	-3.29	-3.29	-3.29	-3.29	-4.29	-4.29	-4.29	-4.29	-5.29	-5.29	-4.29	-4.29	-5.29	-6.29	-4.29	-4.29	-4.29	-4.29	-4.29	-4.29	-0.25	-0.25	-1.32	-1.32	

	6				7				8				9				10				11			
S	11	11	11	11	18	20	23	23	45	46	38	39	49	49	37	40	40	43	43	53	49	51	47	48
F	13.29	13.29	14.34	14.34	22.00	22.00	19.52	19.52	40.00	40.00	35.00	35.00	43.00	43.00	41.00	41.00	40.00	40.00	42.50	42.50	41.00	41.00	46.00	46.00
D	-2.29	-2.29	-3.34	-3.34	-4.00	-2.00	3.48	3.48	5.00	6.00	3.00	4.00	6.00	6.00	-4.00	-1.00	0.00	3.00	0.50	10.50	8.00	10.00	1.00	2.00

	12				13				14				15				16				17			
S	49	49	49	48	55	53	53	55	56	57	55	55	53	54	55	55	47	49	50	51	22	22	19	19
F	44.00	44.00	46.00	46.00	48.00	48.00	48.00	48.00	54.00	54.00	49.00	49.00	55.00	55.00	53.00	53.00	49.00	49.00	49.00	49.00	29.00	29.00	22.00	22.00
D	5.00	5.00	3.00	2.00	7.00	5.00	5.00	7.00	2.00	3.00	6.00	6.00	-2.00	-1.00	2.00	2.00	-2.00	0.00	1.00	2.00	-7.00	-7.00	-3.00	-3.00

	18				19				20				21				22				23			
S	13	12	12	14	12	12	14	14	8	8	7	7	7	6	5	6	2	2	2	2	2	2	2	2
F	13.00	13.00	14.00	14.00	12.00	12.00	14.00	14.00	10.00	10.00	13.00	13.00	12.00	12.00	12.00	12.00	5.27	5.27	5.27	5.27	5.27	5.27	5.27	5.27
D	0.00	-1.00	-2.00	0.00	0.00	0.00	0.00	0.00	-2.00	-2.00	-6.00	-6.00	-5.00	-6.00	-7.00	-6.00	-3.27	-3.27	-3.27	-3.27	-3.27	-3.27	-3.27	-3.27

Mean Absolute Deviation: 3.55

Standard Deviation: 4.12

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 10/19/2015

Scheduling Unit: Customer Service / Help Desk

Published on date/time: 10/23/2015 12:16:45

10/23/2015

S : Scheduled ACD F : Forecasted D : Difference

	0				1				2				3				4				5			
S	2	2	2	2	1	1	1	1	1	1	1	1	1	1	0	1	1	1	1	1	9	9	9	9
F	7.27	7.27	8.28	8.28	7.27	7.27	7.28	7.28	7.27	7.27	7.28	7.28	7.24	7.24	7.28	7.28	7.29	7.29	7.44	7.44	12.04	12.04	10.29	10.29
D	-5.27	-5.27	-6.28	-6.28	-6.27	-6.27	-6.28	-6.28	-6.27	-6.27	-6.28	-6.28	-6.24	-6.24	-7.28	-6.28	-6.29	-6.29	-6.44	-6.44	-3.04	-3.04	-1.29	-1.29

	6				7				8				9				10				11			
S	12	12	15	15	17	15	20	20	31	31	40	43	42	45	40	39	40	37	41	44	51	52	50	50
F	8.09	8.09	10.16	10.16	10.00	10.00	15.00	15.00	29.00	29.00	35.00	35.00	40.00	40.00	39.00	39.00	34.00	34.00	43.50	43.50	47.00	47.00	45.00	45.00
D	3.91	3.91	4.84	4.84	7.00	5.00	5.00	5.00	2.00	2.00	5.00	8.00	2.00	5.00	1.00	0.00	6.00	3.00	-2.50	0.50	4.00	5.00	5.00	5.00

	12				13				14				15				16				17			
S	50	46	51	48	47	51	52	51	58	59	55	56	54	53	54	54	45	44	48	50	25	26	17	17
F	45.00	45.00	45.00	45.00	47.00	47.00	50.00	50.00	53.00	53.00	53.00	53.00	54.00	54.00	56.00	56.00	52.00	52.00	48.00	48.00	29.00	29.00	19.08	19.08
D	5.00	1.00	6.00	3.00	0.00	4.00	2.00	1.00	5.00	6.00	2.00	3.00	0.00	-1.00	-2.00	-2.00	-7.00	-8.00	0.00	2.00	-4.00	-3.00	-2.08	-2.08

	18				19				20				21				22				23			
S	14	14	10	14	13	13	15	16	11	11	10	10	9	9	9	9	2	2	2	2	2	2	2	2
F	13.08	13.08	14.00	14.00	13.16	13.16	15.16	15.16	16.16	16.16	10.51	10.51	9.51	9.51	10.56	10.56	8.57	8.57	8.57	8.57	8.57	8.57	8.57	8.57
D	0.92	0.92	-4.00	0.00	-0.16	-0.16	-0.16	0.84	-5.16	-5.16	-0.51	-0.51	-0.51	-0.51	-1.56	-1.56	-6.57	-6.57	-6.57	-6.57	-6.57	-6.57	-6.57	-6.57

Mean Absolute Deviation: 3.91

Standard Deviation: 4.46

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 10/19/2015

Scheduling Unit: Customer Service / Help Desk

Published on date/time: 10/23/2015 12:16:45

10/24/2015

S : Scheduled ACD F : Forecasted D : Difference

	0				1				2				3				4				5			
S	2	2	2	2	1	1	0	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
F	6.57	6.57	6.57	6.57	6.57	6.57	5.57	5.57	5.57	5.57	7.57	7.57	5.57	5.57	5.57	5.57	5.57	5.57	5.57	5.57	7.57	7.57	7.57	7.57
D	-4.57	-4.57	-4.57	-4.57	-5.57	-5.57	-5.57	-4.57	-4.57	-4.57	-6.57	-6.57	-4.57	-4.57	-4.57	-4.57	-4.57	-4.57	-4.57	-4.57	-6.57	-6.57	-6.57	-6.57

	6				7				8				9				10				11			
S	2	2	8	8	9	9	9	9	11	11	11	12	5	9	11	10	9	9	3	3	4	4	9	9
F	7.57	7.57	6.57	6.57	7.57	7.57	8.57	8.57	11.61	11.61	11.61	11.61	10.53	10.53	10.93	10.93	33.00	33.00	18.82	18.82	9.81	9.81	16.81	16.81
D	-5.57	-5.57	1.43	1.43	1.43	1.43	0.43	0.43	-0.61	-0.61	-0.61	0.39	-5.53	-1.53	0.07	-0.93	-24.00	-24.00	-15.82	-15.82	-5.81	-5.81	-7.81	-7.81

	12				13				14				15				16				17			
S	10	10	11	11	17	14	19	22	29	29	25	27	27	25	27	28	26	26	24	24	19	19	10	10
F	28.81	28.81	12.81	12.81	19.81	19.81	22.81	22.81	31.80	31.80	26.82	26.82	27.77	27.77	28.82	28.82	28.89	28.89	27.97	27.97	24.45	24.45	12.85	12.85
D	-18.81	-18.81	-1.81	-1.81	-2.81	-5.81	-3.81	-0.81	-2.80	-2.80	-1.82	0.18	-0.77	-2.77	-1.82	-0.82	-2.89	-2.89	-3.97	-3.97	-5.45	-5.45	-2.85	-2.85

	18				19				20				21				22				23			
S	4	4	11	11	14	14	15	15	15	16	15	16	16	15	15	18	18	18	18	18	18	18	14	14
F	11.98	11.98	15.00	15.00	16.06	16.06	17.02	17.02	15.78	15.78	15.68	15.68	15.06	15.06	16.50	16.50	16.00	16.00	16.00	16.00	15.00	15.00	14.00	14.00
D	-7.98	-7.98	-4.00	-4.00	-2.06	-2.06	-2.02	-2.02	-0.78	0.22	-0.68	0.32	0.94	-0.06	-1.50	1.50	2.00	2.00	2.00	2.00	3.00	3.00	0.00	0.00

Mean Absolute Deviation: 4.27

Standard Deviation: 4.99

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 10/19/2015

Scheduling Unit: Customer Service / Help Desk

Published on date/time: 10/23/2015 12:16:45

10/25/2015

S : Scheduled ACD F : Forecasted D : Difference

	0				1				2				3				4				5			
S	1	1	1	1	1	1	1	1	1	0	1	1	1	1	1	1	1	1	1	1	1	1	1	1
F	6.50	6.50	6.50	6.50	5.50	5.50	5.50	5.50	7.50	7.50	5.50	5.50	5.50	5.50	5.50	5.50	5.50	5.50	5.50	5.50	4.50	4.50	5.50	5.50
D	-5.50	-5.50	-5.50	-5.50	-4.50	-4.50	-4.50	-4.50	-6.50	-7.50	-4.50	-4.50	-4.50	-4.50	-4.50	-4.50	-4.50	-4.50	-4.50	-4.50	-3.50	-3.50	-4.50	-4.50

	6				7				8				9				10				11			
S	3	3	3	3	9	9	9	9	11	12	9	12	11	9	5	11	9	9	8	8	4	4	4	4
F	5.50	5.50	6.50	6.50	8.50	8.50	8.50	8.50	12.50	12.50	10.50	10.50	10.50	10.50	14.80	14.80	24.20	24.20	39.20	39.20	11.80	11.80	10.80	10.80
D	-2.50	-2.50	-3.50	-3.50	0.50	0.50	0.50	0.50	-1.50	-0.50	-1.50	1.50	0.50	-1.50	-9.80	-3.80	-15.20	-15.20	-31.20	-31.20	-7.80	-7.80	-6.80	-6.80

	12				13				14				15				16				17			
S	10	10	11	11	19	22	21	22	29	29	22	26	25	28	27	27	27	27	26	28	19	19	7	7
F	10.80	10.80	12.80	12.80	21.80	21.80	23.80	23.80	31.80	31.80	23.80	23.80	27.80	27.80	28.80	28.80	29.80	29.80	27.80	27.80	24.76	24.76	11.85	11.85
D	-0.80	-0.80	-1.80	-1.80	-2.80	0.20	-2.80	-1.80	-2.80	-2.80	-1.80	2.20	-2.80	0.20	-1.80	-1.80	-2.80	-2.80	-1.80	0.20	-5.76	-5.76	-4.85	-4.85

	18				19				20				21				22				23			
S	5	5	16	16	13	13	14	14	13	13	16	17	18	17	14	18	18	18	18	18	15	15	14	13
F	7.95	7.95	16.66	16.66	16.67	16.67	14.94	14.94	16.66	16.66	16.50	16.50	17.00	17.00	15.50	15.50	17.00	17.00	16.00	16.00	14.00	14.00	13.50	13.50
D	-2.95	-2.95	-0.66	-0.66	-3.67	-3.67	-0.94	-0.94	-3.66	-3.66	-0.50	0.50	1.00	0.00	-1.50	2.50	1.00	1.00	2.00	2.00	1.00	1.00	0.50	-0.50

Mean Absolute Deviation: 3.84

Standard Deviation: 5.11

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 10/18/2015

Scheduling Unit: Customer Service / Help Desk

Published on date/time: 10/23/2015 12:16:45

10/26/2015

S : Scheduled ACD **F** : Forecasted **D** : Difference

	0				1				2				3				4				5			
S	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3
F	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
D	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00

	6				7				8				9				10				11			
S	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	0	0	0	0	0	0	0	0
F	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
D	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

	12				13				14				15				16				17			
S	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
F	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
D	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

	18				19				20				21				22				23			
S	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
F	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
D	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

Mean Absolute Deviation: 3.00

Standard Deviation: 3.55

Number of schedulable time periods: 40

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 10/18/2015

Scheduling Unit: Customer Service / Help Desk

Published on date/time: 10/23/2015 12:16:45

10/18/2015

S : Scheduled ACD **F** : Forecasted **D** : Difference

	0				1				2				3				4				5			
S	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
F	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33
D	-3.33	-3.33	-3.33	-3.33	-3.33	-3.33	-3.33	-3.33	-3.33	-3.33	-3.33	-3.33	-3.33	-3.33	-3.33	-3.33	-3.33	-3.33	-3.33	-3.33	-3.33	-3.33	-3.33	-3.33

	6				7				8				9				10				11			
S	2	2	2	2	2	2	2	2	2	2	2	2	0	2	2	2	0	0	0	0	2	2	2	2
F	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33
D	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-3.33	-1.33	-1.33	-1.33	-3.33	-3.33	-3.33	-3.33	-1.33	-1.33	-1.33	-1.33

	12				13				14				15				16				17			
S	0	0	0	0	2	2	2	2	2	2	2	2	0	2	2	2	2	2	2	2	2	2	2	2
F	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33
D	-3.33	-3.33	-3.33	-3.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-3.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33

	18				19				20				21				22				23			
S	2	2	2	2	2	2	2	2	2	2	0	2	2	2	2	2	2	2	2	2	1	1	1	1
F	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33
D	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-3.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-2.33	-2.33	-2.33	-2.33

Mean Absolute Deviation: 2.10

Standard Deviation: 0.95

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 10/18/2015

Scheduling Unit: Support

Published on date/time: 09/03/2015 11:09:49

10/19/2015

S : Scheduled ACD F : Forecasted D : Difference

	0				1				2				3				4				5			
S	1	1	1	1	1	1	1	1	1	1	1	1	2	2	1	2	2	1	2	2	2	2	2	2
F	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33
D	-2.33	-2.33	-2.33	-2.33	-2.33	-2.33	-2.33	-2.33	-2.33	-2.33	-2.33	-2.33	-1.33	-1.33	-2.33	-1.33	-1.33	-2.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33

	6				7				8				9				10				11			
S	2	2	2	2	1	1	1	1	2	2	2	2	1	2	1	2	1	1	1	1	2	2	2	2
F	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33
D	-1.33	-1.33	-1.33	-1.33	-2.33	-2.33	-2.33	-2.33	-1.33	-1.33	-1.33	-1.33	-2.33	-1.33	-2.33	-1.33	-2.33	-2.33	-2.33	-2.33	-1.33	-1.33	-1.33	-1.33

	12				13				14				15				16				17			
S	0	0	0	0	2	2	2	2	2	2	2	2	0	2	2	2	2	2	2	2	2	2	2	2
F	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33
D	-3.33	-3.33	-3.33	-3.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-3.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33

	18				19				20				21				22				23			
S	2	2	2	2	2	2	2	2	2	2	2	2	0	2	2	2	2	2	2	2	0	0	0	0
F	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33
D	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-3.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-3.33	-3.33	-3.33	-3.33

Mean Absolute Deviation: 1.79

Standard Deviation: 0.68

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 10/18/2015

Scheduling Unit: Support

Published on date/time: 09/03/2015 11:09:49

10/20/2015

S : Scheduled ACD F : Forecasted D : Difference

	0				1				2				3				4				5			
S	2	2	2	2	2	2	2	2	1	1	1	1	1	1	1	1	1	1	2	2	2	2	2	2
F	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33
D	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-2.33	-2.33	-2.33	-2.33	-2.33	-2.33	-2.33	-2.33	-2.33	-2.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33

	6				7				8				9				10				11			
S	2	2	2	2	2	2	1	1	1	1	0	2	2	2	2	2	2	2	2	2	1	1	1	1
F	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33
D	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-2.33	-2.33	-2.33	-2.33	-3.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-2.33	-2.33	-2.33	-2.33

	12				13				14				15				16				17			
S	1	1	1	1	2	2	1	1	1	1	2	2	1	2	2	1	2	2	2	2	2	2	2	2
F	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33
D	-2.33	-2.33	-2.33	-2.33	-1.33	-1.33	-2.33	-2.33	-2.33	-2.33	-1.33	-1.33	-2.33	-1.33	-1.33	-2.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33

	18				19				20				21				22				23			
S	2	2	2	2	2	2	2	2	2	2	2	2	2	2	0	2	2	2	0	0	0	0	0	0
F	3.33	3.33	3.33	3.33	3.33	3.33	0.00	0.00	3.33	3.33	3.33	3.33	3.33	3.33	0.00	0.00	0.00	0.00	0.00	0.00	3.33	3.33	3.33	3.33
D	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	2.00	2.00	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	0.00	2.00	2.00	2.00	0.00	0.00	-3.33	-3.33	-3.33	-3.33

Mean Absolute Deviation: 1.78

Standard Deviation: 1.07

Number of schedulable time periods: 93

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 10/18/2015

Scheduling Unit: Support

Published on date/time: 09/03/2015 11:09:49

10/21/2015

S : Scheduled ACD F : Forecasted D : Difference

	0				1				2				3				4				5			
S	0	0	2	2	2	2	2	2	2	2	2	2	2	2	2	2	0	2	2	2	2	2	2	2
F	3.33	3.33	3.33	3.33	0.00	0.00	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33
D	-3.33	-3.33	-1.33	-1.33	2.00	2.00	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-3.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33

	6				7				8				9				10				11			
S	2	2	2	2	2	2	2	2	2	2	2	2	0	2	2	2	0	0	0	0	2	2	2	2
F	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33
D	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-3.33	-1.33	-1.33	-1.33	-3.33	-3.33	-3.33	-3.33	-1.33	-1.33	-1.33	-1.33

	12				13				14				15				16				17			
S	0	0	0	0	2	2	2	2	2	2	2	2	2	2	2	2	0	2	2	2	2	2	2	2
F	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	2.22	2.22	2.22	2.22	2.22	2.22	2.22	2.22	2.22	2.22	2.22	2.22
D	-3.33	-3.33	-3.33	-3.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-0.22	-0.22	-0.22	-0.22	-2.22	-0.22	-0.22	-0.22	-0.22	-0.22	-0.22	-0.22

	18				19				20				21				22				23			
S	2	2	2	2	2	2	2	2	2	2	2	2	2	0	2	2	2	2	0	0	0	0	2	2
F	2.22	2.22	2.22	2.22	2.22	2.22	2.22	2.22	2.22	2.22	2.22	2.22	2.22	2.22	2.22	2.22	2.22	2.22	2.22	2.22	2.22	2.22	2.22	2.22
D	-0.22	-0.22	-0.22	-0.22	-0.22	-0.22	-0.22	-0.22	-0.22	-0.22	-0.22	-0.22	-0.22	-2.22	-0.22	-0.22	-0.22	-0.22	-2.22	-2.22	-2.22	-2.22	-0.22	-0.22

Mean Absolute Deviation: 1.31

Standard Deviation: 1.07

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 10/18/2015

Scheduling Unit: Support

Published on date/time: 09/03/2015 11:09:49

10/22/2015

S : Scheduled ACD **F** : Forecasted **D** : Difference

	0				1				2				3				4				5			
S	0	0	0	0	2	2	2	2	2	2	2	2	2	2	0	2	2	2	2	2	2	2	2	2
F	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33
D	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-3.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33

	6				7				8				9				10				11			
S	2	2	2	2	2	2	2	2	2	2	2	2	2	2	0	2	2	2	2	2	0	0	0	0
F	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33
D	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-3.33	-1.33	-1.33	-1.33	-1.33	-1.33	-3.33	-3.33	-3.33	-3.33

	12				13				14				15				16				17			
S	2	2	2	2	2	2	2	2	2	2	2	2	0	0	0	0	0	2	2	2	2	2	2	2
F	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33
D	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-3.33	-3.33	-3.33	-3.33	-3.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33

	18				19				20				21				22				23			
S	2	2	2	2	2	2	2	2	2	2	2	0	2	2	2	2	2	2	0	0	0	0	0	0
F	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33
D	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-3.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-3.33	-3.33	-3.33	-3.33	-3.33	-3.33

Mean Absolute Deviation: 1.79

Standard Deviation: 0.84

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 10/18/2015

Scheduling Unit: Support

Published on date/time: 09/03/2015 11:09:49

10/23/2015

S : Scheduled ACD F : Forecasted D : Difference

	0				1				2				3				4				5			
S	0	0	2	2	2	2	2	2	2	2	2	2	2	2	0	2	2	2	2	2	2	2	2	2
F	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33
D	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33

	6				7				8				9				10				11			
S	2	2	2	2	2	2	2	2	2	2	0	2	2	2	2	2	2	2	2	2	0	0	0	0
F	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33
D	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-3.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-3.33	-3.33	-3.33	-3.33

	12				13				14				15				16				17			
S	2	2	2	2	2	2	2	2	2	2	2	2	0	0	0	0	0	2	2	2	2	2	2	2
F	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33
D	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-3.33	-3.33	-3.33	-3.33	-3.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33

	18				19				20				21				22				23			
S	2	2	2	2	2	2	2	2	2	2	0	2	2	2	2	2	2	2	2	2	2	2	1	1
F	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33
D	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-3.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-2.33	-2.33

Mean Absolute Deviation: 1.65

Standard Deviation: 0.71

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 10/18/2015

Scheduling Unit: Support

Published on date/time: 09/03/2015 11:09:49

10/24/2015

S : Scheduled ACD F : Forecasted D : Difference

	0				1				2				3				4				5			
S	0	0	1	1	2	2	1	1	1	1	1	1	1	1	2	2	1	1	2	2	2	2	2	2
F	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33
D	-1.33	-1.33	-2.33	-2.33	-1.33	-1.33	-2.33	-2.33	-2.33	-2.33	-2.33	-2.33	-2.33	-2.33	-1.33	-1.33	-2.33	-2.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33

	6				7				8				9				10				11			
S	2	2	2	2	2	2	2	2	2	2	1	2	2	2	1	2	2	2	2	2	1	1	1	1
F	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33
D	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-2.33	-1.33	-1.33	-1.33	-2.33	-1.33	-1.33	-1.33	-1.33	-1.33	-2.33	-2.33	-2.33	-2.33

	12				13				14				15				16				17			
S	1	1	1	1	1	1	1	1	2	2	1	1	1	1	2	1	1	2	2	2	2	2	2	2
F	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33
D	-2.33	-2.33	-2.33	-2.33	-2.33	-2.33	-2.33	-2.33	-1.33	-1.33	-2.33	-2.33	-2.33	-2.33	-1.33	-2.33	-2.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33

	18				19				20				21				22				23			
S	2	2	2	2	1	1	1	1	2	2	1	2	2	2	1	2	1	1	1	1	2	2	2	2
F	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33
D	-1.33	-1.33	-1.33	-1.33	-2.33	-2.33	-2.33	-2.33	-1.33	-1.33	-2.33	-1.33	-1.33	-1.33	-2.33	-1.33	-2.33	-2.33	-2.33	-2.33	-1.33	-1.33	-1.33	-1.33

Mean Absolute Deviation: 1.81

Standard Deviation: 0.54

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 10/18/2015

Scheduling Unit: Support

Published on date/time: 09/03/2015 11:09:49

10/25/2015

S : Scheduled ACD **F** : Forecasted **D** : Difference

	0				1				2				3				4				5			
S	1	1	1	1	2	2	2	2	2	2	2	2	1	1	1	1	1	1	2	2	2	2	2	2
F	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
D	1.00	1.00	1.00	1.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	1.00	1.00	1.00	1.00	1.00	1.00	2.00	2.00	2.00	2.00	2.00	2.00

	6				7				8				9				10				11			
S	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
F	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
D	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

	12				13				14				15				16				17			
S	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
F	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
D	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

	18				19				20				21				22				23			
S	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
F	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
D	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

Mean Absolute Deviation: 1.58

Standard Deviation: 2.79

Number of schedulable time periods: 24

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 9/6/2015

Scheduling Unit: Support

Published on date/time: 09/03/2015 11:09:49

9/6/2015

S : Scheduled ACD **F** : Forecasted **D** : Difference

	0				1				2				3				4				5			
S	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
F	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33
D	-3.33	-3.33	-3.33	-3.33	-3.33	-3.33	-3.33	-3.33	-3.33	-3.33	-3.33	-3.33	-3.33	-3.33	-3.33	-3.33	-3.33	-3.33	-3.33	-3.33	-3.33	-3.33	-3.33	-3.33

	6				7				8				9				10				11			
S	2	2	2	2	2	2	2	2	2	2	2	2	0	2	2	2	0	0	0	0	2	2	2	2
F	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33
D	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-3.33	-1.33	-1.33	-1.33	-3.33	-3.33	-3.33	-3.33	-1.33	-1.33	-1.33	-1.33

	12				13				14				15				16				17			
S	0	0	0	0	2	2	2	2	2	2	2	2	0	2	2	2	2	2	2	2	2	2	2	2
F	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33
D	-3.33	-3.33	-3.33	-3.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-3.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33

	18				19				20				21				22				23			
S	2	2	2	2	2	2	2	2	2	2	0	2	2	2	2	2	2	2	2	2	1	1	1	1
F	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33
D	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-3.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-2.33	-2.33	-2.33	-2.33

Mean Absolute Deviation: 2.10

Standard Deviation: 0.95

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 9/6/2015

Scheduling Unit: Support

Published on date/time: 09/03/2015 11:09:19

9/7/2015

S : Scheduled ACD F : Forecasted D : Difference

	0				1				2				3				4				5			
S	1	1	1	1	1	1	1	1	1	1	1	1	2	2	1	2	2	1	2	2	2	2	2	2
F	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33
D	-2.33	-2.33	-2.33	-2.33	-2.33	-2.33	-2.33	-2.33	-2.33	-2.33	-2.33	-2.33	-1.33	-1.33	-2.33	-1.33	-1.33	-2.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33

	6				7				8				9				10				11			
S	2	2	2	2	1	1	1	1	2	2	2	2	1	2	1	2	1	1	1	1	2	2	2	2
F	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33
D	-1.33	-1.33	-1.33	-1.33	-2.33	-2.33	-2.33	-2.33	-1.33	-1.33	-1.33	-1.33	-2.33	-1.33	-2.33	-1.33	-2.33	-2.33	-2.33	-2.33	-1.33	-1.33	-1.33	-1.33

	12				13				14				15				16				17			
S	0	0	0	0	2	2	2	2	2	2	2	2	0	2	2	2	2	2	2	2	2	2	2	2
F	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33
D	-3.33	-3.33	-3.33	-3.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-3.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33

	18				19				20				21				22				23			
S	2	2	2	2	2	2	2	2	2	2	2	2	0	2	2	2	2	2	2	2	0	0	0	0
F	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33
D	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-3.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-3.33	-3.33	-3.33	-3.33

Mean Absolute Deviation: 1.79

Standard Deviation: 0.68

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 9/6/2015

Scheduling Unit: Support

Published on date/time: 09/03/2015 11:09:19

9/8/2015

S : Scheduled ACD F : Forecasted D : Difference

	0				1				2				3				4				5			
S	2	2	2	2	2	2	2	2	1	1	1	1	1	1	1	1	1	1	2	2	2	2	2	2
F	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33
D	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-2.33	-2.33	-2.33	-2.33	-2.33	-2.33	-2.33	-2.33	-2.33	-2.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33

	6				7				8				9				10				11			
S	2	2	2	2	2	2	1	1	1	1	0	2	2	2	2	2	2	2	2	2	1	1	1	1
F	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33
D	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-2.33	-2.33	-2.33	-2.33	-3.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-2.33	-2.33	-2.33	-2.33

	12				13				14				15				16				17			
S	1	1	1	1	2	2	1	1	1	1	2	2	1	2	2	1	2	2	2	2	2	2	2	2
F	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33
D	-2.33	-2.33	-2.33	-2.33	-1.33	-1.33	-2.33	-2.33	-2.33	-2.33	-1.33	-1.33	-2.33	-1.33	-1.33	-2.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33

	18				19				20				21				22				23			
S	2	2	2	2	2	2	2	2	2	2	2	2	2	2	0	2	2	2	0	0	0	0	0	0
F	3.33	3.33	3.33	3.33	3.33	3.33	0.00	0.00	3.33	3.33	3.33	3.33	3.33	3.33	0.00	0.00	0.00	0.00	0.00	0.00	3.33	3.33	3.33	3.33
D	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	2.00	2.00	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	0.00	2.00	2.00	2.00	0.00	0.00	-3.33	-3.33	-3.33	-3.33

Mean Absolute Deviation: 1.78

Standard Deviation: 1.07

Number of schedulable time periods: 93

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 9/6/2015

Scheduling Unit: Support

Published on date/time: 09/03/2015 11:09:19

9/9/2015

S : Scheduled ACD F : Forecasted D : Difference

	0				1				2				3				4				5			
S	0	0	2	2	2	2	2	2	2	2	2	2	2	2	2	2	0	2	2	2	2	2	2	2
F	3.33	3.33	3.33	3.33	0.00	0.00	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33
D	-3.33	-3.33	-1.33	-1.33	2.00	2.00	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-3.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33

	6				7				8				9				10				11			
S	2	2	2	2	2	2	2	2	2	2	2	2	0	2	2	2	0	0	0	0	2	2	2	2
F	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33
D	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-3.33	-1.33	-1.33	-1.33	-3.33	-3.33	-3.33	-3.33	-1.33	-1.33	-1.33	-1.33

	12				13				14				15				16				17			
S	0	0	0	0	2	2	2	2	2	2	2	2	2	2	2	2	0	2	2	2	2	2	2	2
F	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	2.22	2.22	2.22	2.22	2.22	2.22	2.22	2.22	2.22	2.22	2.22	2.22
D	-3.33	-3.33	-3.33	-3.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-0.22	-0.22	-0.22	-0.22	-2.22	-0.22	-0.22	-0.22	-0.22	-0.22	-0.22	-0.22

	18				19				20				21				22				23			
S	2	2	2	2	2	2	2	2	2	2	2	2	2	0	2	2	2	2	0	0	0	0	2	2
F	2.22	2.22	2.22	2.22	2.22	2.22	2.22	2.22	2.22	2.22	2.22	2.22	2.22	2.22	2.22	2.22	2.22	2.22	2.22	2.22	2.22	2.22	2.22	2.22
D	-0.22	-0.22	-0.22	-0.22	-0.22	-0.22	-0.22	-0.22	-0.22	-0.22	-0.22	-0.22	-0.22	-2.22	-0.22	-0.22	-0.22	-0.22	-2.22	-2.22	-2.22	-2.22	-0.22	-0.22

Mean Absolute Deviation: 1.31

Standard Deviation: 1.07

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 9/6/2015

Scheduling Unit: Support

Published on date/time: 09/03/2015 11:09:19

9/10/2015

S : Scheduled ACD **F** : Forecasted **D** : Difference

	0				1				2				3				4				5			
S	0	0	0	0	2	2	2	2	2	2	2	2	2	2	0	2	2	2	2	2	2	2	2	2
F	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33
D	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-3.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33

	6				7				8				9				10				11			
S	2	2	2	2	2	2	2	2	2	2	2	2	2	2	0	2	2	2	2	2	0	0	0	0
F	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33
D	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-3.33	-1.33	-1.33	-1.33	-1.33	-1.33	-3.33	-3.33	-3.33	-3.33

	12				13				14				15				16				17			
S	2	2	2	2	2	2	2	2	2	2	2	2	0	0	0	0	0	2	2	2	2	2	2	2
F	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33
D	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-3.33	-3.33	-3.33	-3.33	-3.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33

	18				19				20				21				22				23			
S	2	2	2	2	2	2	2	2	2	2	2	0	2	2	2	2	2	2	0	0	0	0	0	0
F	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33
D	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-3.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-3.33	-3.33	-3.33	-3.33	-3.33	-3.33

Mean Absolute Deviation: 1.79

Standard Deviation: 0.84

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 9/6/2015

Scheduling Unit: Support

Published on date/time: 09/03/2015 11:09:19

9/11/2015

S : Scheduled ACD **F** : Forecasted **D** : Difference

	0				1				2				3				4				5			
S	0	0	2	2	2	2	2	2	2	2	2	2	2	2	0	2	2	2	2	2	2	2	2	2
F	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33
D	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33

	6				7				8				9				10				11			
S	2	2	2	2	2	2	2	2	2	2	0	2	2	2	2	2	2	2	2	2	0	0	0	0
F	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33
D	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-3.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-3.33	-3.33	-3.33	-3.33

	12				13				14				15				16				17			
S	2	2	2	2	2	2	2	2	2	2	2	2	0	0	0	0	0	2	2	2	2	2	2	2
F	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33
D	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-3.33	-3.33	-3.33	-3.33	-3.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33

	18				19				20				21				22				23			
S	2	2	2	2	2	2	2	2	2	2	0	2	2	2	2	2	2	2	2	2	2	2	1	1
F	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33
D	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-3.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-2.33	-2.33

Mean Absolute Deviation: 1.65

Standard Deviation: 0.71

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 9/6/2015

Scheduling Unit: Support

Published on date/time: 09/03/2015 11:09:19

9/12/2015

S : Scheduled ACD **F** : Forecasted **D** : Difference

	0				1				2				3				4				5			
S	0	0	1	1	2	2	1	1	1	1	1	1	1	1	2	2	1	1	2	2	2	2	2	2
F	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33
D	-1.33	-1.33	-2.33	-2.33	-1.33	-1.33	-2.33	-2.33	-2.33	-2.33	-2.33	-2.33	-2.33	-2.33	-1.33	-1.33	-2.33	-2.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33

	6				7				8				9				10				11			
S	2	2	2	2	2	2	2	2	2	2	1	2	2	2	1	2	2	2	2	2	1	1	1	1
F	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33
D	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-2.33	-1.33	-1.33	-1.33	-2.33	-1.33	-1.33	-1.33	-1.33	-1.33	-2.33	-2.33	-2.33	-2.33

	12				13				14				15				16				17			
S	1	1	1	1	1	1	1	1	2	2	1	1	1	1	2	1	1	2	2	2	2	2	2	2
F	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33
D	-2.33	-2.33	-2.33	-2.33	-2.33	-2.33	-2.33	-2.33	-1.33	-1.33	-2.33	-2.33	-2.33	-2.33	-1.33	-2.33	-2.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33

	18				19				20				21				22				23			
S	2	2	2	2	1	1	1	1	2	2	1	2	2	2	1	2	1	1	1	1	2	2	2	2
F	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33
D	-1.33	-1.33	-1.33	-1.33	-2.33	-2.33	-2.33	-2.33	-1.33	-1.33	-2.33	-1.33	-1.33	-1.33	-2.33	-1.33	-2.33	-2.33	-2.33	-2.33	-1.33	-1.33	-1.33	-1.33

Mean Absolute Deviation: 1.81

Standard Deviation: 0.54

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 9/6/2015

Scheduling Unit: Support

Published on date/time: 09/03/2015 11:09:19

9/13/2015

S : Scheduled ACD **F** : Forecasted **D** : Difference

	0				1				2				3				4				5			
S	1	1	1	1	2	2	2	2	2	2	2	2	1	1	1	1	1	1	2	2	2	2	2	2
F	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
D	1.00	1.00	1.00	1.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	1.00	1.00	1.00	1.00	1.00	1.00	2.00	2.00	2.00	2.00	2.00	2.00

	6				7				8				9				10				11			
S	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
F	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
D	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

	12				13				14				15				16				17			
S	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
F	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
D	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

	18				19				20				21				22				23			
S	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
F	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
D	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

Mean Absolute Deviation: 1.58

Standard Deviation: 2.79

Number of schedulable time periods: 24

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

New Hire Schedule Bid

Scheduling Unit: Support
Published: No 09/03/2015 11:09:19

8/31/2015

S : Scheduled ACD F : Forecasted D : Difference

	0				1				2				3				4				5			
S	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
F	10.00	10.00	10.00	10.00	9.00	9.00	10.00	10.00	12.00	12.00	10.00	10.00	12.00	12.00	11.00	11.00	11.00	11.00	11.00	11.00	13.00	13.00	14.00	14.00
D	-10.00	-10.00	-10.00	-10.00	-9.00	-9.00	-10.00	-10.00	-12.00	-12.00	-10.00	-10.00	-12.00	-12.00	-11.00	-11.00	-11.00	-11.00	-11.00	-11.00	-13.00	-13.00	-14.00	-14.00

	6				7				8				9				10				11			
S	0	0	0	0	2	3	3	3	9	9	9	10	10	10	7	9	8	8	3	5	6	6	6	6
F	16.00	16.00	17.00	17.00	17.50	17.50	16.00	16.00	18.00	18.00	18.00	18.00	18.00	18.00	18.00	18.00	18.00	18.00	19.00	19.00	19.00	19.00	18.00	18.00
D	-16.00	-16.00	-17.00	-17.00	-15.50	-14.50	-13.00	-13.00	-9.00	-9.00	-9.00	-8.00	-8.00	-8.00	-11.00	-9.00	-10.00	-10.00	-16.00	-14.00	-13.00	-13.00	-12.00	-12.00

	12				13				14				15				16				17			
S	4	4	6	7	9	6	9	9	9	9	6	7	9	9	8	8	5	5	5	5	0	0	0	0
F	17.00	17.00	19.50	19.50	19.00	19.00	18.00	18.00	28.00	28.00	27.00	27.00	26.00	26.00	28.00	28.00	28.00	28.00	26.00	26.00	28.00	28.00	28.00	28.00
D	-13.00	-13.00	-13.50	-12.50	-10.00	-13.00	-9.00	-9.00	-19.00	-19.00	-21.00	-20.00	-17.00	-17.00	-20.00	-20.00	-23.00	-23.00	-21.00	-21.00	-28.00	-28.00	-28.00	-28.00

	18				19				20				21				22				23			
S	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
F	26.00	26.00	27.00	27.00	25.00	25.00	26.00	26.00	23.00	23.00	26.00	26.00	23.00	23.00	24.00	24.00	21.00	21.00	21.00	21.00	20.00	20.00	21.00	21.00
D	-26.00	-26.00	-27.00	-27.00	-25.00	-25.00	-26.00	-26.00	-23.00	-23.00	-26.00	-26.00	-23.00	-23.00	-24.00	-24.00	-21.00	-21.00	-21.00	-21.00	-20.00	-20.00	-21.00	-21.00

Mean Absolute Deviation: 16.36

Standard Deviation: 6.19

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

New Hire Schedule Bid

Scheduling Unit: Customer Service / Help Desk

Published: No

9/1/2015

S : Scheduled ACD F : Forecasted D : Difference

	0				1				2				3				4				5			
S	1	1	1	1	2	2	2	2	2	2	2	2	1	1	2	2	2	2	2	2	3	3	5	5
F	20.00	20.00	20.00	20.00	21.00	21.00	21.00	21.00	21.00	21.00	22.00	22.00	21.00	21.00	21.00	21.00	21.00	21.00	21.00	21.00	21.00	21.00	23.00	23.00
D	-19.00	-19.00	-19.00	-19.00	-19.00	-19.00	-19.00	-19.00	-19.00	-19.00	-20.00	-20.00	-20.00	-20.00	-19.00	-19.00	-19.00	-19.00	-19.00	-19.00	-18.00	-18.00	-18.00	-18.00

	6				7				8				9				10				11			
S	5	5	5	5	4	3	4	4	5	8	8	8	7	7	6	4	3	2	4	4	7	7	6	6
F	28.00	28.00	26.00	26.00	28.00	28.00	27.00	27.00	26.00	26.00	29.00	29.00	28.00	28.00	28.00	28.00	26.00	26.00	28.00	28.00	27.00	27.00	27.00	27.00
D	-23.00	-23.00	-21.00	-21.00	-24.00	-25.00	-23.00	-23.00	-21.00	-18.00	-21.00	-21.00	-21.00	-21.00	-22.00	-24.00	-23.00	-24.00	-24.00	-24.00	-20.00	-20.00	-21.00	-21.00

	12				13				14				15				16				17			
S	5	5	5	3	6	6	6	6	7	7	6	6	5	6	3	3	3	3	3	3	0	0	0	0
F	28.00	28.00	26.50	26.50	28.00	28.00	27.00	27.00	28.00	28.00	28.00	28.00	28.00	28.00	29.00	29.00	28.00	28.00	28.00	28.00	28.00	28.00	30.00	30.00
D	-23.00	-23.00	-21.50	-23.50	-22.00	-22.00	-21.00	-21.00	-21.00	-21.00	-22.00	-22.00	-23.00	-22.00	-26.00	-26.00	-25.00	-25.00	-25.00	-25.00	-28.00	-28.00	-30.00	-30.00

	18				19				20				21				22				23			
S	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
F	24.00	24.00	24.00	24.00	26.00	26.00	27.00	27.00	24.00	24.00	24.00	24.00	23.00	23.00	27.00	27.00	21.00	21.00	22.00	22.00	23.00	23.00	21.00	21.00
D	-24.00	-24.00	-24.00	-24.00	-26.00	-26.00	-27.00	-27.00	-24.00	-24.00	-24.00	-24.00	-23.00	-23.00	-27.00	-27.00	-21.00	-21.00	-22.00	-22.00	-23.00	-23.00	-21.00	-21.00

Mean Absolute Deviation: 22.22

Standard Deviation: 2.77

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

New Hire Schedule Bid

Scheduling Unit: Customer Service / Help Desk

Published: No

9/2/2015

S : Scheduled ACD F : Forecasted D : Difference

	0				1				2				3				4				5				
S	1	1	1	1	1	1	1	1	2	2	1	2	2	2	2	2	2	2	2	2	2	1	1	1	1
F	21.00	21.00	22.00	22.00	21.00	21.00	21.00	21.00	21.00	21.00	20.00	20.00	21.00	21.00	21.00	21.00	21.00	21.00	22.00	22.00	22.00	22.00	22.00	22.00	22.00
D	-20.00	-20.00	-21.00	-21.00	-20.00	-20.00	-20.00	-20.00	-19.00	-19.00	-19.00	-18.00	-19.00	-19.00	-19.00	-19.00	-19.00	-19.00	-20.00	-20.00	-21.00	-21.00	-21.00	-21.00	-21.00

	6				7				8				9				10				11			
S	5	5	5	5	5	5	5	5	8	4	7	8	8	8	6	8	7	7	1	3	3	3	7	7
F	28.00	28.00	28.00	28.00	27.00	27.00	28.00	28.00	25.50	25.50	28.00	28.00	28.00	28.00	27.00	27.00	28.00	28.00	27.00	27.00	27.00	27.00	29.00	29.00
D	-23.00	-23.00	-23.00	-23.00	-22.00	-22.00	-23.00	-23.00	-17.50	-21.50	-21.00	-20.00	-20.00	-20.00	-21.00	-19.00	-21.00	-21.00	-26.00	-24.00	-24.00	-24.00	-22.00	-22.00

	12				13				14				15				16				17			
S	4	4	4	4	7	7	3	7	7	7	5	7	6	7	7	7	3	3	3	3	0	0	0	0
F	28.00	28.00	29.00	29.00	29.00	29.00	29.00	29.00	29.00	29.00	27.00	27.00	27.00	27.00	31.00	31.00	26.00	26.00	28.00	28.00	28.00	28.00	29.00	29.00
D	-24.00	-24.00	-25.00	-25.00	-22.00	-22.00	-26.00	-22.00	-22.00	-22.00	-22.00	-20.00	-21.00	-20.00	-24.00	-24.00	-23.00	-23.00	-25.00	-25.00	-28.00	-28.00	-29.00	-29.00

	18				19				20				21				22				23			
S	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
F	26.00	26.00	23.00	23.00	26.00	26.00	27.00	27.00	23.00	23.00	24.00	24.00	22.00	22.00	25.00	25.00	20.00	20.00	21.00	21.00	21.00	21.00	21.00	21.00
D	-26.00	-26.00	-23.00	-23.00	-26.00	-26.00	-27.00	-27.00	-23.00	-23.00	-24.00	-24.00	-22.00	-22.00	-25.00	-25.00	-20.00	-20.00	-21.00	-21.00	-21.00	-21.00	-21.00	-21.00

Mean Absolute Deviation: 22.23

Standard Deviation: 2.53

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

New Hire Schedule Bid

Scheduling Unit: Customer Service / Help Desk

Published: No

9/3/2015

S : Scheduled ACD F : Forecasted D : Difference

	0				1				2				3				4				5			
S	1	1	1	1	2	2	2	2	2	2	2	2	2	2	1	1	2	2	2	2	4	4	4	4
F	22.00	22.00	21.00	21.00	20.00	20.00	21.00	21.00	21.00	21.00	22.00	22.00	22.00	22.00	21.00	21.00	21.00	21.00	21.00	21.00	21.00	21.00	21.00	21.00
D	-21.00	-21.00	-20.00	-20.00	-18.00	-18.00	-19.00	-19.00	-19.00	-19.00	-20.00	-20.00	-20.00	-20.00	-20.00	-20.00	-19.00	-19.00	-19.00	-19.00	-17.00	-17.00	-17.00	-17.00

	6				7				8				9				10				11			
S	7	7	7	4	7	7	7	6	10	10	7	10	10	10	7	6	6	6	4	6	6	6	9	9
F	26.00	26.00	25.00	25.00	26.00	26.00	27.50	27.50	28.00	28.00	27.00	27.00	27.00	27.00	27.00	27.00	24.00	24.00	27.00	27.00	27.00	27.00	27.00	27.00
D	-19.00	-19.00	-18.00	-21.00	-19.00	-19.00	-20.50	-21.50	-18.00	-18.00	-20.00	-17.00	-17.00	-17.00	-20.00	-21.00	-18.00	-18.00	-23.00	-21.00	-21.00	-21.00	-18.00	-18.00

	12				13				14				15				16				17			
S	6	6	3	4	9	9	8	9	9	9	8	9	5	6	5	6	3	3	3	3	0	0	0	0
F	27.00	27.00	26.00	26.00	29.00	29.00	26.00	26.00	26.00	26.00	27.00	27.00	26.00	26.00	27.00	27.00	28.00	28.00	28.00	28.00	27.00	27.00	27.00	27.00
D	-21.00	-21.00	-23.00	-22.00	-20.00	-20.00	-18.00	-17.00	-17.00	-17.00	-19.00	-18.00	-21.00	-20.00	-22.00	-21.00	-25.00	-25.00	-25.00	-25.00	-27.00	-27.00	-27.00	-27.00

	18				19				20				21				22				23			
S	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
F	25.00	25.00	26.00	26.00	24.00	24.00	24.00	24.00	21.00	21.00	20.00	20.00	21.00	21.00	21.00	21.00	18.00	18.00	19.00	19.00	20.00	20.00	17.50	17.50
D	-25.00	-25.00	-26.00	-26.00	-24.00	-24.00	-24.00	-24.00	-21.00	-21.00	-20.00	-20.00	-21.00	-21.00	-21.00	-21.00	-18.00	-18.00	-19.00	-19.00	-20.00	-20.00	-17.50	-17.50

Mean Absolute Deviation: 20.41

Standard Deviation: 2.66

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

New Hire Schedule Bid

Scheduling Unit: Customer Service / Help Desk

Published: No

9/4/2015

S : Scheduled ACD **F** : Forecasted **D** : Difference

	0				1				2				3				4				5				
S	1	1	1	1	2	2	2	2	2	2	2	2	2	0	2	2	2	2	2	2	2	5	5	5	5
F	20.00	20.00	20.00	20.00	20.00	20.00	19.00	19.00	20.00	20.00	19.00	19.00	19.00	19.00	19.00	19.00	20.00	20.00	20.00	20.00	20.00	20.00	20.00	21.00	21.00
D	-19.00	-19.00	-19.00	-19.00	-18.00	-18.00	-17.00	-17.00	-18.00	-18.00	-17.00	-17.00	-17.00	-19.00	-17.00	-17.00	-18.00	-18.00	-18.00	-18.00	-18.00	-15.00	-15.00	-16.00	-16.00

	6				7				8				9				10				11			
S	6	6	6	6	7	7	3	7	9	9	8	8	9	9	4	5	4	4	5	7	7	7	7	7
F	13.00	13.00	20.00	20.00	20.00	20.00	20.50	20.50	24.00	24.00	27.00	27.00	25.00	25.00	26.00	26.00	25.00	25.00	28.00	28.00	27.00	27.00	25.00	25.00
D	-7.00	-7.00	-14.00	-14.00	-13.00	-13.00	-17.50	-13.50	-15.00	-15.00	-19.00	-19.00	-16.00	-16.00	-22.00	-21.00	-21.00	-21.00	-23.00	-21.00	-20.00	-20.00	-18.00	-18.00

	12				13				14				15				16				17			
S	5	1	5	6	8	8	8	8	8	8	6	7	4	4	4	4	3	3	3	3	1	1	1	0
F	26.00	26.00	28.00	28.00	27.00	27.00	26.00	26.00	27.00	27.00	26.00	26.00	27.00	27.00	28.00	28.00	28.00	28.00	27.00	27.00	28.00	28.00	27.00	27.00
D	-21.00	-25.00	-23.00	-22.00	-19.00	-19.00	-18.00	-18.00	-19.00	-19.00	-20.00	-19.00	-23.00	-23.00	-24.00	-24.00	-25.00	-25.00	-24.00	-24.00	-27.00	-27.00	-26.00	-27.00

	18				19				20				21				22				23			
S	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
F	22.00	22.00	23.00	23.00	23.00	23.00	24.00	24.00	16.00	16.00	16.00	16.00	16.00	16.00	16.00	16.00	16.00	16.00	17.00	17.00	16.00	16.00	16.00	16.00
D	-22.00	-22.00	-23.00	-23.00	-23.00	-23.00	-24.00	-24.00	-16.00	-16.00	-16.00	-16.00	-16.00	-16.00	-16.00	-16.00	-16.00	-16.00	-17.00	-17.00	-16.00	-16.00	-16.00	-16.00

Mean Absolute Deviation: 18.82

Standard Deviation: 3.82

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

New Hire Schedule Bid

Scheduling Unit: Customer Service / Help Desk

Published: No

9/5/2015

S : Scheduled ACD **F** : Forecasted **D** : Difference

	0				1				2				3				4				5			
S	1	1	1	1	1	1	1	1	1	1	1	1	1	0	1	1	1	1	1	1	1	1	1	1
F	20.00	20.00	21.00	21.00	21.00	21.00	20.00	20.00	20.00	20.00	20.00	20.00	20.00	20.00	20.00	20.00	21.00	21.00	19.00	19.00	16.00	16.00	14.00	14.00
D	-19.00	-19.00	-20.00	-20.00	-20.00	-20.00	-19.00	-19.00	-19.00	-19.00	-19.00	-19.00	-19.00	-20.00	-19.00	-19.00	-20.00	-20.00	-18.00	-18.00	-15.00	-15.00	-13.00	-13.00

	6				7				8				9				10				11			
S	0	0	1	1	2	2	2	2	2	2	2	2	1	2	1	2	2	2	2	2	1	1	0	0
F	21.00	21.00	20.00	20.00	21.00	21.00	21.00	21.00	22.00	22.00	19.00	19.00	21.00	21.00	19.00	19.00	20.00	20.00	22.00	22.00	20.00	20.00	21.00	21.00
D	-21.00	-21.00	-19.00	-19.00	-19.00	-19.00	-19.00	-19.00	-20.00	-20.00	-17.00	-17.00	-20.00	-19.00	-18.00	-17.00	-18.00	-18.00	-20.00	-20.00	-19.00	-19.00	-21.00	-21.00

	12				13				14				15				16				17			
S	1	1	2	2	2	2	2	2	0	2	2	2	2	2	2	2	2	2	1	1	0	0	0	0
F	19.00	19.00	18.00	18.00	26.00	26.00	26.50	26.50	26.00	26.00	25.00	25.00	23.00	23.00	26.00	26.00	25.00	25.00	25.00	25.00	25.00	25.00	25.00	25.00
D	-18.00	-18.00	-16.00	-16.00	-24.00	-24.00	-24.50	-24.50	-26.00	-24.00	-23.00	-23.00	-21.00	-21.00	-24.00	-24.00	-23.00	-23.00	-24.00	-24.00	-25.00	-25.00	-25.00	-25.00

	18				19				20				21				22				23			
S	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
F	18.00	18.00	18.00	18.00	22.00	22.00	24.00	24.00	23.00	23.00	23.00	23.00	19.00	19.00	23.00	23.00	19.00	19.00	20.00	20.00	18.00	18.00	20.00	20.00
D	-18.00	-18.00	-18.00	-18.00	-22.00	-22.00	-24.00	-24.00	-23.00	-23.00	-23.00	-23.00	-19.00	-19.00	-23.00	-23.00	-19.00	-19.00	-20.00	-20.00	-18.00	-18.00	-20.00	-20.00

Mean Absolute Deviation: 20.21

Standard Deviation: 2.71

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

New Hire Schedule Bid

Scheduling Unit: Customer Service / Help Desk

Published: No

9/6/2015

S : Scheduled ACD F : Forecasted D : Difference

	0				1				2				3				4				5			
S	1	1	1	1	1	1	1	1	1	1	1	1	0	1	1	1	1	1	1	1	1	1	1	1
F	9.09	9.09	9.10	9.10	9.10	9.10	9.10	9.10	11.10	11.10	11.09	11.09	9.11	9.11	9.08	9.08	9.10	9.10	9.25	9.25	10.00	10.00	11.00	11.00
D	-8.09	-8.09	-8.10	-8.10	-8.10	-8.10	-8.10	-8.10	-10.10	-10.10	-10.09	-10.09	-9.11	-8.11	-8.08	-8.08	-8.10	-8.10	-8.25	-8.25	-9.00	-9.00	-10.00	-10.00

	6				7				8				9				10				11			
S	2	2	2	2	2	2	2	2	2	2	0	2	2	2	2	2	1	1	0	0	1	1	2	2
F	20.00	20.00	19.00	19.00	20.00	20.00	21.00	21.00	21.00	21.00	21.00	21.00	21.00	21.00	20.00	20.00	18.00	18.00	20.00	20.00	20.00	20.00	20.00	20.00
D	-18.00	-18.00	-17.00	-17.00	-18.00	-18.00	-19.00	-19.00	-19.00	-19.00	-21.00	-19.00	-19.00	-19.00	-18.00	-18.00	-17.00	-17.00	-20.00	-20.00	-19.00	-19.00	-18.00	-18.00

	12				13				14				15				16				17			
S	2	2	2	2	2	0	2	2	2	2	2	2	2	2	2	2	0	0	0	0	0	0	0	0
F	18.00	18.00	19.00	19.00	24.00	24.00	24.50	24.50	25.00	25.00	25.00	25.00	22.00	22.00	24.00	24.00	25.00	25.00	24.00	24.00	25.00	25.00	24.00	24.00
D	-16.00	-16.00	-17.00	-17.00	-22.00	-24.00	-22.50	-22.50	-23.00	-23.00	-23.00	-23.00	-20.00	-20.00	-22.00	-22.00	-25.00	-25.00	-24.00	-24.00	-25.00	-25.00	-24.00	-24.00

	18				19				20				21				22				23			
S	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
F	17.00	17.00	17.00	17.00	23.00	23.00	22.00	22.00	21.00	21.00	22.00	22.00	20.00	20.00	21.00	21.00	18.00	18.00	17.00	17.00	19.00	19.00	18.00	18.00
D	-17.00	-17.00	-17.00	-17.00	-23.00	-23.00	-22.00	-22.00	-21.00	-21.00	-22.00	-22.00	-20.00	-20.00	-21.00	-21.00	-18.00	-18.00	-17.00	-17.00	-19.00	-19.00	-18.00	-18.00

Mean Absolute Deviation: 17.21

Standard Deviation: 5.40

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 9/21/2015

Scheduling Unit: Customer Service / Help Desk

Published on date/time:

9/21/2015

S : Scheduled ACD F : Forecasted D : Difference

	0				1				2				3				4				5			
S	0	0	0	0	0	0	0	0	1	1	1	1	1	1	1	1	1	1	1	0	10	10	10	10
F	19.00	19.00	19.00	19.00	19.00	19.00	18.00	18.00	7.04	7.04	7.04	7.04	7.04	7.04	7.04	7.04	7.04	7.04	7.12	7.12	16.00	16.00	17.00	17.00
D	-19.00	-19.00	-19.00	-19.00	-19.00	-19.00	-18.00	-18.00	-6.04	-6.04	-6.04	-6.04	-6.04	-6.04	-6.04	-6.04	-6.04	-6.04	-6.12	-7.12	-6.00	-6.00	-7.00	-7.00

	6				7				8				9				10				11			
S	14	14	13	13	21	23	22	25	42	42	38	42	42	41	36	40	42	42	40	45	43	43	43	45
F	23.00	23.00	24.00	24.00	25.00	25.00	27.00	27.00	31.50	31.50	33.00	33.00	37.00	37.00	37.00	37.00	36.00	36.00	35.00	35.00	40.00	40.00	41.00	41.00
D	-9.00	-9.00	-11.00	-11.00	-4.00	-2.00	-5.00	-2.00	10.50	10.50	5.00	9.00	5.00	4.00	-1.00	3.00	6.00	6.00	5.00	10.00	3.00	3.00	2.00	4.00

	12				13				14				15				16				17			
S	50	50	49	50	50	52	58	58	60	60	64	63	64	63	56	61	58	57	57	58	32	32	29	29
F	41.00	41.00	41.00	41.00	46.00	46.00	52.00	52.00	53.00	53.00	58.00	58.00	59.00	59.00	55.00	55.00	53.00	53.00	52.00	52.00	42.00	42.00	37.00	37.00
D	9.00	9.00	8.00	9.00	4.00	6.00	6.00	6.00	7.00	7.00	6.00	5.00	5.00	4.00	1.00	6.00	5.00	4.00	5.00	6.00	-10.00	-10.00	-8.00	-8.00

	18				19				20				21				22				23			
S	22	22	19	24	22	22	24	24	26	25	21	20	19	20	14	22	19	19	19	19	19	19	19	19
F	27.00	27.00	22.00	22.00	25.00	25.00	25.00	25.00	20.00	20.00	21.00	21.00	20.00	20.00	20.00	20.00	17.00	17.00	16.00	16.00	17.00	17.00	17.00	17.00
D	-5.00	-5.00	-3.00	2.00	-3.00	-3.00	-1.00	-1.00	6.00	5.00	0.00	-1.00	-1.00	0.00	-6.00	2.00	2.00	2.00	3.00	3.00	2.00	2.00	2.00	2.00

Mean Absolute Deviation: 6.31

Standard Deviation: 7.67

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 9/21/2015

Scheduling Unit: Customer Service / Help Desk

Published on date/time: 10/09/2015 16:39:05

9/22/2015

S : Scheduled ACD F : Forecasted D : Difference

	0				1				2				3				4				5			
S	3	3	3	3	2	2	2	2	1	1	2	2	1	2	2	2	1	1	1	1	11	11	11	11
F	8.16	8.16	9.17	9.17	8.17	8.17	8.17	8.17	8.16	8.16	8.18	8.18	8.14	8.14	8.16	8.16	8.18	8.18	8.34	8.34	19.00	19.00	18.00	18.00
D	-5.16	-5.16	-6.17	-6.17	-6.17	-6.17	-6.17	-6.17	-7.16	-7.16	-6.18	-6.18	-7.14	-6.14	-6.16	-6.16	-7.18	-7.18	-7.34	-7.34	-8.00	-8.00	-7.00	-7.00

	6				7				8				9				10				11			
S	10	10	11	11	16	16	19	20	35	36	40	40	41	41	38	36	41	40	41	44	44	44	42	43
F	22.00	22.00	23.00	23.00	24.00	24.00	29.00	29.00	33.00	33.00	39.00	39.00	38.00	38.00	40.00	40.00	42.00	42.00	41.00	41.00	42.00	42.00	44.00	44.00
D	-12.00	-12.00	-12.00	-12.00	-8.00	-8.00	-10.00	-9.00	2.00	3.00	1.00	1.00	3.00	3.00	-2.00	-4.00	-1.00	-2.00	0.00	3.00	2.00	2.00	-2.00	-1.00

	12				13				14				15				16				17			
S	44	44	44	45	46	47	53	53	56	57	57	58	58	58	58	58	54	55	54	56	33	33	29	29
F	44.00	44.00	44.00	44.00	47.00	47.00	54.00	54.00	56.00	56.00	56.00	56.00	58.00	58.00	56.00	56.00	55.00	55.00	54.00	54.00	43.00	43.00	39.00	39.00
D	0.00	0.00	0.00	1.00	-1.00	0.00	-1.00	-1.00	0.00	1.00	1.00	2.00	0.00	0.00	2.00	2.00	-1.00	0.00	0.00	2.00	-10.00	-10.00	-10.00	-10.00

	18				19				20				21				22				23			
S	23	24	18	24	21	21	25	24	25	25	21	20	20	19	15	22	19	19	19	19	19	19	19	19
F	31.00	31.00	25.00	25.00	24.00	24.00	25.00	25.00	24.00	24.00	23.00	23.00	20.00	20.00	21.00	21.00	20.00	20.00	20.00	20.00	20.00	20.00	19.00	19.00
D	-8.00	-7.00	-7.00	-1.00	-3.00	-3.00	0.00	-1.00	1.00	1.00	-2.00	-3.00	0.00	-1.00	-6.00	1.00	-1.00	-1.00	-1.00	-1.00	-1.00	-1.00	0.00	0.00

Mean Absolute Deviation: 3.95

Standard Deviation: 4.18

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 9/21/2015

Scheduling Unit: Customer Service / Help Desk

Published on date/time: 10/09/2015 16:39:05

9/23/2015

S : Scheduled ACD F : Forecasted D : Difference

	0				1				2				3				4				5			
S	2	2	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	9	9	9	9
F	9.00	9.00	8.00	8.00	21.00	21.00	22.00	22.00	8.03	8.03	8.03	8.03	8.06	8.06	15.00	15.00	8.04	8.04	8.08	8.08	19.00	19.00	19.00	19.00
D	-7.00	-7.00	-6.00	-6.00	-21.00	-21.00	-22.00	-22.00	-8.03	-8.03	-8.03	-8.03	-8.06	-8.06	-15.00	-15.00	-8.04	-8.04	-8.08	-8.08	-10.00	-10.00	-10.00	-10.00

	6				7				8				9				10				11			
S	9	9	9	9	15	16	17	19	37	37	43	43	39	40	35	34	40	39	42	45	41	42	41	41
F	21.00	21.00	21.00	21.00	24.00	24.00	29.00	29.00	33.00	33.00	39.00	39.00	39.00	39.00	39.00	39.00	41.00	41.00	43.00	43.00	40.00	40.00	43.00	43.00
D	-12.00	-12.00	-12.00	-12.00	-9.00	-8.00	-12.00	-10.00	4.00	4.00	4.00	4.00	0.00	1.00	-4.00	-5.00	-1.00	-2.00	-1.00	2.00	1.00	2.00	-2.00	-2.00

	12				13				14				15				16				17			
S	43	43	47	46	46	47	53	53	58	60	58	60	57	58	55	58	53	54	53	54	33	33	27	27
F	44.00	44.00	47.00	47.00	44.00	44.00	53.00	53.00	59.00	59.00	59.00	59.00	57.00	57.00	56.00	56.00	55.00	55.00	53.00	53.00	43.00	43.00	39.00	39.00
D	-1.00	-1.00	0.00	-1.00	2.00	3.00	0.00	0.00	-1.00	1.00	-1.00	1.00	0.00	1.00	-1.00	2.00	-2.00	-1.00	0.00	1.00	-10.00	-10.00	-12.00	-12.00

	18				19				20				21				22				23			
S	20	20	20	23	22	22	25	25	24	23	20	21	20	19	16	22	19	19	19	19	19	19	19	19
F	27.00	27.00	26.00	26.00	24.00	24.00	26.00	26.00	24.00	24.00	23.00	23.00	19.00	19.00	22.00	22.00	20.00	20.00	20.00	20.00	20.00	20.00	19.00	19.00
D	-7.00	-7.00	-6.00	-3.00	-2.00	-2.00	-1.00	-1.00	0.00	-1.00	-3.00	-2.00	1.00	0.00	-6.00	0.00	-1.00	-1.00	-1.00	-1.00	-1.00	-1.00	0.00	0.00

Mean Absolute Deviation: 5.21

Standard Deviation: 5.95

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 9/21/2015

Scheduling Unit: Customer Service / Help Desk

Published on date/time: 10/09/2015 16:39:05

9/24/2015

S : Scheduled ACD F : Forecasted D : Difference

	0				1				2				3				4				5			
S	2	2	2	2	2	2	2	2	2	2	2	2	1	1	2	2	1	1	1	1	10	10	10	10
F	8.16	8.16	9.17	9.17	8.17	8.17	8.17	8.17	8.16	8.16	8.18	8.18	8.14	8.14	8.16	8.16	8.18	8.18	8.35	8.35	18.00	18.00	20.00	20.00
D	-6.16	-6.16	-7.17	-7.17	-6.17	-6.17	-6.17	-6.17	-6.16	-6.16	-6.18	-6.18	-7.14	-7.14	-6.16	-6.16	-7.18	-7.18	-7.35	-7.35	-8.00	-8.00	-10.00	-10.00

	6				7				8				9				10				11			
S	14	14	16	17	18	18	21	22	40	41	44	47	41	44	34	38	40	39	44	49	44	50	50	51
F	23.00	23.00	23.00	23.00	23.00	23.00	27.00	27.00	31.00	31.00	36.00	36.00	38.00	38.00	40.00	40.00	38.00	38.00	38.00	38.00	40.00	40.00	43.00	43.00
D	-9.00	-9.00	-7.00	-6.00	-5.00	-5.00	-6.00	-5.00	9.00	10.00	8.00	11.00	3.00	6.00	-6.00	-2.00	2.00	1.00	6.00	11.00	4.00	10.00	7.00	8.00

	12				13				14				15				16				17			
S	49	47	53	52	51	50	58	60	60	62	60	60	59	58	60	60	50	50	54	55	27	27	24	25
F	42.00	42.00	44.00	44.00	45.00	45.00	52.00	52.00	53.00	53.00	56.00	56.00	57.00	57.00	57.00	57.00	54.00	54.00	52.00	52.00	37.00	37.00	37.00	37.00
D	7.00	5.00	9.00	8.00	6.00	5.00	6.00	8.00	7.00	9.00	4.00	4.00	2.00	1.00	3.00	3.00	-4.00	-4.00	2.00	3.00	-10.00	-10.00	-13.00	-12.00

	18				19				20				21				22				23			
S	11	12	11	13	13	13	15	15	11	11	10	10	9	10	9	10	2	2	2	2	2	2	2	2
F	22.00	22.00	19.00	19.00	21.00	21.00	24.00	24.00	19.00	19.00	19.00	19.00	18.00	18.00	15.00	15.00	9.24	9.24	8.24	8.24	9.23	9.23	10.24	10.24
D	-11.00	-10.00	-8.00	-6.00	-8.00	-8.00	-9.00	-9.00	-8.00	-8.00	-9.00	-9.00	-9.00	-8.00	-6.00	-5.00	-7.24	-7.24	-6.24	-6.24	-7.23	-7.23	-8.24	-8.24

Mean Absolute Deviation: 6.85

Standard Deviation: 6.64

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 9/21/2015

Scheduling Unit: Customer Service / Help Desk

Published on date/time: 10/09/2015 16:39:05

9/25/2015

S : Scheduled ACD **F** : Forecasted **D** : Difference

	0				1				2				3				4				5			
S	2	2	2	2	1	1	1	1	1	1	1	1	1	1	0	1	1	1	1	1	6	6	10	10
F	8.23	8.23	8.24	8.24	8.24	8.24	8.24	8.24	8.21	8.21	8.19	8.19	8.26	8.26	8.42	8.42	4.07	4.07	15.00	15.00	13.13	13.13	16.00	16.00
D	-6.23	-6.23	-6.24	-6.24	-7.24	-7.24	-7.24	-7.24	-7.21	-7.21	-7.19	-7.19	-7.26	-7.26	-8.42	-7.42	-3.07	-3.07	-14.00	-14.00	-7.13	-7.13	-6.00	-6.00

	6				7				8				9				10				11			
S	10	10	15	15	19	18	21	21	34	38	38	38	37	42	35	37	43	43	36	46	45	47	49	49
F	16.00	16.00	18.00	18.00	14.00	14.00	19.00	19.00	22.00	22.00	28.00	28.00	36.00	36.00	36.00	36.00	39.00	39.00	35.00	35.00	40.00	40.00	42.00	42.00
D	-6.00	-6.00	-3.00	-3.00	5.00	4.00	2.00	2.00	12.00	16.00	10.00	10.00	1.00	6.00	-1.00	1.00	4.00	4.00	1.00	11.00	5.00	7.00	7.00	7.00

	12				13				14				15				16				17			
S	50	52	51	51	51	54	60	58	55	59	55	56	58	58	58	59	54	54	51	52	27	27	25	25
F	41.00	41.00	45.00	45.00	47.00	47.00	56.00	56.00	54.00	54.00	54.00	54.00	57.00	57.00	56.00	56.00	55.00	55.00	51.00	51.00	39.00	39.00	36.00	36.00
D	9.00	11.00	6.00	6.00	4.00	7.00	4.00	2.00	1.00	5.00	1.00	2.00	1.00	1.00	2.00	3.00	-1.00	-1.00	0.00	1.00	-12.00	-12.00	-11.00	-11.00

	18				19				20				21				22				23			
S	12	13	10	14	14	14	15	15	10	11	10	10	8	9	9	9	2	2	2	2	2	2	2	2
F	21.00	21.00	20.00	20.00	19.00	19.00	17.00	17.00	16.00	16.00	13.00	13.00	13.00	13.00	16.00	16.00	7.32	7.32	8.32	8.32	7.32	7.32	8.32	8.32
D	-9.00	-8.00	-10.00	-6.00	-5.00	-5.00	-2.00	-2.00	-6.00	-5.00	-3.00	-3.00	-5.00	-4.00	-7.00	-7.00	-5.32	-5.32	-6.32	-6.32	-5.32	-5.32	-6.32	-6.32

Mean Absolute Deviation: 5.78

Standard Deviation: 6.35

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 9/21/2015

Scheduling Unit: Customer Service / Help Desk

Published on date/time: 10/09/2015 16:39:05

9/26/2015

S : Scheduled ACD F : Forecasted D : Difference

	0				1				2				3				4				5			
S	2	2	2	2	1	1	0	1	1	1	1	1	1	1	1	1	0	0	0	0	1	1	1	1
F	8.32	8.32	8.32	8.32	7.32	7.32	7.32	7.32	7.32	7.32	7.33	7.33	7.33	7.33	7.61	7.61	17.05	17.05	18.00	18.00	7.61	7.61	7.61	7.61
D	-6.32	-6.32	-6.32	-6.32	-6.32	-6.32	-7.32	-6.32	-6.32	-6.32	-6.33	-6.33	-6.33	-6.33	-6.61	-6.61	-17.05	-17.05	-18.00	-18.00	-6.61	-6.61	-6.61	-6.61

	6				7				8				9				10				11			
S	3	3	8	8	10	10	10	10	9	9	9	10	4	9	7	9	8	8	2	2	3	3	7	7
F	12.61	12.61	13.61	13.61	14.61	14.61	11.61	11.61	9.61	9.61	11.61	11.61	13.61	13.61	13.61	13.61	27.61	27.61	27.61	27.61	11.61	11.61	9.61	9.61
D	-9.61	-9.61	-5.61	-5.61	-4.61	-4.61	-1.61	-1.61	-0.61	-0.61	-2.61	-1.61	-9.61	-4.61	-6.61	-4.61	-19.61	-19.61	-25.61	-25.61	-8.61	-8.61	-2.61	-2.61

	12				13				14				15				16				17			
S	7	7	9	9	20	22	25	25	24	26	22	26	24	16	26	26	24	25	20	21	20	20	4	4
F	12.61	12.61	12.61	12.61	24.61	24.61	28.61	28.61	32.61	32.61	29.61	29.61	33.61	33.61	34.61	34.61	32.62	32.62	32.61	32.61	31.35	31.35	18.87	18.87
D	-5.61	-5.61	-3.61	-3.61	-4.61	-2.61	-3.61	-3.61	-8.61	-6.61	-7.61	-3.61	-9.61	-17.61	-8.61	-8.61	-8.62	-7.62	-12.61	-11.61	-11.35	-11.35	-14.87	-14.87

	18				19				20				21				22				23			
S	1	1	16	16	16	16	16	16	12	13	11	17	16	17	16	17	17	17	17	17	14	14	14	14
F	9.05	9.05	22.00	22.00	19.00	19.00	18.00	18.00	19.00	19.00	21.00	21.00	18.00	18.00	21.00	21.00	17.00	17.00	17.00	17.00	17.00	17.00	16.00	16.00
D	-8.05	-8.05	-6.00	-6.00	-3.00	-3.00	-2.00	-2.00	-7.00	-6.00	-10.00	-4.00	-2.00	-1.00	-5.00	-4.00	0.00	0.00	0.00	0.00	-3.00	-3.00	-2.00	-2.00

Mean Absolute Deviation: 6.98

Standard Deviation: 5.23

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 9/21/2015

Scheduling Unit: Customer Service / Help Desk

Published on date/time: 10/09/2015 16:39:05

9/27/2015

S : Scheduled ACD F : Forecasted D : Difference

	0				1				2				3				4				5			
S	1	1	1	1	1	1	0	1	1	1	1	1	1	1	1	1	1	1	1	1	0	0	0	0
F	7.12	7.12	13.12	13.12	7.12	7.12	7.13	7.13	7.13	7.13	14.12	14.12	7.16	7.16	7.27	7.27	17.00	17.00	17.00	17.00	7.23	7.23	15.23	15.23
D	-6.12	-6.12	-12.12	-12.12	-6.12	-6.12	-7.13	-6.13	-6.13	-6.13	-13.12	-13.12	-6.16	-6.16	-6.27	-6.27	-16.00	-16.00	-16.00	-16.00	-7.23	-7.23	-15.23	-15.23

	6				7				8				9				10				11			
S	3	3	5	5	10	10	10	10	9	10	8	10	7	9	4	9	7	7	6	6	3	3	3	3
F	8.41	8.41	13.41	13.41	13.41	13.41	11.41	11.41	14.41	14.41	11.42	11.42	9.45	9.45	13.45	13.45	12.52	12.52	26.37	26.37	23.00	23.00	9.75	9.75
D	-5.41	-5.41	-8.41	-8.41	-3.41	-3.41	-1.41	-1.41	-5.41	-4.41	-3.42	-1.42	-2.45	-0.45	-9.45	-4.45	-5.52	-5.52	-20.37	-20.37	-20.00	-20.00	-6.75	-6.75

	12				13				14				15				16				17			
S	8	8	9	8	23	24	22	24	25	26	24	14	26	25	22	26	26	26	26	26	19	19	2	2
F	10.54	10.54	12.54	12.54	24.54	24.54	30.55	30.55	31.55	31.55	29.57	29.57	28.53	28.53	29.62	29.62	35.43	35.43	32.55	32.55	29.59	29.59	16.96	16.96
D	-2.54	-2.54	-3.54	-4.54	-1.54	-0.54	-8.55	-6.55	-6.55	-5.55	-5.57	-15.57	-2.53	-3.53	-7.62	-3.62	-9.43	-9.43	-6.55	-6.55	-10.59	-10.59	-14.96	-14.96

	18				19				20				21				22				23			
S	1	1	16	16	16	16	16	16	13	12	11	17	16	17	16	17	17	17	17	17	16	16	13	13
F	19.00	19.00	20.45	20.45	22.00	22.00	22.00	22.00	22.00	22.00	20.00	20.00	20.00	20.00	19.00	19.00	17.00	17.00	18.00	18.00	17.00	17.00	16.00	16.00
D	-18.00	-18.00	-4.45	-4.45	-6.00	-6.00	-6.00	-6.00	-9.00	-10.00	-9.00	-3.00	-4.00	-3.00	-3.00	-2.00	0.00	0.00	-1.00	-1.00	-1.00	-1.00	-3.00	-3.00

Mean Absolute Deviation: 7.23

Standard Deviation: 5.17

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 10/4/2015

Scheduling Unit: Customer Service / Help Desk

Published on date/time: 10/09/2015 16:39:05

10/4/2015

S : Scheduled ACD F : Forecasted D : Difference

	0				1				2				3				4				5			
S	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
F	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00
D	-1.00	-1.00	-1.00	-1.00	-1.00	-1.00	-1.00	-1.00	-1.00	-1.00	-1.00	-1.00	-1.00	-1.00	-1.00	-1.00	-1.00	-1.00	-1.00	-1.00	-1.00	-1.00	-1.00	-1.00

	6				7				8				9				10				11			
S	2	2	2	2	2	2	2	2	2	2	2	2	0	2	2	2	0	0	0	0	2	2	2	2
F	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00
D	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	-1.00	1.00	1.00	1.00	-1.00	-1.00	-1.00	-1.00	1.00	1.00	1.00	1.00

	12				13				14				15				16				17			
S	0	0	0	0	2	2	2	2	2	2	2	2	0	2	2	2	2	2	2	2	2	2	2	2
F	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00
D	-1.00	-1.00	-1.00	-1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	-1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00

	18				19				20				21				22				23			
S	2	2	2	2	2	2	2	2	2	2	0	2	2	2	2	2	2	2	2	2	1	1	1	1
F	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00
D	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	-1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	0.00	0.00	0.00	0.00

Mean Absolute Deviation: 0.96

Standard Deviation: 0.95

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 10/4/2015

Scheduling Unit: Support

Published on date/time: 09/03/2015 11:09:40

10/5/2015

S : Scheduled ACD F : Forecasted D : Difference

	0				1				2				3				4				5			
S	1	1	1	1	1	1	1	1	1	1	1	1	2	2	1	2	2	1	2	2	2	2	2	2
F	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00
D	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1.00	1.00	0.00	1.00	1.00	0.00	1.00	1.00	1.00	1.00	1.00	1.00

	6				7				8				9				10				11			
S	2	2	2	2	1	1	1	1	2	2	2	2	1	2	1	2	1	1	1	1	2	2	2	2
F	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00
D	1.00	1.00	1.00	1.00	0.00	0.00	0.00	0.00	1.00	1.00	1.00	1.00	0.00	1.00	0.00	1.00	0.00	0.00	0.00	0.00	1.00	1.00	1.00	1.00

	12				13				14				15				16				17			
S	0	0	0	0	2	2	2	2	2	2	2	2	0	2	2	2	2	2	2	2	2	2	2	2
F	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00
D	-1.00	-1.00	-1.00	-1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	-1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00

	18				19				20				21				22				23			
S	2	2	2	2	2	2	2	2	2	2	2	2	0	2	2	2	2	2	2	2	0	0	0	0
F	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00
D	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	-1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	-1.00	-1.00	-1.00	-1.00

Mean Absolute Deviation: 0.75

Standard Deviation: 0.68

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 10/4/2015

Scheduling Unit: Support

Published on date/time: 09/03/2015 11:09:40

10/6/2015

S : Scheduled ACD F : Forecasted D : Difference

	0				1				2				3				4				5			
S	2	2	2	2	2	2	2	2	1	1	1	1	1	1	1	1	1	1	2	2	2	2	2	2
F	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00
D	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1.00	1.00	1.00	1.00	1.00	1.00

	6				7				8				9				10				11			
S	2	2	2	2	2	2	1	1	1	1	0	2	2	2	2	2	2	2	2	2	1	1	1	1
F	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00
D	1.00	1.00	1.00	1.00	1.00	1.00	0.00	0.00	0.00	0.00	0.00	-1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	0.00	0.00	0.00	0.00

	12				13				14				15				16				17			
S	1	1	1	1	2	2	1	1	1	1	2	2	1	2	2	1	2	2	2	2	2	2	2	2
F	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00
D	0.00	0.00	0.00	0.00	1.00	1.00	0.00	0.00	0.00	0.00	1.00	1.00	0.00	1.00	1.00	0.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00

	18				19				20				21				22				23			
S	2	2	2	2	2	2	2	2	2	2	2	2	2	2	0	2	2	2	0	0	0	0	0	0
F	1.00	1.00	1.00	1.00	1.00	1.00	0.00	0.00	1.00	1.00	1.00	1.00	1.00	1.00	0.00	0.00	0.00	0.00	0.00	0.00	1.00	1.00	1.00	1.00
D	1.00	1.00	1.00	1.00	1.00	1.00	2.00	2.00	1.00	1.00	1.00	1.00	1.00	1.00	0.00	2.00	2.00	2.00	0.00	0.00	-1.00	-1.00	-1.00	-1.00

Mean Absolute Deviation: 0.75

Standard Deviation: 0.68

Number of schedulable time periods: 93

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 10/4/2015

Scheduling Unit: Support

Published on date/time: 09/03/2015 11:09:40

10/7/2015

S : Scheduled ACD F : Forecasted D : Difference

	0				1				2				3				4				5			
S	0	0	2	2	2	2	2	2	2	2	2	2	2	2	2	2	0	2	2	2	2	2	2	2
F	1.00	1.00	1.00	1.00	0.00	0.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00
D	-1.00	-1.00	1.00	1.00	2.00	2.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	-1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00

	6				7				8				9				10				11			
S	2	2	2	2	2	2	2	2	2	2	2	2	0	2	2	2	0	0	0	0	2	2	2	2
F	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00
D	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	-1.00	1.00	1.00	1.00	-1.00	-1.00	-1.00	-1.00	1.00	1.00	1.00	1.00

	12				13				14				15				16				17			
S	0	0	0	0	2	2	2	2	2	2	2	2	2	2	2	2	0	2	2	2	2	2	2	2
F	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00
D	-1.00	-1.00	-1.00	-1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	-1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00

	18				19				20				21				22				23			
S	2	2	2	2	2	2	2	2	2	2	2	2	2	0	2	2	2	2	0	0	0	0	2	2
F	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00
D	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	-1.00	1.00	1.00	1.00	1.00	-1.00	-1.00	-1.00	-1.00	1.00	1.00

Mean Absolute Deviation: 1.02

Standard Deviation: 0.80

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 10/4/2015

Scheduling Unit: Support

Published on date/time: 09/03/2015 11:09:40

10/8/2015

S : Scheduled ACD F : Forecasted D : Difference

	0				1				2				3				4				5			
S	0	0	0	0	2	2	2	2	2	2	2	2	2	2	0	2	2	2	2	2	2	2	2	2
F	1.00	1.00	1.00	1.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	1.00	1.00	2.00	2.00	2.00	2.00
D	-1.00	-1.00	-1.00	-1.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	-2.00	0.00	0.00	0.00	1.00	1.00	0.00	0.00	0.00	0.00

	6				7				8				9				10				11			
S	2	2	2	2	2	2	2	2	2	2	2	2	2	2	0	2	2	2	2	2	0	0	0	0
F	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	1.00	1.00	1.00	1.00	2.00	2.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	2.00	2.00
D	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1.00	1.00	1.00	1.00	0.00	0.00	-1.00	1.00	1.00	1.00	1.00	1.00	-1.00	-1.00	-2.00	-2.00

	12				13				14				15				16				17			
S	2	2	2	2	2	2	2	2	2	2	2	2	0	0	0	0	0	2	2	2	2	2	2	2
F	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	2.00	2.00	2.00	2.00	1.00	1.00	1.00	1.00	2.00	2.00	2.00	2.00
D	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	-2.00	-2.00	-2.00	-2.00	-1.00	1.00	1.00	1.00	0.00	0.00	0.00	0.00

	18				19				20				21				22				23			
S	2	2	2	2	2	2	2	2	2	2	2	0	2	2	2	2	2	2	0	0	0	0	0	0
F	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	1.00	1.00	1.00	1.00	2.00	2.00	1.50	1.50	1.00	1.00	2.00	2.00	1.00	1.00	1.00	1.00
D	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1.00	1.00	1.00	-1.00	0.00	0.00	0.50	0.50	1.00	1.00	-2.00	-2.00	-1.00	-1.00	-1.00	-1.00

Mean Absolute Deviation: 0.66

Standard Deviation: 0.92

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 10/4/2015

Scheduling Unit: Support

Published on date/time: 09/03/2015 11:09:40

10/9/2015

S : Scheduled ACD F : Forecasted D : Difference

	0				1				2				3				4				5			
S	0	0	2	2	2	2	2	2	2	2	2	2	2	2	0	2	2	2	2	2	2	2	2	2
F	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00
D	-1.00	-1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	-1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00

	6				7				8				9				10				11			
S	2	2	2	2	2	2	2	2	2	2	0	2	2	2	2	2	2	2	2	2	0	0	0	0
F	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00
D	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	-1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	-1.00	-1.00	-1.00	-1.00

	12				13				14				15				16				17			
S	2	2	2	2	2	2	2	2	2	2	2	2	0	0	0	0	0	2	2	2	2	2	2	2
F	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00
D	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	-1.00	-1.00	-1.00	-1.00	-1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00

	18				19				20				21				22				23			
S	2	2	2	2	2	2	2	2	2	2	0	2	2	2	2	2	2	2	2	2	2	2	1	1
F	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00
D	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	-1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	0.00	0.00

Mean Absolute Deviation: 0.98

Standard Deviation: 0.71

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 10/4/2015

Scheduling Unit: Support

Published on date/time: 09/03/2015 11:09:40

10/10/2015

S : Scheduled ACD **F** : Forecasted **D** : Difference

	0				1				2				3				4				5			
S	0	0	1	1	2	2	1	1	1	1	1	1	1	1	2	2	1	1	2	2	2	2	2	2
F	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00
D	-1.00	-1.00	0.00	0.00	1.00	1.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1.00	1.00	0.00	0.00	1.00	1.00	1.00	1.00	1.00	1.00

	6				7				8				9				10				11			
S	2	2	2	2	2	2	2	2	2	2	1	2	2	2	1	2	2	2	2	2	1	1	1	1
F	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00
D	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	0.00	1.00	1.00	1.00	0.00	1.00	1.00	1.00	1.00	1.00	0.00	0.00	0.00	0.00

	12				13				14				15				16				17			
S	1	1	1	1	1	1	1	1	2	2	1	1	1	1	2	1	1	2	2	2	2	2	2	2
F	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00
D	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1.00	1.00	0.00	0.00	0.00	0.00	1.00	0.00	0.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00

	18				19				20				21				22				23			
S	2	2	2	2	1	1	1	1	2	2	1	2	2	2	1	2	1	1	1	1	2	2	2	2
F	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00
D	1.00	1.00	1.00	1.00	0.00	0.00	0.00	0.00	1.00	1.00	0.00	1.00	1.00	1.00	0.00	1.00	0.00	0.00	0.00	0.00	1.00	1.00	1.00	1.00

Mean Absolute Deviation: 0.56

Standard Deviation: 0.54

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 10/4/2015

Scheduling Unit: Support

Published on date/time: 09/03/2015 11:09:40

10/11/2015

S : Scheduled ACD **F** : Forecasted **D** : Difference

	0				1				2				3				4				5			
S	1	1	1	1	2	2	2	2	2	2	2	2	1	1	1	1	1	1	2	2	2	2	2	2
F	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
D	1.00	1.00	1.00	1.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	1.00	1.00	1.00	1.00	1.00	1.00	2.00	2.00	2.00	2.00	2.00	2.00

	6				7				8				9				10				11			
S	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
F	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
D	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

	12				13				14				15				16				17			
S	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
F	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
D	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

	18				19				20				21				22				23			
S	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
F	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
D	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

Mean Absolute Deviation: 1.58

Standard Deviation: 2.79

Number of schedulable time periods: 24

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 10/25/2015

Scheduling Unit: Support

Published on date/time: 09/03/2015 11:09:40

10/25/2015

S : Scheduled ACD **F** : Forecasted **D** : Difference

	0				1				2				3				4				5			
S	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
F	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33
D	-3.33	-3.33	-3.33	-3.33	-3.33	-3.33	-3.33	-3.33	-3.33	-3.33	-3.33	-3.33	-3.33	-3.33	-3.33	-3.33	-3.33	-3.33	-3.33	-3.33	-3.33	-3.33	-3.33	-3.33

	6				7				8				9				10				11			
S	2	2	2	2	2	2	2	2	2	2	2	2	0	2	2	2	0	0	0	0	2	2	2	2
F	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33
D	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-3.33	-1.33	-1.33	-1.33	-3.33	-3.33	-3.33	-3.33	-1.33	-1.33	-1.33	-1.33

	12				13				14				15				16				17			
S	0	0	0	0	2	2	2	2	2	2	2	2	0	2	2	2	2	2	2	2	2	2	2	2
F	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33
D	-3.33	-3.33	-3.33	-3.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-3.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33

	18				19				20				21				22				23			
S	2	2	2	2	2	2	2	2	2	2	0	2	2	2	2	2	2	2	2	2	1	1	1	1
F	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33
D	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-3.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-2.33	-2.33	-2.33	-2.33

Mean Absolute Deviation: 2.10

Standard Deviation: 0.95

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 10/25/2015

Scheduling Unit: Support

Published on date/time: 09/03/2015 11:09:54

10/26/2015

S : Scheduled ACD F : Forecasted D : Difference

	0				1				2				3				4				5			
S	1	1	1	1	1	1	1	1	1	1	1	1	2	2	1	2	2	1	2	2	2	2	2	2
F	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33
D	-2.33	-2.33	-2.33	-2.33	-2.33	-2.33	-2.33	-2.33	-2.33	-2.33	-2.33	-2.33	-1.33	-1.33	-2.33	-1.33	-1.33	-2.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33

	6				7				8				9				10				11			
S	2	2	2	2	1	1	1	1	2	2	2	2	1	2	1	2	1	1	1	1	2	2	2	2
F	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33
D	-1.33	-1.33	-1.33	-1.33	-2.33	-2.33	-2.33	-2.33	-1.33	-1.33	-1.33	-1.33	-2.33	-1.33	-2.33	-1.33	-2.33	-2.33	-2.33	-2.33	-1.33	-1.33	-1.33	-1.33

	12				13				14				15				16				17			
S	0	0	0	0	2	2	2	2	2	2	2	2	0	2	2	2	2	2	2	2	2	2	2	2
F	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33
D	-3.33	-3.33	-3.33	-3.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-3.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33

	18				19				20				21				22				23			
S	2	2	2	2	2	2	2	2	2	2	2	2	0	2	2	2	2	2	2	2	0	0	0	0
F	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33
D	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-3.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-3.33	-3.33	-3.33	-3.33

Mean Absolute Deviation: 1.79

Standard Deviation: 0.68

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 10/25/2015

Scheduling Unit: Support

Published on date/time: 09/03/2015 11:09:54

10/27/2015

S : Scheduled ACD F : Forecasted D : Difference

	0				1				2				3				4				5			
S	2	2	2	2	2	2	2	2	1	1	1	1	1	1	1	1	1	1	2	2	2	2	2	2
F	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33
D	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-2.33	-2.33	-2.33	-2.33	-2.33	-2.33	-2.33	-2.33	-2.33	-2.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33

	6				7				8				9				10				11			
S	2	2	2	2	2	2	1	1	1	1	0	2	2	2	2	2	2	2	2	2	1	1	1	1
F	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33
D	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-2.33	-2.33	-2.33	-2.33	-3.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-2.33	-2.33	-2.33	-2.33

	12				13				14				15				16				17			
S	1	1	1	1	2	2	1	1	1	1	2	2	1	2	2	1	2	2	2	2	2	2	2	2
F	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33
D	-2.33	-2.33	-2.33	-2.33	-1.33	-1.33	-2.33	-2.33	-2.33	-2.33	-1.33	-1.33	-2.33	-1.33	-1.33	-2.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33

	18				19				20				21				22				23			
S	2	2	2	2	2	2	2	2	2	2	2	2	2	2	0	2	2	2	0	0	0	0	0	0
F	3.33	3.33	3.33	3.33	3.33	3.33	0.00	0.00	3.33	3.33	3.33	3.33	3.33	3.33	0.00	0.00	0.00	0.00	0.00	0.00	3.33	3.33	3.33	3.33
D	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	2.00	2.00	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	0.00	2.00	2.00	2.00	0.00	0.00	-3.33	-3.33	-3.33	-3.33

Mean Absolute Deviation: 1.78

Standard Deviation: 1.07

Number of schedulable time periods: 93

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 10/25/2015

Scheduling Unit: Support

Published on date/time: 09/03/2015 11:09:54

10/28/2015

S : Scheduled ACD F : Forecasted D : Difference

	0				1				2				3				4				5			
S	0	0	2	2	2	2	2	2	2	2	2	2	2	2	2	2	0	2	2	2	2	2	2	2
F	3.33	3.33	3.33	3.33	0.00	0.00	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33
D	-3.33	-3.33	-1.33	-1.33	2.00	2.00	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-3.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33

	6				7				8				9				10				11			
S	2	2	2	2	2	2	2	2	2	2	2	2	0	2	2	2	0	0	0	0	2	2	2	2
F	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33
D	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-3.33	-1.33	-1.33	-1.33	-3.33	-3.33	-3.33	-3.33	-1.33	-1.33	-1.33	-1.33

	12				13				14				15				16				17			
S	0	0	0	0	2	2	2	2	2	2	2	2	2	2	2	2	0	2	2	2	2	2	2	2
F	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	2.22	2.22	2.22	2.22	2.22	2.22	2.22	2.22	2.22	2.22	2.22	2.22
D	-3.33	-3.33	-3.33	-3.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-0.22	-0.22	-0.22	-0.22	-2.22	-0.22	-0.22	-0.22	-0.22	-0.22	-0.22	-0.22

	18				19				20				21				22				23			
S	2	2	2	2	2	2	2	2	2	2	2	2	2	0	2	2	2	2	0	0	0	0	2	2
F	2.22	2.22	2.22	2.22	2.22	2.22	2.22	2.22	2.22	2.22	2.22	2.22	2.22	2.22	2.22	2.22	2.22	2.22	2.22	2.22	2.22	2.22	2.22	2.22
D	-0.22	-0.22	-0.22	-0.22	-0.22	-0.22	-0.22	-0.22	-0.22	-0.22	-0.22	-0.22	-0.22	-2.22	-0.22	-0.22	-0.22	-0.22	-2.22	-2.22	-2.22	-2.22	-0.22	-0.22

Mean Absolute Deviation: 1.31

Standard Deviation: 1.07

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 10/25/2015

Scheduling Unit: Support

Published on date/time: 09/03/2015 11:09:54

10/29/2015

S : Scheduled ACD **F** : Forecasted **D** : Difference

	0				1				2				3				4				5			
S	0	0	0	0	2	2	2	2	2	2	2	2	2	2	0	2	2	2	2	2	2	2	2	2
F	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33
D	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-3.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33

	6				7				8				9				10				11			
S	2	2	2	2	2	2	2	2	2	2	2	2	2	2	0	2	2	2	2	2	0	0	0	0
F	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33
D	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-3.33	-1.33	-1.33	-1.33	-1.33	-1.33	-3.33	-3.33	-3.33	-3.33

	12				13				14				15				16				17			
S	2	2	2	2	2	2	2	2	2	2	2	2	0	0	0	0	0	2	2	2	2	2	2	2
F	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33
D	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-3.33	-3.33	-3.33	-3.33	-3.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33

	18				19				20				21				22				23			
S	2	2	2	2	2	2	2	2	2	2	2	0	2	2	2	2	2	2	0	0	0	0	0	0
F	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33
D	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-3.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-3.33	-3.33	-3.33	-3.33	-3.33	-3.33

Mean Absolute Deviation: 1.79

Standard Deviation: 0.84

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 10/25/2015

Scheduling Unit: Support

Published on date/time: 09/03/2015 11:09:54

10/30/2015

S : Scheduled ACD **F** : Forecasted **D** : Difference

	0				1				2				3				4				5			
S	0	0	2	2	2	2	2	2	2	2	2	2	2	2	0	2	2	2	2	2	2	2	2	2
F	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33
D	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33

	6				7				8				9				10				11			
S	2	2	2	2	2	2	2	2	2	2	0	2	2	2	2	2	2	2	2	2	0	0	0	0
F	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33
D	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-3.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-3.33	-3.33	-3.33	-3.33

	12				13				14				15				16				17			
S	2	2	2	2	2	2	2	2	2	2	2	2	0	0	0	0	0	2	2	2	2	2	2	2
F	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33
D	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-3.33	-3.33	-3.33	-3.33	-3.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33

	18				19				20				21				22				23			
S	2	2	2	2	2	2	2	2	2	2	0	2	2	2	2	2	2	2	2	2	2	2	1	1
F	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33
D	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-3.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-2.33	-2.33

Mean Absolute Deviation: 1.65

Standard Deviation: 0.71

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 10/25/2015

Scheduling Unit: Support

Published on date/time: 09/03/2015 11:09:54

10/31/2015

S : Scheduled ACD **F** : Forecasted **D** : Difference

	0				1				2				3				4				5			
S	0	0	1	1	2	2	1	1	1	1	1	1	1	1	2	2	1	1	2	2	2	2	2	2
F	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33
D	-1.33	-1.33	-2.33	-2.33	-1.33	-1.33	-2.33	-2.33	-2.33	-2.33	-2.33	-2.33	-2.33	-2.33	-1.33	-1.33	-2.33	-2.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33

	6				7				8				9				10				11			
S	2	2	2	2	2	2	2	2	2	2	1	2	2	2	1	2	2	2	2	2	1	1	1	1
F	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33
D	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-2.33	-1.33	-1.33	-1.33	-2.33	-1.33	-1.33	-1.33	-1.33	-2.33	-2.33	-2.33	-2.33

	12				13				14				15				16				17			
S	1	1	1	1	1	1	1	1	2	2	1	1	1	1	2	1	1	2	2	2	2	2	2	2
F	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33
D	-2.33	-2.33	-2.33	-2.33	-2.33	-2.33	-2.33	-2.33	-1.33	-1.33	-2.33	-2.33	-2.33	-2.33	-1.33	-2.33	-2.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33

	18				19				20				21				22				23			
S	2	2	2	2	1	1	1	1	2	2	1	2	2	2	1	2	1	1	1	1	2	2	2	2
F	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33
D	-1.33	-1.33	-1.33	-1.33	-2.33	-2.33	-2.33	-2.33	-1.33	-1.33	-2.33	-1.33	-1.33	-1.33	-2.33	-1.33	-2.33	-2.33	-2.33	-2.33	-1.33	-1.33	-1.33	-1.33

Mean Absolute Deviation: 1.81

Standard Deviation: 0.54

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 10/25/2015

Scheduling Unit: Support

Published on date/time: 09/03/2015 11:09:54

11/1/2015

S : Scheduled ACD F : Forecasted D : Difference

	0				1				2				3				4				5			
S	1	1	1	1	2	2	2	2	2	2	2	2	1	1	1	1	1	1	2	2	2	2	2	2
F	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
D	1.00	1.00	1.00	1.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	1.00	1.00	1.00	1.00	1.00	1.00	2.00	2.00	2.00	2.00	2.00	2.00

	6				7				8				9				10				11			
S	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
F	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
D	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

	12				13				14				15				16				17			
S	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
F	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
D	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

	18				19				20				21				22				23			
S	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
F	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
D	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

Mean Absolute Deviation: 1.58

Standard Deviation: 2.79

Number of schedulable time periods: 24

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 9/13/2015

Scheduling Unit: Support

Published on date/time: 09/03/2015 11:09:54

9/13/2015

S : Scheduled ACD **F** : Forecasted **D** : Difference

	0				1				2				3				4				5			
S	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
F	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33
D	-3.33	-3.33	-3.33	-3.33	-3.33	-3.33	-3.33	-3.33	-3.33	-3.33	-3.33	-3.33	-3.33	-3.33	-3.33	-3.33	-3.33	-3.33	-3.33	-3.33	-3.33	-3.33	-3.33	-3.33

	6				7				8				9				10				11			
S	2	2	2	2	2	2	2	2	2	2	2	2	0	2	2	2	0	0	0	0	2	2	2	2
F	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33
D	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-3.33	-1.33	-1.33	-1.33	-3.33	-3.33	-3.33	-3.33	-1.33	-1.33	-1.33	-1.33

	12				13				14				15				16				17			
S	0	0	0	0	2	2	2	2	2	2	2	2	0	2	2	2	2	2	2	2	2	2	2	2
F	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33
D	-3.33	-3.33	-3.33	-3.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-3.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33

	18				19				20				21				22				23			
S	2	2	2	2	2	2	2	2	2	2	0	2	2	2	2	2	2	2	2	2	1	1	1	1
F	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33
D	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-3.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-2.33	-2.33	-2.33	-2.33

Mean Absolute Deviation: 2.10

Standard Deviation: 0.95

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 9/13/2015

Scheduling Unit: Support

Published on date/time: 09/03/2015 11:09:24

9/14/2015

S : Scheduled ACD **F** : Forecasted **D** : Difference

	0				1				2				3				4				5			
S	1	1	1	1	1	1	1	1	1	1	1	1	2	2	1	2	2	1	2	2	2	2	2	2
F	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33
D	-2.33	-2.33	-2.33	-2.33	-2.33	-2.33	-2.33	-2.33	-2.33	-2.33	-2.33	-2.33	-1.33	-1.33	-2.33	-1.33	-1.33	-2.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33

	6				7				8				9				10				11			
S	2	2	2	2	1	1	1	1	2	2	2	2	1	2	1	2	1	1	1	1	2	2	2	2
F	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33
D	-1.33	-1.33	-1.33	-1.33	-2.33	-2.33	-2.33	-2.33	-1.33	-1.33	-1.33	-1.33	-2.33	-1.33	-2.33	-1.33	-2.33	-2.33	-2.33	-2.33	-1.33	-1.33	-1.33	-1.33

	12				13				14				15				16				17			
S	0	0	0	0	2	2	2	2	2	2	2	2	0	2	2	2	2	2	2	2	2	2	2	2
F	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33
D	-3.33	-3.33	-3.33	-3.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-3.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33

	18				19				20				21				22				23			
S	2	2	2	2	2	2	2	2	2	2	2	2	0	2	2	2	2	2	2	2	0	0	0	0
F	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33
D	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-3.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-3.33	-3.33	-3.33	-3.33

Mean Absolute Deviation: 1.79

Standard Deviation: 0.68

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 9/13/2015

Scheduling Unit: Support

Published on date/time: 09/03/2015 11:09:24

9/15/2015

S : Scheduled ACD **F** : Forecasted **D** : Difference

	0				1				2				3				4				5			
S	2	2	2	2	2	2	2	2	1	1	1	1	1	1	1	1	1	1	2	2	2	2	2	2
F	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33
D	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-2.33	-2.33	-2.33	-2.33	-2.33	-2.33	-2.33	-2.33	-2.33	-2.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33

	6				7				8				9				10				11			
S	2	2	2	2	2	2	1	1	1	1	0	2	2	2	2	2	2	2	2	2	1	1	1	1
F	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33
D	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-2.33	-2.33	-2.33	-2.33	-3.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-2.33	-2.33	-2.33	-2.33

	12				13				14				15				16				17			
S	1	1	1	1	2	2	1	1	1	1	2	2	1	2	2	1	2	2	2	2	2	2	2	2
F	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33
D	-2.33	-2.33	-2.33	-2.33	-1.33	-1.33	-2.33	-2.33	-2.33	-2.33	-1.33	-1.33	-2.33	-1.33	-1.33	-2.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33

	18				19				20				21				22				23			
S	2	2	2	2	2	2	2	2	2	2	2	2	2	2	0	2	2	2	0	0	0	0	0	0
F	3.33	3.33	3.33	3.33	3.33	3.33	0.00	0.00	3.33	3.33	3.33	3.33	3.33	3.33	0.00	0.00	0.00	0.00	0.00	0.00	3.33	3.33	3.33	3.33
D	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	2.00	2.00	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	0.00	2.00	2.00	2.00	0.00	0.00	-3.33	-3.33	-3.33	-3.33

Mean Absolute Deviation: 1.78

Standard Deviation: 1.07

Number of schedulable time periods: 93

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 9/13/2015

Scheduling Unit: Support

Published on date/time: 09/03/2015 11:09:24

9/16/2015

S : Scheduled ACD F : Forecasted D : Difference

	0				1				2				3				4				5			
S	0	0	2	2	2	2	2	2	2	2	2	2	2	2	2	2	0	2	2	2	2	2	2	2
F	3.33	3.33	3.33	3.33	0.00	0.00	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33
D	-3.33	-3.33	-1.33	-1.33	2.00	2.00	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-3.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33

	6				7				8				9				10				11			
S	2	2	2	2	2	2	2	2	2	2	2	2	0	2	2	2	0	0	0	0	2	2	2	2
F	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33
D	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-3.33	-1.33	-1.33	-1.33	-3.33	-3.33	-3.33	-3.33	-1.33	-1.33	-1.33	-1.33

	12				13				14				15				16				17			
S	0	0	0	0	2	2	2	2	2	2	2	2	2	2	2	2	0	2	2	2	2	2	2	2
F	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	2.22	2.22	2.22	2.22	2.22	2.22	2.22	2.22	2.22	2.22	2.22	2.22
D	-3.33	-3.33	-3.33	-3.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-0.22	-0.22	-0.22	-0.22	-2.22	-0.22	-0.22	-0.22	-0.22	-0.22	-0.22	-0.22

	18				19				20				21				22				23			
S	2	2	2	2	2	2	2	2	2	2	2	2	2	0	2	2	2	2	0	0	0	0	2	2
F	2.22	2.22	2.22	2.22	2.22	2.22	2.22	2.22	2.22	2.22	2.22	2.22	2.22	2.22	2.22	2.22	2.22	2.22	2.22	2.22	2.22	2.22	2.22	2.22
D	-0.22	-0.22	-0.22	-0.22	-0.22	-0.22	-0.22	-0.22	-0.22	-0.22	-0.22	-0.22	-0.22	-2.22	-0.22	-0.22	-0.22	-0.22	-2.22	-2.22	-2.22	-2.22	-0.22	-0.22

Mean Absolute Deviation: 1.31

Standard Deviation: 1.07

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 9/13/2015

Scheduling Unit: Support

Published on date/time: 09/03/2015 11:09:24

9/17/2015

S : Scheduled ACD **F** : Forecasted **D** : Difference

	0				1				2				3				4				5			
S	0	0	0	0	2	2	2	2	2	2	2	2	2	2	0	2	2	2	2	2	2	2	2	2
F	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33
D	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-3.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33

	6				7				8				9				10				11			
S	2	2	2	2	2	2	2	2	2	2	2	2	2	2	0	2	2	2	2	2	0	0	0	0
F	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33
D	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-3.33	-1.33	-1.33	-1.33	-1.33	-1.33	-3.33	-3.33	-3.33	-3.33

	12				13				14				15				16				17			
S	2	2	2	2	2	2	2	2	2	2	2	2	0	0	0	0	0	2	2	2	2	2	2	2
F	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33
D	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-3.33	-3.33	-3.33	-3.33	-3.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33

	18				19				20				21				22				23			
S	2	2	2	2	2	2	2	2	2	2	2	0	2	2	2	2	2	2	0	0	0	0	0	0
F	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33
D	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-3.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-3.33	-3.33	-3.33	-3.33	-3.33	-3.33

Mean Absolute Deviation: 1.79

Standard Deviation: 0.84

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 9/13/2015

Scheduling Unit: Support

Published on date/time: 09/03/2015 11:09:24

9/18/2015

S : Scheduled ACD **F** : Forecasted **D** : Difference

	0				1				2				3				4				5			
S	0	0	2	2	2	2	2	2	2	2	2	2	2	2	0	2	2	2	2	2	2	2	2	2
F	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33
D	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33

	6				7				8				9				10				11			
S	2	2	2	2	2	2	2	2	2	2	0	2	2	2	2	2	2	2	2	2	0	0	0	0
F	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33
D	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-3.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-3.33	-3.33	-3.33	-3.33

	12				13				14				15				16				17			
S	2	2	2	2	2	2	2	2	2	2	2	2	0	0	0	0	0	2	2	2	2	2	2	2
F	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33
D	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-3.33	-3.33	-3.33	-3.33	-3.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33

	18				19				20				21				22				23			
S	2	2	2	2	2	2	2	2	2	2	0	2	2	2	2	2	2	2	2	2	2	2	1	1
F	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33
D	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-3.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-2.33	-2.33

Mean Absolute Deviation: 1.65

Standard Deviation: 0.71

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 9/13/2015

Scheduling Unit: Support

Published on date/time: 09/03/2015 11:09:24

9/19/2015

S : Scheduled ACD F : Forecasted D : Difference

	0				1				2				3				4				5			
S	0	0	1	1	2	2	1	1	1	1	1	1	1	1	2	2	1	1	2	2	2	2	2	2
F	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33
D	-1.33	-1.33	-2.33	-2.33	-1.33	-1.33	-2.33	-2.33	-2.33	-2.33	-2.33	-2.33	-2.33	-2.33	-1.33	-1.33	-2.33	-2.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33

	6				7				8				9				10				11			
S	2	2	2	2	2	2	2	2	2	2	1	2	2	2	1	2	2	2	2	2	1	1	1	1
F	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33
D	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-2.33	-1.33	-1.33	-1.33	-2.33	-1.33	-1.33	-1.33	-1.33	-1.33	-2.33	-2.33	-2.33	-2.33

	12				13				14				15				16				17			
S	1	1	1	1	1	1	1	1	2	2	1	1	1	1	2	1	1	2	2	2	2	2	2	2
F	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33
D	-2.33	-2.33	-2.33	-2.33	-2.33	-2.33	-2.33	-2.33	-1.33	-1.33	-2.33	-2.33	-2.33	-2.33	-1.33	-2.33	-2.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33

	18				19				20				21				22				23			
S	2	2	2	2	1	1	1	1	2	2	1	2	2	2	1	2	1	1	1	1	2	2	2	2
F	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33
D	-1.33	-1.33	-1.33	-1.33	-2.33	-2.33	-2.33	-2.33	-1.33	-1.33	-2.33	-1.33	-1.33	-1.33	-2.33	-1.33	-2.33	-2.33	-2.33	-2.33	-1.33	-1.33	-1.33	-1.33

Mean Absolute Deviation: 1.81

Standard Deviation: 0.54

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 9/13/2015

Scheduling Unit: Support

Published on date/time: 09/03/2015 11:09:24

9/20/2015

S : Scheduled ACD **F** : Forecasted **D** : Difference

	0				1				2				3				4				5			
S	1	1	1	1	2	2	2	2	2	2	2	2	1	1	1	1	1	1	2	2	2	2	2	2
F	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
D	1.00	1.00	1.00	1.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	1.00	1.00	1.00	1.00	1.00	1.00	2.00	2.00	2.00	2.00	2.00	2.00

	6				7				8				9				10				11			
S	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
F	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
D	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

	12				13				14				15				16				17			
S	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
F	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
D	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

	18				19				20				21				22				23			
S	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
F	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
D	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

Mean Absolute Deviation: 1.58

Standard Deviation: 2.79

Number of schedulable time periods: 24

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 9/28/2015

Scheduling Unit: Support

Published on date/time: 09/03/2015 11:09:24

9/28/2015

S : Scheduled ACD F : Forecasted D : Difference

	0				1				2				3				4				5			
S	2	2	2	2	2	2	2	3	9	9	8	9	9	9	9	9	8	7	9	7	15	17	18	18
F	19.00	19.00	18.00	18.00	18.00	18.00	19.00	19.00	7.04	7.04	7.04	7.04	7.04	7.04	7.04	7.04	7.04	7.04	7.11	7.11	16.00	16.00	15.00	15.00
D	-17.00	-17.00	-16.00	-16.00	-16.00	-16.00	-17.00	-16.00	1.96	1.96	0.96	1.96	1.96	1.96	1.96	1.96	0.96	-0.04	1.89	-0.11	-1.00	1.00	3.00	3.00

	6				7				8				9				10				11			
S	19	19	19	19	23	26	30	29	35	37	36	40	40	38	40	40	42	42	41	42	39	41	50	50
F	20.00	20.00	23.00	23.00	25.00	25.00	27.00	27.00	35.00	35.00	42.00	42.00	41.00	41.00	43.00	43.00	40.00	40.00	39.00	39.00	45.00	45.00	45.00	45.00
D	-1.00	-1.00	-4.00	-4.00	-2.00	1.00	3.00	2.00	0.00	2.00	-6.00	-2.00	-1.00	-3.00	-3.00	-3.00	2.00	2.00	2.00	3.00	-6.00	-4.00	5.00	5.00

	12				13				14				15				16				17			
S	47	47	50	49	53	53	52	53	60	60	59	59	57	57	54	61	56	54	54	55	38	37	30	37
F	46.00	46.00	50.00	50.00	57.00	57.00	53.00	53.00	57.00	57.00	59.00	59.00	57.00	57.00	55.00	55.00	55.00	55.00	53.00	53.00	34.00	34.00	32.00	32.00
D	1.00	1.00	0.00	-1.00	-4.00	-4.00	-1.00	0.00	3.00	3.00	0.00	0.00	0.00	0.00	-1.00	6.00	1.00	-1.00	1.00	2.00	4.00	3.00	-2.00	5.00

	18				19				20				21				22				23			
S	31	31	27	28	27	27	29	29	27	27	20	20	17	18	16	20	19	19	19	19	19	19	19	19
F	28.00	28.00	24.00	24.00	28.00	28.00	29.00	29.00	28.00	28.00	26.00	26.00	25.00	25.00	23.00	23.00	23.00	23.00	23.00	23.00	23.00	23.00	23.00	23.00
D	3.00	3.00	3.00	4.00	-1.00	-1.00	0.00	0.00	-1.00	-1.00	-6.00	-6.00	-8.00	-7.00	-7.00	-3.00	-4.00	-4.00	-4.00	-4.00	-4.00	-4.00	-4.00	-4.00

Mean Absolute Deviation: 3.68

Standard Deviation: 5.34

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 9/28/2015

Scheduling Unit: Customer Service / Help Desk

Published on date/time: 10/07/2015 03:24:29

9/29/2015

S : Scheduled ACD F : Forecasted D : Difference

	0				1				2				3				4				5			
S	3	3	3	3	2	2	2	2	1	1	2	2	1	2	2	2	1	1	1	1	11	11	11	11
F	8.15	8.15	9.16	9.16	8.16	8.16	8.16	8.16	8.16	8.16	8.17	8.17	8.14	8.14	8.14	8.14	8.17	8.17	8.33	8.33	18.00	18.00	20.00	20.00
D	-5.15	-5.15	-6.16	-6.16	-6.16	-6.16	-6.16	-6.16	-7.16	-7.16	-6.17	-6.17	-7.14	-6.14	-6.14	-6.14	-7.17	-7.17	-7.33	-7.33	-7.00	-7.00	-9.00	-9.00

	6				7				8				9				10				11			
S	10	10	11	11	16	20	19	21	39	40	40	40	44	44	39	37	39	40	41	45	48	50	49	49
F	21.00	21.00	22.00	22.00	25.00	25.00	29.00	29.00	41.00	41.00	44.00	44.00	44.00	44.00	44.00	44.00	47.00	47.00	45.00	45.00	47.00	47.00	45.00	45.00
D	-11.00	-11.00	-11.00	-11.00	-9.00	-5.00	-10.00	-8.00	-2.00	-1.00	-4.00	-4.00	0.00	0.00	-5.00	-7.00	-8.00	-7.00	-4.00	0.00	1.00	3.00	4.00	4.00

	12				13				14				15				16				17			
S	48	48	47	49	55	54	57	57	62	62	58	58	57	60	58	58	53	54	54	55	31	32	21	21
F	46.00	46.00	48.00	48.00	58.00	58.00	60.00	60.00	60.00	60.00	58.00	58.00	59.00	59.00	57.00	57.00	57.00	57.00	54.00	54.00	34.00	34.00	31.00	31.00
D	2.00	2.00	-1.00	1.00	-3.00	-4.00	-3.00	-3.00	2.00	2.00	0.00	0.00	-2.00	1.00	1.00	1.00	-4.00	-3.00	0.00	1.00	-3.00	-2.00	-10.00	-10.00

	18				19				20				21				22				23			
S	20	20	22	27	25	25	28	27	23	22	21	22	22	20	17	22	19	19	19	19	19	19	19	19
F	28.00	28.00	29.00	29.00	30.00	30.00	30.00	30.00	30.00	30.00	29.00	29.00	27.00	27.00	27.00	27.00	25.00	25.00	25.00	25.00	24.00	24.00	25.00	25.00
D	-8.00	-8.00	-7.00	-2.00	-5.00	-5.00	-2.00	-3.00	-7.00	-8.00	-8.00	-7.00	-5.00	-7.00	-10.00	-5.00	-6.00	-6.00	-6.00	-6.00	-5.00	-5.00	-6.00	-6.00

Mean Absolute Deviation: 5.15

Standard Deviation: 3.70

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 9/28/2015

Scheduling Unit: Customer Service / Help Desk

Published on date/time: 10/07/2015 03:24:29

9/30/2015

S : Scheduled ACD **F** : Forecasted **D** : Difference

	0				1				2				3				4				5			
S	2	2	2	2	0	0	0	0	1	1	1	1	1	1	1	1	1	1	1	1	8	8	10	10
F	9.09	9.09	8.09	8.09	8.16	8.16	14.01	14.01	8.15	8.15	8.08	8.08	8.08	8.08	8.09	8.09	8.09	8.09	8.24	8.24	19.00	19.00	20.00	20.00
D	-7.09	-7.09	-6.09	-6.09	-8.16	-8.16	-14.01	-14.01	-7.15	-7.15	-7.08	-7.08	-7.08	-7.08	-7.09	-7.09	-7.09	-7.09	-7.24	-7.24	-11.00	-11.00	-10.00	-10.00

	6				7				8				9				10				11			
S	10	10	10	10	16	19	18	20	43	45	44	45	43	42	38	36	39	38	40	44	43	45	44	44
F	21.00	21.00	23.00	23.00	25.00	25.00	30.00	30.00	40.00	40.00	46.00	46.00	45.00	45.00	46.00	46.00	46.00	46.00	47.00	47.00	47.00	47.00	47.00	47.00
D	-11.00	-11.00	-13.00	-13.00	-9.00	-6.00	-12.00	-10.00	3.00	5.00	-2.00	-1.00	-2.00	-3.00	-8.00	-10.00	-7.00	-8.00	-7.00	-3.00	-4.00	-2.00	-3.00	-3.00

	12				13				14				15				16				17			
S	45	47	50	49	52	53	55	56	64	63	58	57	56	57	56	55	52	52	49	52	31	32	23	23
F	49.00	49.00	52.00	52.00	58.00	58.00	62.00	62.00	62.00	62.00	60.00	60.00	60.00	60.00	59.00	59.00	58.00	58.00	50.00	50.00	38.00	38.00	33.00	33.00
D	-4.00	-2.00	-2.00	-3.00	-6.00	-5.00	-7.00	-6.00	2.00	1.00	-2.00	-3.00	-4.00	-3.00	-3.00	-4.00	-6.00	-6.00	-1.00	2.00	-7.00	-6.00	-10.00	-10.00

	18				19				20				21				22				23			
S	20	20	21	27	24	24	27	27	23	23	23	23	21	22	17	23	19	19	19	19	19	19	19	19
F	28.00	28.00	30.00	30.00	30.00	30.00	31.00	31.00	29.00	29.00	29.00	29.00	27.00	27.00	27.00	27.00	25.00	25.00	24.00	24.00	24.00	24.00	24.00	24.00
D	-8.00	-8.00	-9.00	-3.00	-6.00	-6.00	-4.00	-4.00	-6.00	-6.00	-6.00	-6.00	-6.00	-5.00	-10.00	-4.00	-6.00	-6.00	-5.00	-5.00	-5.00	-5.00	-5.00	-5.00

Mean Absolute Deviation: 6.23

Standard Deviation: 3.51

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 9/28/2015

Scheduling Unit: Customer Service / Help Desk

Published on date/time: 10/07/2015 03:24:29

10/1/2015

S : Scheduled ACD F : Forecasted D : Difference

	0				1				2				3				4				5			
S	2	2	2	2	2	2	2	2	2	2	1	1	2	2	2	2	2	2	1	1	4	4	10	10
F	8.16	8.16	9.17	9.17	8.17	8.17	8.17	8.17	8.17	8.17	8.17	8.17	8.15	8.15	8.16	8.16	8.19	8.19	8.34	8.34	16.00	16.00	20.00	20.00
D	-6.16	-6.16	-7.17	-7.17	-6.17	-6.17	-6.17	-6.17	-6.17	-6.17	-7.17	-7.17	-6.15	-6.15	-6.16	-6.16	-6.19	-6.19	-7.34	-7.34	-12.00	-12.00	-10.00	-10.00

	6				7				8				9				10				11			
S	15	15	16	16	21	22	24	24	43	43	36	44	44	46	37	40	42	44	45	49	53	56	55	55
F	23.00	23.00	23.00	23.00	25.00	25.00	27.00	27.00	39.00	39.00	39.00	39.00	45.00	45.00	45.00	45.00	42.00	42.00	46.00	46.00	47.00	47.00	47.00	47.00
D	-8.00	-8.00	-7.00	-7.00	-4.00	-3.00	-3.00	-3.00	4.00	4.00	-3.00	5.00	-1.00	1.00	-8.00	-5.00	0.00	2.00	-1.00	3.00	6.00	9.00	8.00	8.00

	12				13				14				15				16				17			
S	56	56	55	55	59	58	59	62	58	60	56	58	58	58	56	57	54	54	56	55	23	23	20	21
F	46.00	46.00	50.00	50.00	53.00	53.00	58.00	58.00	56.00	56.00	58.00	58.00	58.00	58.00	60.00	60.00	57.00	57.00	53.00	53.00	35.00	35.00	32.00	32.00
D	10.00	10.00	5.00	5.00	6.00	5.00	1.00	4.00	2.00	4.00	-2.00	0.00	0.00	0.00	-4.00	-3.00	-3.00	-3.00	3.00	2.00	-12.00	-12.00	-12.00	-11.00

	18				19				20				21				22				23			
S	10	10	13	14	14	14	15	15	10	11	10	10	9	10	10	10	2	2	2	2	2	2	2	2
F	23.00	23.00	22.00	22.00	22.00	22.00	25.00	25.00	21.00	21.00	20.00	20.00	19.00	19.00	19.00	19.00	10.31	10.31	8.31	8.31	10.31	10.31	10.31	10.31
D	-13.00	-13.00	-9.00	-8.00	-8.00	-8.00	-10.00	-10.00	-11.00	-10.00	-10.00	-10.00	-10.00	-9.00	-9.00	-9.00	-8.31	-8.31	-6.31	-6.31	-8.31	-8.31	-8.31	-8.31

Mean Absolute Deviation: 6.49

Standard Deviation: 5.87

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 9/28/2015

Scheduling Unit: Customer Service / Help Desk

Published on date/time: 10/07/2015 03:24:29

10/2/2015

S : Scheduled ACD F : Forecasted D : Difference

	0				1				2				3				4				5			
S	1	1	1	1	1	1	1	1	1	1	1	1	1	1	0	1	1	1	1	1	10	10	10	10
F	8.30	8.30	8.32	8.32	8.30	8.30	8.40	8.40	14.19	14.19	8.40	8.40	8.23	8.23	8.32	8.32	8.31	8.31	8.47	8.47	16.00	16.00	16.00	16.00
D	-7.30	-7.30	-7.32	-7.32	-7.30	-7.30	-7.40	-7.40	-13.19	-13.19	-7.40	-7.40	-7.23	-7.23	-8.32	-7.32	-7.31	-7.31	-7.47	-7.47	-6.00	-6.00	-6.00	-6.00

	6				7				8				9				10				11			
S	16	16	17	17	18	19	20	22	37	37	33	39	39	40	35	35	44	47	39	45	49	49	51	53
F	17.00	17.00	14.00	14.00	15.00	15.00	15.00	15.00	22.00	22.00	30.00	30.00	41.00	41.00	39.00	39.00	42.00	42.00	37.00	37.00	45.00	45.00	45.00	45.00
D	-1.00	-1.00	3.00	3.00	3.00	4.00	5.00	7.00	15.00	15.00	3.00	9.00	-2.00	-1.00	-4.00	-4.00	2.00	5.00	2.00	8.00	4.00	4.00	6.00	8.00

	12				13				14				15				16				17			
S	47	48	52	55	57	58	60	60	60	61	59	57	58	60	58	58	46	46	53	54	24	25	19	21
F	45.00	45.00	51.00	51.00	57.00	57.00	61.00	61.00	57.00	57.00	58.00	58.00	58.00	58.00	57.00	57.00	58.00	58.00	51.00	51.00	34.00	34.00	28.00	28.00
D	2.00	3.00	1.00	4.00	0.00	1.00	-1.00	-1.00	3.00	4.00	1.00	-1.00	0.00	2.00	1.00	1.00	-12.00	-12.00	2.00	3.00	-10.00	-9.00	-9.00	-7.00

	18				19				20				21				22				23			
S	12	12	11	13	13	13	15	15	11	11	10	10	10	10	8	10	2	2	2	2	2	2	2	2
F	19.00	19.00	19.00	19.00	18.00	18.00	17.00	17.00	18.00	18.00	17.00	17.00	16.00	16.00	17.00	17.00	8.31	8.31	8.31	8.31	8.31	8.31	8.31	8.31
D	-7.00	-7.00	-8.00	-6.00	-5.00	-5.00	-2.00	-2.00	-7.00	-7.00	-7.00	-7.00	-6.00	-6.00	-9.00	-7.00	-6.31	-6.31	-6.31	-6.31	-6.31	-6.31	-6.31	-6.31

Mean Absolute Deviation: 5.64

Standard Deviation: 5.84

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 9/28/2015

Scheduling Unit: Customer Service / Help Desk

Published on date/time: 10/07/2015 03:24:29

10/3/2015

S : Scheduled ACD F : Forecasted D : Difference

	0				1				2				3				4				5			
S	3	3	3	3	1	1	1	1	0	1	1	1	1	1	1	1	0	0	0	0	1	1	1	1
F	8.31	8.31	8.31	8.31	14.31	14.31	7.31	7.31	13.31	13.31	7.31	7.31	7.31	7.31	7.31	7.31	7.31	7.31	7.62	7.62	17.00	17.00	16.00	16.00
D	-5.31	-5.31	-5.31	-5.31	-13.31	-13.31	-6.31	-6.31	-13.31	-12.31	-6.31	-6.31	-6.31	-6.31	-6.31	-6.31	-7.31	-7.31	-7.62	-7.62	-16.00	-16.00	-15.00	-15.00

	6				7				8				9				10				11			
S	4	4	8	8	10	10	10	10	9	9	8	10	5	9	7	9	6	6	2	2	5	5	7	7
F	9.62	9.62	13.62	13.62	13.62	13.62	11.62	11.62	15.62	15.62	14.62	14.62	12.62	12.62	14.62	14.62	31.62	31.62	30.62	30.62	14.62	14.62	31.62	31.62
D	-5.62	-5.62	-5.62	-5.62	-3.62	-3.62	-1.62	-1.62	-6.62	-6.62	-6.62	-4.62	-7.62	-3.62	-7.62	-5.62	-25.62	-25.62	-28.62	-28.62	-9.62	-9.62	-24.62	-24.62

	12				13				14				15				16				17			
S	7	7	8	9	22	21	22	22	24	25	16	26	26	23	25	26	23	22	22	22	20	20	4	4
F	13.62	13.62	30.62	30.62	23.65	23.65	26.65	26.65	32.62	32.62	27.68	27.68	33.64	33.64	31.68	31.68	31.67	31.67	33.71	33.71	26.44	26.44	17.68	17.68
D	-6.62	-6.62	-22.62	-21.62	-1.65	-2.65	-4.65	-4.65	-8.62	-7.62	-11.68	-1.68	-7.64	-10.64	-6.68	-5.68	-8.67	-9.67	-11.71	-11.71	-6.44	-6.44	-13.68	-13.68

	18				19				20				21				22				23			
S	1	1	15	15	16	16	16	16	9	14	14	17	16	16	16	17	17	17	17	17	16	16	16	16
F	13.88	13.88	20.73	20.73	22.00	22.00	25.00	25.00	22.00	22.00	24.00	24.00	21.00	21.00	24.00	24.00	21.00	21.00	19.00	19.00	22.00	22.00	19.00	19.00
D	-12.88	-12.88	-5.73	-5.73	-6.00	-6.00	-9.00	-9.00	-13.00	-8.00	-10.00	-7.00	-5.00	-5.00	-8.00	-7.00	-4.00	-4.00	-2.00	-2.00	-6.00	-6.00	-3.00	-3.00

Mean Absolute Deviation: 8.84

Standard Deviation: 6.01

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 9/28/2015

Scheduling Unit: Customer Service / Help Desk

Published on date/time: 10/07/2015 03:24:29

10/4/2015

S : Scheduled ACD F : Forecasted D : Difference

	0				1				2				3				4				5			
S	1	1	1	1	1	1	1	1	1	0	1	1	1	1	1	1	1	1	1	1	1	1	1	1
F	7.28	7.28	7.28	7.28	14.27	14.27	7.29	7.29	7.29	7.29	7.29	7.29	7.29	7.29	7.29	7.29	7.29	7.29	7.29	7.29	7.29	7.49	7.49	7.49
D	-6.28	-6.28	-6.28	-6.28	-13.27	-13.27	-6.29	-6.29	-6.29	-7.29	-6.29	-6.29	-6.29	-6.29	-6.29	-6.29	-6.29	-6.29	-6.29	-6.29	-6.29	-6.49	-6.49	-6.49

	6				7				8				9				10				11			
S	3	3	6	6	10	10	9	10	10	10	7	10	6	9	6	9	7	7	5	5	3	3	4	4
F	15.00	15.00	10.41	10.41	13.24	13.24	10.40	10.40	17.17	17.17	13.23	13.23	15.28	15.28	11.46	11.46	28.00	28.00	28.00	28.00	22.00	22.00	20.00	20.00
D	-12.00	-12.00	-4.41	-4.41	-3.24	-3.24	-1.40	-0.40	-7.17	-7.17	-6.23	-3.23	-9.28	-6.28	-5.46	-2.46	-21.00	-21.00	-23.00	-23.00	-19.00	-19.00	-16.00	-16.00

	12				13				14				15				16				17			
S	8	8	9	9	22	22	22	24	24	25	21	26	22	20	26	26	23	25	24	24	19	19	2	2
F	31.00	31.00	12.51	12.51	24.52	24.52	28.51	28.51	30.51	30.51	29.52	29.52	28.52	28.52	29.49	29.49	26.60	26.60	35.44	35.44	28.30	28.30	17.66	17.66
D	-23.00	-23.00	-3.51	-3.51	-2.52	-2.52	-6.51	-4.51	-6.51	-5.51	-8.52	-3.52	-6.52	-8.52	-3.49	-3.49	-3.60	-1.60	-11.44	-11.44	-9.30	-9.30	-15.66	-15.66

	18				19				20				21				22				23			
S	1	1	16	16	16	16	16	16	8	15	13	17	16	17	16	17	17	17	17	17	15	15	15	15
F	14.94	14.94	22.00	22.00	22.01	22.01	24.00	24.00	22.03	22.03	24.00	24.00	24.00	24.00	23.00	23.00	21.00	21.00	22.00	22.00	22.00	22.00	19.00	19.00
D	-13.94	-13.94	-6.00	-6.00	-6.01	-6.01	-8.00	-8.00	-14.03	-7.03	-11.00	-7.00	-8.00	-7.00	-7.00	-6.00	-4.00	-4.00	-5.00	-5.00	-7.00	-7.00	-4.00	-4.00

Mean Absolute Deviation: 8.13

Standard Deviation: 5.22

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 9/28/2015

Scheduling Unit: Customer Service / Help Desk

Published on date/time: 10/07/2015 03:24:29

10/5/2015

S : Scheduled ACD **F** : Forecasted **D** : Difference

	0				1				2				3				4				5			
S	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1	1	0	0	0	0
F	0.53	0.53	0.53	0.53	0.53	0.53	0.53	0.53	0.53	0.53	0.53	0.53	0.53	0.53	0.53	0.53	0.53	0.53	0.53	0.53	0.53	0.53	0.53	0.53
D	-0.53	-0.53	-0.53	-0.53	-0.53	-0.53	-0.53	-0.53	-0.53	-0.53	-0.53	-0.53	-0.53	-0.53	-0.53	-0.53	-0.53	-0.53	-0.53	-0.53	-0.53	-0.53	-0.53	-0.53

	6				7				8				9				10				11			
S	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
F	0.53	0.53	0.53	0.53	0.53	0.53	0.53	0.53	0.53	0.53	0.53	0.53	0.53	0.53	0.53	0.53	0.53	0.53	0.53	0.53	0.53	0.53	0.53	0.53
D	-0.53	-0.53	-0.53	-0.53	-0.53	-0.53	-0.53	-0.53	-0.53	-0.53	-0.53	-0.53	-0.53	-0.53	-0.53	-0.53	-0.53	-0.53	-0.53	-0.53	-0.53	-0.53	-0.53	-0.53

	12				13				14				15				16				17			
S	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
F	0.53	0.53	0.53	0.53	0.53	0.53	0.53	0.53	0.51	0.51	0.51	0.51	0.51	0.51	0.51	0.51	0.53	0.53	0.53	0.53	0.53	0.53	0.53	0.53
D	-0.53	-0.53	-0.53	-0.53	-0.53	-0.53	-0.53	-0.53	-0.51	-0.51	-0.51	-0.51	-0.51	-0.51	-0.51	-0.51	-0.53	-0.53	-0.53	-0.53	-0.53	-0.53	-0.53	-0.53

	18				19				20				21				22				23			
S	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
F	0.53	0.53	0.53	0.53	0.53	0.53	0.53	0.53	0.53	0.53	0.53	0.53	0.53	0.53	0.53	0.53	0.53	0.53	0.53	0.53	0.54	0.54	0.53	0.53
D	-0.53	-0.53	-0.53	-0.53	-0.53	-0.53	-0.53	-0.53	-0.53	-0.53	-0.53	-0.53	-0.53	-0.53	-0.53	-0.53	-0.53	-0.53	-0.53	-0.53	-0.54	-0.54	-0.53	-0.53

Mean Absolute Deviation: 0.53

Standard Deviation: 0.17

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 10/11/2015

Scheduling Unit: Customer Service / Help Desk

Published on date/time: 10/07/2015 03:24:29

10/11/2015

S : Scheduled ACD **F** : Forecasted **D** : Difference

	0				1				2				3				4				5			
S	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
F	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33
D	-3.33	-3.33	-3.33	-3.33	-3.33	-3.33	-3.33	-3.33	-3.33	-3.33	-3.33	-3.33	-3.33	-3.33	-3.33	-3.33	-3.33	-3.33	-3.33	-3.33	-3.33	-3.33	-3.33	-3.33

	6				7				8				9				10				11			
S	2	2	2	2	2	2	2	2	2	2	2	2	0	2	2	2	0	0	0	0	2	2	2	2
F	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33
D	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-3.33	-1.33	-1.33	-1.33	-3.33	-3.33	-3.33	-3.33	-1.33	-1.33	-1.33	-1.33

	12				13				14				15				16				17			
S	0	0	0	0	2	2	2	2	2	2	2	2	0	2	2	2	2	2	2	2	2	2	2	2
F	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33
D	-3.33	-3.33	-3.33	-3.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-3.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33

	18				19				20				21				22				23			
S	2	2	2	2	2	2	2	2	2	2	0	2	2	2	2	2	2	2	2	2	1	1	1	1
F	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33
D	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-3.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-2.33	-2.33	-2.33	-2.33

Mean Absolute Deviation: 2.10

Standard Deviation: 0.95

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 10/11/2015

Scheduling Unit: Support

Published on date/time: 09/03/2015 11:09:43

10/12/2015

S : Scheduled ACD **F** : Forecasted **D** : Difference

	0				1				2				3				4				5			
S	1	1	1	1	1	1	1	1	1	1	1	1	2	2	1	2	2	1	2	2	2	2	2	2
F	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33
D	-2.33	-2.33	-2.33	-2.33	-2.33	-2.33	-2.33	-2.33	-2.33	-2.33	-2.33	-2.33	-1.33	-1.33	-2.33	-1.33	-1.33	-2.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33

	6				7				8				9				10				11			
S	2	2	2	2	1	1	1	1	2	2	2	2	1	2	1	2	1	1	1	1	2	2	2	2
F	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33
D	-1.33	-1.33	-1.33	-1.33	-2.33	-2.33	-2.33	-2.33	-1.33	-1.33	-1.33	-1.33	-2.33	-1.33	-2.33	-1.33	-2.33	-2.33	-2.33	-2.33	-1.33	-1.33	-1.33	-1.33

	12				13				14				15				16				17			
S	0	0	0	0	2	2	2	2	2	2	2	2	0	2	2	2	2	2	2	2	2	2	2	2
F	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33
D	-3.33	-3.33	-3.33	-3.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-3.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33

	18				19				20				21				22				23			
S	2	2	2	2	2	2	2	2	2	2	2	2	0	2	2	2	2	2	2	2	0	0	0	0
F	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33
D	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-3.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-3.33	-3.33	-3.33	-3.33

Mean Absolute Deviation: 1.79

Standard Deviation: 0.68

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 10/11/2015

Scheduling Unit: Support

Published on date/time: 09/03/2015 11:09:43

10/13/2015

S : Scheduled ACD **F** : Forecasted **D** : Difference

	0				1				2				3				4				5			
S	2	2	2	2	2	2	2	2	1	1	1	1	1	1	1	1	1	1	2	2	2	2	2	2
F	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33
D	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-2.33	-2.33	-2.33	-2.33	-2.33	-2.33	-2.33	-2.33	-2.33	-2.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33

	6				7				8				9				10				11			
S	2	2	2	2	2	2	1	1	1	1	0	2	2	2	2	2	2	2	2	2	1	1	1	1
F	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33
D	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-2.33	-2.33	-2.33	-2.33	-3.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-2.33	-2.33	-2.33	-2.33

	12				13				14				15				16				17			
S	1	1	1	1	2	2	1	1	1	1	2	2	1	2	2	1	2	2	2	2	2	2	2	2
F	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33
D	-2.33	-2.33	-2.33	-2.33	-1.33	-1.33	-2.33	-2.33	-2.33	-2.33	-1.33	-1.33	-2.33	-1.33	-1.33	-2.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33

	18				19				20				21				22				23			
S	2	2	2	2	2	2	2	2	2	2	2	2	2	2	0	2	2	2	0	0	0	0	0	0
F	3.33	3.33	3.33	3.33	3.33	3.33	0.00	0.00	3.33	3.33	3.33	3.33	3.33	3.33	0.00	0.00	0.00	0.00	0.00	0.00	3.33	3.33	3.33	3.33
D	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	2.00	2.00	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	0.00	2.00	2.00	2.00	0.00	0.00	-3.33	-3.33	-3.33	-3.33

Mean Absolute Deviation: 1.78

Standard Deviation: 1.07

Number of schedulable time periods: 93

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 10/11/2015

Scheduling Unit: Support

Published on date/time: 09/03/2015 11:09:43

10/14/2015

S : Scheduled ACD F : Forecasted D : Difference

	0				1				2				3				4				5			
S	0	0	2	2	2	2	2	2	2	2	2	2	2	2	2	2	0	2	2	2	2	2	2	2
F	3.33	3.33	3.33	3.33	0.00	0.00	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33
D	-3.33	-3.33	-1.33	-1.33	2.00	2.00	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-3.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33

	6				7				8				9				10				11			
S	2	2	2	2	2	2	2	2	2	2	2	2	0	2	2	2	0	0	0	0	2	2	2	2
F	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33
D	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-3.33	-1.33	-1.33	-1.33	-3.33	-3.33	-3.33	-3.33	-1.33	-1.33	-1.33	-1.33

	12				13				14				15				16				17			
S	0	0	0	0	2	2	2	2	2	2	2	2	2	2	2	2	0	2	2	2	2	2	2	2
F	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	2.22	2.22	2.22	2.22	2.22	2.22	2.22	2.22	2.22	2.22	2.22	2.22
D	-3.33	-3.33	-3.33	-3.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-0.22	-0.22	-0.22	-0.22	-2.22	-0.22	-0.22	-0.22	-0.22	-0.22	-0.22	-0.22

	18				19				20				21				22				23			
S	2	2	2	2	2	2	2	2	2	2	2	2	2	0	2	2	2	2	0	0	0	0	2	2
F	2.22	2.22	2.22	2.22	2.22	2.22	2.22	2.22	2.22	2.22	2.22	2.22	2.22	2.22	2.22	2.22	2.22	2.22	2.22	2.22	2.22	2.22	2.22	2.22
D	-0.22	-0.22	-0.22	-0.22	-0.22	-0.22	-0.22	-0.22	-0.22	-0.22	-0.22	-0.22	-0.22	-2.22	-0.22	-0.22	-0.22	-0.22	-2.22	-2.22	-2.22	-2.22	-0.22	-0.22

Mean Absolute Deviation: 1.31

Standard Deviation: 1.07

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 10/11/2015

Scheduling Unit: Support

Published on date/time: 09/03/2015 11:09:43

10/15/2015

S : Scheduled ACD **F** : Forecasted **D** : Difference

	0				1				2				3				4				5			
S	0	0	0	0	2	2	2	2	2	2	2	2	2	2	0	2	2	2	2	2	2	2	2	2
F	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33
D	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-3.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33

	6				7				8				9				10				11			
S	2	2	2	2	2	2	2	2	2	2	2	2	2	2	0	2	2	2	2	2	0	0	0	0
F	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33
D	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-3.33	-1.33	-1.33	-1.33	-1.33	-1.33	-3.33	-3.33	-3.33	-3.33

	12				13				14				15				16				17			
S	2	2	2	2	2	2	2	2	2	2	2	2	0	0	0	0	0	2	2	2	2	2	2	2
F	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33
D	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-3.33	-3.33	-3.33	-3.33	-3.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33

	18				19				20				21				22				23			
S	2	2	2	2	2	2	2	2	2	2	2	0	2	2	2	2	2	2	0	0	0	0	0	0
F	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33
D	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-3.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-3.33	-3.33	-3.33	-3.33	-3.33	-3.33

Mean Absolute Deviation: 1.79

Standard Deviation: 0.84

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 10/11/2015

Scheduling Unit: Support

Published on date/time: 09/03/2015 11:09:43

10/16/2015

S : Scheduled ACD F : Forecasted D : Difference

	0				1				2				3				4				5			
S	0	0	2	2	2	2	2	2	2	2	2	2	2	2	0	2	2	2	2	2	2	2	2	2
F	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33
D	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33

	6				7				8				9				10				11			
S	2	2	2	2	2	2	2	2	2	2	0	2	2	2	2	2	2	2	2	2	0	0	0	0
F	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33
D	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-3.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-3.33	-3.33	-3.33	-3.33

	12				13				14				15				16				17			
S	2	2	2	2	2	2	2	2	2	2	2	2	0	0	0	0	0	2	2	2	2	2	2	2
F	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33
D	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-3.33	-3.33	-3.33	-3.33	-3.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33

	18				19				20				21				22				23			
S	2	2	2	2	2	2	2	2	2	2	0	2	2	2	2	2	2	2	2	2	2	2	1	1
F	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33
D	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-3.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-2.33	-2.33

Mean Absolute Deviation: 1.65

Standard Deviation: 0.71

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 10/11/2015

Scheduling Unit: Support

Published on date/time: 09/03/2015 11:09:43

10/17/2015

S : Scheduled ACD **F** : Forecasted **D** : Difference

	0				1				2				3				4				5			
S	0	0	1	1	2	2	1	1	1	1	1	1	1	1	2	2	1	1	2	2	2	2	2	2
F	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33
D	-1.33	-1.33	-2.33	-2.33	-1.33	-1.33	-2.33	-2.33	-2.33	-2.33	-2.33	-2.33	-2.33	-2.33	-1.33	-1.33	-2.33	-2.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33

	6				7				8				9				10				11			
S	2	2	2	2	2	2	2	2	2	2	1	2	2	2	1	2	2	2	2	2	1	1	1	1
F	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33
D	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-2.33	-1.33	-1.33	-1.33	-2.33	-1.33	-1.33	-1.33	-1.33	-1.33	-2.33	-2.33	-2.33	-2.33

	12				13				14				15				16				17			
S	1	1	1	1	1	1	1	1	2	2	1	1	1	1	2	1	1	2	2	2	2	2	2	2
F	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33
D	-2.33	-2.33	-2.33	-2.33	-2.33	-2.33	-2.33	-2.33	-1.33	-1.33	-2.33	-2.33	-2.33	-2.33	-1.33	-2.33	-2.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33	-1.33

	18				19				20				21				22				23			
S	2	2	2	2	1	1	1	1	2	2	1	2	2	2	1	2	1	1	1	1	2	2	2	2
F	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33	3.33
D	-1.33	-1.33	-1.33	-1.33	-2.33	-2.33	-2.33	-2.33	-1.33	-1.33	-2.33	-1.33	-1.33	-1.33	-2.33	-1.33	-2.33	-2.33	-2.33	-2.33	-1.33	-1.33	-1.33	-1.33

Mean Absolute Deviation: 1.81

Standard Deviation: 0.54

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 10/11/2015

Scheduling Unit: Support

Published on date/time: 09/03/2015 11:09:43

10/18/2015

S : Scheduled ACD **F** : Forecasted **D** : Difference

	0				1				2				3				4				5			
S	1	1	1	1	2	2	2	2	2	2	2	2	1	1	1	1	1	1	2	2	2	2	2	2
F	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
D	1.00	1.00	1.00	1.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	1.00	1.00	1.00	1.00	1.00	1.00	2.00	2.00	2.00	2.00	2.00	2.00

	6				7				8				9				10				11			
S	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
F	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
D	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

	12				13				14				15				16				17			
S	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
F	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
D	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

	18				19				20				21				22				23			
S	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
F	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
D	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

Mean Absolute Deviation: 1.58

Standard Deviation: 2.79

Number of schedulable time periods: 24

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 10/5/2015

Scheduling Unit: Support

Published on date/time: 09/03/2015 11:09:43

10/5/2015

S : Scheduled ACD **F** : Forecasted **D** : Difference

	0				1				2				3				4				5			
S	0	0	0	0	0	0	0	0	1	1	1	1	1	1	1	1	1	1	1	2	9	9	9	9
F	18.00	18.00	18.00	18.00	18.00	18.00	19.00	19.00	7.04	7.04	7.04	7.04	7.04	7.04	7.04	7.04	7.04	7.04	7.11	7.11	15.00	15.00	15.00	15.00
D	-18.00	-18.00	-18.00	-18.00	-18.00	-18.00	-19.00	-19.00	-6.04	-6.04	-6.04	-6.04	-6.04	-6.04	-6.04	-6.04	-6.04	-6.04	-6.11	-5.11	-6.00	-6.00	-6.00	-6.00

	6				7				8				9				10				11			
S	13	13	13	13	21	24	25	26	49	47	43	47	49	48	43	49	45	46	43	45	49	49	46	49
F	18.00	18.00	21.00	21.00	26.00	26.00	29.00	29.00	42.00	42.00	41.00	41.00	48.00	48.00	49.00	49.00	45.00	45.00	44.00	44.00	49.00	49.00	50.00	50.00
D	-5.00	-5.00	-8.00	-8.00	-5.00	-2.00	-4.00	-3.00	7.00	5.00	2.00	6.00	1.00	0.00	-6.00	0.00	0.00	1.00	-1.00	1.00	0.00	0.00	-4.00	-1.00

	12				13				14				15				16				17			
S	48	48	51	51	50	52	54	55	68	68	63	64	66	65	61	64	58	57	57	58	30	31	25	25
F	50.00	50.00	52.00	52.00	52.00	52.00	54.00	54.00	62.00	62.00	66.00	66.00	66.00	66.00	63.00	63.00	61.00	61.00	56.00	56.00	36.00	36.00	26.00	26.00
D	-2.00	-2.00	-1.00	-1.00	-2.00	0.00	0.00	1.00	6.00	6.00	-3.00	-2.00	0.00	-1.00	-2.00	1.00	-3.00	-4.00	1.00	2.00	-6.00	-5.00	-1.00	-1.00

	18				19				20				21				22				23			
S	22	22	21	24	25	25	28	28	21	22	20	19	17	17	17	20	19	19	19	19	19	19	19	19
F	21.00	21.00	19.00	19.00	21.00	21.00	21.00	21.00	20.00	20.00	20.00	20.00	20.00	20.00	19.00	19.00	17.00	17.00	16.00	16.00	16.00	16.00	16.00	16.00
D	1.00	1.00	2.00	5.00	4.00	4.00	7.00	7.00	1.00	2.00	0.00	-1.00	-3.00	-3.00	-2.00	1.00	2.00	2.00	3.00	3.00	3.00	3.00	3.00	3.00

Mean Absolute Deviation: 4.54

Standard Deviation: 6.02

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 10/5/2015

Scheduling Unit: Customer Service / Help Desk

Published on date/time: 11/04/2015 13:17:54

10/6/2015

S : Scheduled ACD F : Forecasted D : Difference

	0				1				2				3				4				5			
S	3	3	2	2	2	2	2	2	1	2	3	2	1	2	2	2	1	1	1	2	9	9	10	10
F	8.16	8.16	8.16	8.16	7.17	7.17	7.17	7.17	7.16	7.16	7.18	7.18	7.14	7.14	7.15	7.15	7.18	7.18	7.33	7.33	15.00	15.00	15.00	15.00
D	-5.16	-5.16	-6.16	-6.16	-5.17	-5.17	-5.17	-5.17	-6.16	-5.16	-4.18	-5.18	-6.14	-5.14	-5.15	-5.15	-6.18	-6.18	-6.33	-5.33	-6.00	-6.00	-5.00	-5.00

	6				7				8				9				10				11			
S	10	10	10	10	19	18	21	22	46	47	46	46	44	44	43	44	46	46	43	47	50	50	52	48
F	17.00	17.00	22.00	22.00	26.00	26.00	30.00	30.00	43.00	43.00	48.00	48.00	51.00	51.00	49.00	49.00	50.00	50.00	47.00	47.00	50.00	50.00	47.00	47.00
D	-7.00	-7.00	-12.00	-12.00	-7.00	-8.00	-9.00	-8.00	3.00	4.00	-2.00	-2.00	-7.00	-7.00	-6.00	-5.00	-4.00	-4.00	-4.00	0.00	0.00	0.00	5.00	1.00

	12				13				14				15				16				17			
S	47	47	47	48	47	48	52	52	60	58	55	56	59	59	57	59	55	57	53	53	31	32	26	26
F	53.00	53.00	51.00	51.00	51.00	51.00	57.00	57.00	61.50	61.50	63.00	63.00	66.00	66.00	64.00	64.00	63.00	63.00	56.00	56.00	33.00	33.00	26.00	26.00
D	-6.00	-6.00	-4.00	-3.00	-4.00	-3.00	-5.00	-5.00	-1.50	-3.50	-8.00	-7.00	-7.00	-7.00	-7.00	-5.00	-8.00	-6.00	-3.00	-3.00	-2.00	-1.00	0.00	0.00

	18				19				20				21				22				23			
S	22	22	20	24	26	26	28	27	20	21	17	17	17	18	14	19	19	19	19	19	19	19	19	19
F	20.00	20.00	20.00	20.00	20.00	20.00	21.00	21.00	20.00	20.00	20.00	20.00	19.00	19.00	19.00	19.00	17.00	17.00	16.00	16.00	16.00	16.00	17.00	17.00
D	2.00	2.00	0.00	4.00	6.00	6.00	7.00	6.00	0.00	1.00	-3.00	-3.00	-2.00	-1.00	-5.00	0.00	2.00	2.00	3.00	3.00	3.00	3.00	2.00	2.00

Mean Absolute Deviation: 4.46

Standard Deviation: 4.10

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 10/5/2015

Scheduling Unit: Customer Service / Help Desk

Published on date/time: 11/04/2015 13:17:54

10/7/2015

S : Scheduled ACD F : Forecasted D : Difference

	0				1				2				3				4				5			
S	3	3	2	2	1	1	1	1	2	2	2	2	1	2	2	2	1	1	1	1	10	10	10	10
F	9.16	9.16	8.16	8.16	8.17	8.17	8.17	8.17	8.16	8.16	8.17	8.17	8.15	8.15	8.15	8.15	8.18	8.18	8.33	8.33	18.00	18.00	19.00	19.00
D	-6.16	-6.16	-6.16	-6.16	-7.17	-7.17	-7.17	-7.17	-6.16	-6.16	-6.17	-6.17	-7.15	-6.15	-6.15	-6.15	-7.18	-7.18	-7.33	-7.33	-8.00	-8.00	-9.00	-9.00

	6				7				8				9				10				11			
S	10	10	10	10	17	16	19	20	45	46	44	45	45	45	40	43	46	46	46	48	46	46	47	47
F	20.00	20.00	21.00	21.00	23.00	23.00	31.00	31.00	44.00	44.00	48.00	48.00	50.00	50.00	52.00	52.00	51.00	51.00	54.00	54.00	52.00	52.00	53.00	53.00
D	-10.00	-10.00	-11.00	-11.00	-6.00	-7.00	-12.00	-11.00	1.00	2.00	-4.00	-3.00	-5.00	-5.00	-12.00	-9.00	-5.00	-5.00	-8.00	-6.00	-6.00	-6.00	-6.00	-6.00

	12				13				14				15				16				17			
S	46	46	50	50	50	50	53	53	62	62	60	60	59	60	59	60	56	58	56	57	31	32	27	27
F	53.00	53.00	56.00	56.00	52.00	52.00	59.00	59.00	69.00	69.00	67.00	67.00	62.00	62.00	65.00	65.00	66.00	66.00	61.00	61.00	34.00	34.00	28.00	28.00
D	-7.00	-7.00	-6.00	-6.00	-2.00	-2.00	-6.00	-6.00	-7.00	-7.00	-7.00	-7.00	-3.00	-2.00	-6.00	-5.00	-10.00	-8.00	-5.00	-4.00	-3.00	-2.00	-1.00	-1.00

	18				19				20				21				22				23			
S	25	25	21	26	24	24	27	27	21	22	19	21	18	18	14	20	19	19	19	19	19	19	18	18
F	23.00	23.00	25.00	25.00	22.00	22.00	24.00	24.00	22.00	22.00	23.00	23.00	19.00	19.00	21.00	21.00	19.00	19.00	19.00	19.00	19.00	19.00	19.00	19.00
D	2.00	2.00	-4.00	1.00	2.00	2.00	3.00	3.00	-1.00	0.00	-4.00	-2.00	-1.00	-1.00	-7.00	-1.00	0.00	0.00	0.00	0.00	0.00	0.00	-1.00	-1.00

Mean Absolute Deviation: 5.12

Standard Deviation: 3.64

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 10/5/2015

Scheduling Unit: Customer Service / Help Desk

Published on date/time: 11/04/2015 13:17:54

10/8/2015

S : Scheduled ACD F : Forecasted D : Difference

	0				1				2				3				4				5			
S	2	2	2	2	2	2	2	2	2	2	2	2	1	1	2	2	1	1	1	1	4	4	9	9
F	8.17	8.17	8.17	8.17	8.18	8.18	8.18	8.18	8.17	8.17	8.18	8.18	8.15	8.15	8.16	8.16	8.19	8.19	8.35	8.35	18.00	18.00	18.00	18.00
D	-6.17	-6.17	-6.17	-6.17	-6.18	-6.18	-6.18	-6.18	-6.17	-6.17	-6.18	-6.18	-7.15	-7.15	-6.16	-6.16	-7.19	-7.19	-7.35	-7.35	-14.00	-14.00	-9.00	-9.00

	6				7				8				9				10				11			
S	12	12	13	13	22	22	23	24	44	49	47	47	46	47	40	42	43	42	47	51	52	56	50	50
F	20.00	20.00	22.00	22.00	23.00	23.00	26.00	26.00	43.00	43.00	49.00	49.00	49.00	49.00	51.00	51.00	41.00	41.00	51.00	51.00	51.00	51.00	51.00	51.00
D	-8.00	-8.00	-9.00	-9.00	-1.00	-1.00	-3.00	-2.00	1.00	6.00	-2.00	-2.00	-3.00	-2.00	-11.00	-9.00	2.00	1.00	-4.00	0.00	1.00	5.00	-1.00	-1.00

	12				13				14				15				16				17			
S	47	49	54	54	55	55	58	58	61	63	57	58	53	54	56	57	54	54	51	51	22	22	18	19
F	49.00	49.00	53.00	53.00	53.00	53.00	56.00	56.00	61.00	61.00	66.00	66.00	65.00	65.00	65.00	65.00	61.00	61.00	58.00	58.00	33.00	33.00	27.00	27.00
D	-2.00	0.00	1.00	1.00	2.00	2.00	2.00	2.00	0.00	2.00	-9.00	-8.00	-12.00	-11.00	-9.00	-8.00	-7.00	-7.00	-7.00	-7.00	-11.00	-11.00	-9.00	-8.00

	18				19				20				21				22				23			
S	13	11	13	13	13	13	15	15	11	11	9	9	9	9	5	7	2	2	2	2	2	2	2	2
F	21.00	21.00	21.00	21.00	20.00	20.00	21.00	21.00	18.00	18.00	14.00	14.00	16.00	16.00	13.22	13.22	8.28	8.28	8.28	8.28	8.28	8.28	8.28	8.28
D	-8.00	-10.00	-8.00	-8.00	-7.00	-7.00	-6.00	-6.00	-7.00	-7.00	-5.00	-5.00	-7.00	-7.00	-8.22	-6.22	-6.28	-6.28	-6.28	-6.28	-6.28	-6.28	-6.28	-6.28

Mean Absolute Deviation: 5.92

Standard Deviation: 4.05

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 10/5/2015

Scheduling Unit: Customer Service / Help Desk

Published on date/time: 11/04/2015 13:17:54

10/9/2015

S : Scheduled ACD F : Forecasted D : Difference

	0				1				2				3				4				5				
S	2	2	2	2	1	1	1	1	1	1	1	1	1	0	1	1	1	1	1	1	1	6	6	9	9
F	8.28	8.28	8.28	8.28	8.28	8.28	8.28	8.28	8.28	8.28	8.29	8.29	8.28	8.28	8.37	8.37	4.00	4.00	8.48	8.48	13.27	13.27	15.00	15.00	
D	-6.28	-6.28	-6.28	-6.28	-7.28	-7.28	-7.28	-7.28	-7.28	-7.28	-7.28	-7.29	-7.28	-8.28	-7.37	-7.37	-3.00	-3.00	-7.48	-7.48	-7.27	-7.27	-6.00	-6.00	

	6				7				8				9				10				11			
S	12	12	13	13	16	15	18	18	39	42	37	41	39	40	38	38	41	38	39	46	52	53	51	52
F	17.00	17.00	14.00	14.00	14.00	14.00	18.00	18.00	25.00	25.00	37.00	37.00	46.00	46.00	46.00	46.00	48.00	48.00	41.00	41.00	51.00	51.00	54.00	54.00
D	-5.00	-5.00	-1.00	-1.00	2.00	1.00	0.00	0.00	14.00	17.00	0.00	4.00	-7.00	-6.00	-8.00	-8.00	-7.00	-10.00	-2.00	5.00	1.00	2.00	-3.00	-2.00

	12				13				14				15				16				17			
S	54	54	55	54	47	50	54	54	61	62	57	57	59	61	59	60	51	51	53	54	25	26	19	19
F	54.00	54.00	54.00	54.00	53.00	53.00	58.00	58.00	62.00	62.00	64.00	64.00	66.00	66.00	65.00	65.00	63.00	63.00	58.00	58.00	33.00	33.00	24.00	24.00
D	0.00	0.00	1.00	0.00	-6.00	-3.00	-4.00	-4.00	-1.00	0.00	-7.00	-7.00	-7.00	-5.00	-6.00	-5.00	-12.00	-12.00	-5.00	-4.00	-8.00	-7.00	-5.00	-5.00

	18				19				20				21				22				23			
S	11	12	10	13	14	14	15	15	11	11	9	10	9	10	9	9	2	2	2	2	2	2	2	2
F	19.00	19.00	15.00	15.00	15.00	15.00	15.00	15.00	12.00	12.00	14.00	14.00	12.00	12.00	14.00	14.00	7.29	7.29	7.30	7.30	7.30	7.30	7.30	7.30
D	-8.00	-7.00	-5.00	-2.00	-1.00	-1.00	0.00	0.00	-1.00	-1.00	-5.00	-4.00	-3.00	-2.00	-5.00	-5.00	-5.29	-5.29	-5.30	-5.30	-5.30	-5.30	-5.30	-5.30

Mean Absolute Deviation: 4.98

Standard Deviation: 4.36

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 10/5/2015

Scheduling Unit: Customer Service / Help Desk

Published on date/time: 11/04/2015 13:17:54

10/10/2015

S : Scheduled ACD **F** : Forecasted **D** : Difference

	0				1				2				3				4				5			
S	3	3	2	2	1	1	1	1	1	1	0	1	1	1	1	1	0	0	0	0	1	1	1	1
F	8.30	8.30	8.30	8.30	7.30	7.30	7.30	7.30	7.30	7.30	7.30	7.30	7.30	7.30	7.29	7.29	7.30	7.30	7.59	7.59	17.00	17.00	18.00	18.00
D	-5.30	-5.30	-6.30	-6.30	-6.30	-6.30	-6.30	-6.30	-6.30	-6.30	-7.30	-6.30	-6.30	-6.30	-6.29	-6.29	-7.30	-7.30	-7.59	-7.59	-16.00	-16.00	-17.00	-17.00

	6				7				8				9				10				11			
S	3	3	4	4	8	8	8	8	7	7	7	8	6	7	3	7	6	6	4	4	3	3	3	3
F	9.58	9.58	9.33	9.33	10.28	10.28	12.28	12.28	12.28	12.28	13.29	13.29	32.27	32.27	12.29	12.29	31.28	31.28	32.28	32.28	30.56	30.56	27.00	27.00
D	-6.58	-6.58	-5.33	-5.33	-2.28	-2.28	-4.28	-4.28	-5.28	-5.28	-6.29	-5.29	-26.27	-25.27	-9.29	-5.29	-25.28	-25.28	-28.28	-28.28	-27.56	-27.56	-24.00	-24.00

	12				13				14				15				16				17			
S	5	5	6	7	22	22	23	23	22	23	22	19	21	20	21	24	23	22	22	22	18	18	2	2
F	46.00	46.00	29.53	29.53	24.58	24.58	26.55	26.55	28.53	28.53	26.54	26.54	28.54	28.54	25.52	25.52	28.67	28.67	31.70	31.70	29.00	29.00	9.66	9.66
D	-41.00	-41.00	-23.53	-22.53	-2.58	-2.58	-3.55	-3.55	-6.53	-5.53	-4.54	-7.54	-7.54	-8.54	-4.52	-1.52	-5.67	-6.67	-9.70	-9.70	-11.00	-11.00	-7.66	-7.66

	18				19				20				21				22				23			
S	1	1	16	16	16	16	17	17	12	12	11	17	17	16	17	17	17	17	17	17	15	15	15	14
F	12.98	12.98	17.00	17.00	19.00	19.00	20.00	20.00	19.00	19.00	20.00	20.00	18.00	18.00	20.00	20.00	17.00	17.00	16.00	16.00	17.00	17.00	16.00	16.00
D	-11.98	-11.98	-1.00	-1.00	-3.00	-3.00	-3.00	-3.00	-7.00	-7.00	-9.00	-3.00	-1.00	-2.00	-3.00	-3.00	0.00	0.00	1.00	1.00	-2.00	-2.00	-1.00	-2.00

Mean Absolute Deviation: 9.05

Standard Deviation: 8.78

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 10/5/2015

Scheduling Unit: Customer Service / Help Desk

Published on date/time: 11/04/2015 13:17:54

10/11/2015

S : Scheduled ACD F : Forecasted D : Difference

	0				1				2				3				4				5			
S	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
F	19.00	19.00	18.00	18.00	18.00	18.00	18.00	18.00	18.00	18.00	18.00	18.00	17.00	17.00	17.00	17.00	18.00	18.00	18.00	18.00	16.00	16.00	18.00	18.00
D	-19.00	-19.00	-18.00	-18.00	-18.00	-18.00	-18.00	-18.00	-18.00	-18.00	-18.00	-18.00	-17.00	-17.00	-17.00	-17.00	-18.00	-18.00	-18.00	-18.00	-16.00	-16.00	-18.00	-18.00

	6				7				8				9				10				11			
S	2	2	6	6	7	7	7	7	7	7	5	7	3	7	6	7	6	6	5	5	2	2	2	2
F	15.00	15.00	10.12	10.12	9.12	9.12	15.10	15.10	9.15	9.15	29.08	29.08	14.17	14.17	14.17	14.17	29.33	29.33	39.00	39.00	39.00	39.00	40.00	40.00
D	-13.00	-13.00	-4.12	-4.12	-2.12	-2.12	-8.10	-8.10	-2.15	-2.15	-24.08	-22.08	-11.17	-7.17	-8.17	-7.17	-23.33	-23.33	-34.00	-34.00	-37.00	-37.00	-38.00	-38.00

	12				13				14				15				16				17			
S	6	6	6	7	19	18	21	21	23	24	21	21	24	18	22	24	21	23	19	20	18	18	4	4
F	12.58	12.58	13.58	13.58	23.58	23.58	26.58	26.58	30.58	30.58	22.58	22.58	26.58	26.58	29.57	29.57	26.66	26.66	28.83	28.83	30.11	30.11	9.70	9.70
D	-6.58	-6.58	-7.58	-6.58	-4.58	-5.58	-5.58	-5.58	-7.58	-6.58	-1.58	-1.58	-2.58	-8.58	-7.57	-5.57	-5.66	-3.66	-9.83	-8.83	-12.11	-12.11	-5.70	-5.70

	18				19				20				21				22				23			
S	1	1	13	13	16	16	17	17	13	12	13	16	16	15	17	17	17	17	17	17	17	17	16	15
F	8.98	8.98	15.27	15.27	17.11	17.11	18.00	18.00	17.11	17.11	20.00	20.00	20.00	20.00	19.00	19.00	17.00	17.00	17.00	17.00	16.00	16.00	16.00	16.00
D	-7.98	-7.98	-2.27	-2.27	-1.11	-1.11	-1.00	-1.00	-4.11	-5.11	-7.00	-4.00	-4.00	-5.00	-2.00	-2.00	0.00	0.00	0.00	0.00	1.00	0.00	-1.00	-1.00

Mean Absolute Deviation: 10.88

Standard Deviation: 9.48

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 11/2/2015

Scheduling Unit: Customer Service / Help Desk

Published on date/time: 11/04/2015 13:17:54

11/2/2015

S : Scheduled ACD **F** : Forecasted **D** : Difference

	0				1				2				3				4				5			
S	0	0	0	0	0	0	0	0	1	1	1	1	1	1	1	1	0	1	1	1	12	12	11	11
F	16.00	16.00	16.00	16.00	16.00	16.00	16.00	16.00	5.12	5.12	5.12	5.12	5.13	5.13	5.13	5.13	4.12	4.12	5.16	5.16	11.08	11.08	11.13	11.13
D	-16.00	-16.00	-16.00	-16.00	-16.00	-16.00	-16.00	-16.00	-4.12	-4.12	-4.12	-4.12	-4.13	-4.13	-4.13	-4.13	-4.12	-3.12	-4.16	-4.16	0.92	0.92	-0.13	-0.13

	6				7				8				9				10				11			
S	18	18	19	19	23	23	23	26	45	45	40	45	52	53	46	46	45	45	45	48	47	48	48	48
F	14.12	14.12	14.25	14.25	23.00	23.00	23.00	23.00	37.00	37.00	36.00	36.00	43.00	43.00	42.00	42.00	42.00	42.00	44.00	44.00	44.00	44.00	44.00	44.00
D	3.88	3.88	4.75	4.75	0.00	0.00	0.00	3.00	8.00	8.00	4.00	9.00	9.00	10.00	4.00	4.00	3.00	3.00	1.00	4.00	3.00	4.00	4.00	4.00

	12				13				14				15				16				17			
S	50	49	54	53	57	59	51	57	57	57	62	60	65	65	62	69	55	56	53	55	32	32	27	26
F	44.00	44.00	47.00	47.00	48.00	48.00	46.00	46.00	53.00	53.00	58.00	58.00	57.00	57.00	58.00	58.00	49.00	49.00	49.00	49.00	30.00	30.00	24.00	24.00
D	6.00	5.00	7.00	6.00	9.00	11.00	5.00	11.00	4.00	4.00	4.00	2.00	8.00	8.00	4.00	11.00	6.00	7.00	4.00	6.00	2.00	2.00	3.00	2.00

	18				19				20				21				22				23			
S	21	21	24	25	23	23	23	23	19	16	18	16	16	17	16	19	19	19	19	19	16	16	15	15
F	19.00	19.00	18.00	18.00	15.00	15.00	17.00	17.00	15.50	15.50	15.00	15.00	16.50	16.50	15.00	15.00	15.00	15.00	15.00	15.00	15.00	15.00	15.00	15.00
D	2.00	2.00	6.00	7.00	8.00	8.00	6.00	6.00	3.50	0.50	3.00	1.00	-0.50	0.50	1.00	4.00	4.00	4.00	4.00	4.00	1.00	1.00	0.00	0.00

Mean Absolute Deviation: 5.16

Standard Deviation: 6.47

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 11/2/2015

Scheduling Unit: Customer Service / Help Desk

Published on date/time: 11/02/2015 08:11:28

11/3/2015

S : Scheduled ACD F : Forecasted D : Difference

	0				1				2				3				4				5			
S	3	3	3	3	1	1	1	1	0	0	1	1	1	1	1	1	1	1	1	1	11	11	11	11
F	6.26	6.26	6.26	6.26	4.26	4.26	5.26	5.26	5.26	5.26	6.27	6.27	5.26	5.26	4.26	4.26	5.28	5.28	5.30	5.30	11.18	11.18	11.26	11.26
D	-3.26	-3.26	-3.26	-3.26	-3.26	-3.26	-4.26	-4.26	-5.26	-5.26	-5.27	-5.27	-4.26	-4.26	-3.26	-3.26	-4.28	-4.28	-4.30	-4.30	-0.18	-0.18	-0.26	-0.26

	6				7				8				9				10				11			
S	12	12	12	12	20	19	19	23	41	42	41	41	48	48	40	42	43	44	44	51	45	45	46	47
F	12.33	12.33	14.38	14.38	19.50	19.50	22.00	22.00	39.00	39.00	39.00	39.00	44.00	44.00	41.00	41.00	38.00	38.00	44.00	44.00	41.00	41.00	46.00	46.00
D	-0.33	-0.33	-2.38	-2.38	0.50	-0.50	-3.00	1.00	2.00	3.00	2.00	2.00	4.00	4.00	-1.00	1.00	5.00	6.00	0.00	7.00	4.00	4.00	0.00	1.00

	12				13				14				15				16				17			
S	45	44	43	45	50	48	52	52	60	60	59	60	57	61	59	60	50	53	52	52	32	32	28	28
F	44.50	44.50	44.00	44.00	45.00	45.00	46.00	46.00	56.00	56.00	57.00	57.00	57.50	57.50	58.00	58.00	46.00	46.00	48.00	48.00	30.00	30.00	23.00	23.00
D	0.50	-0.50	-1.00	1.00	5.00	3.00	6.00	6.00	4.00	4.00	2.00	3.00	-0.50	3.50	1.00	2.00	4.00	7.00	4.00	4.00	2.00	2.00	5.00	5.00

	18				19				20				21				22				23			
S	26	26	22	24	23	23	24	23	19	18	16	17	16	16	16	19	19	19	19	19	17	17	17	17
F	22.00	22.00	19.00	19.00	14.00	14.00	15.00	15.00	17.00	17.00	15.00	15.00	15.00	15.00	14.00	14.00	16.00	16.00	15.00	15.00	15.00	15.00	15.00	15.00
D	4.00	4.00	3.00	5.00	9.00	9.00	9.00	8.00	2.00	1.00	1.00	2.00	1.00	1.00	2.00	5.00	3.00	3.00	4.00	4.00	2.00	2.00	2.00	2.00

Mean Absolute Deviation: 3.15

Standard Deviation: 3.58

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 11/2/2015

Scheduling Unit: Customer Service / Help Desk

Published on date/time: 11/02/2015 08:11:28

11/4/2015

S : Scheduled ACD F : Forecasted D : Difference

	0				1				2				3				4				5			
S	3	3	3	3	1	1	1	1	2	2	1	2	2	2	2	2	2	2	2	2	12	12	12	12
F	5.25	5.25	6.26	6.26	5.26	5.26	5.26	5.26	5.26	5.26	4.26	4.26	5.25	5.25	4.25	4.25	5.27	5.27	4.29	4.29	11.21	11.21	12.19	12.19
D	-2.25	-2.25	-3.26	-3.26	-4.26	-4.26	-4.26	-4.26	-3.26	-3.26	-3.26	-2.26	-3.25	-3.25	-2.25	-2.25	-3.27	-3.27	-2.29	-2.29	0.79	0.79	-0.19	-0.19

	6				7				8				9				10				11			
S	13	13	13	13	16	22	20	23	41	42	42	43	49	49	41	41	41	43	44	48	49	49	47	47
F	13.34	13.34	14.41	14.41	22.00	22.00	20.50	20.50	38.00	38.00	39.00	39.00	42.00	42.00	41.00	41.00	42.00	42.00	44.00	44.00	45.00	45.00	45.00	45.00
D	-0.34	-0.34	-1.41	-1.41	-6.00	0.00	-0.50	2.50	3.00	4.00	3.00	4.00	7.00	7.00	0.00	0.00	-1.00	1.00	0.00	4.00	4.00	4.00	2.00	2.00

	12				13				14				15				16				17			
S	46	46	50	48	52	51	55	55	52	52	59	58	59	57	60	60	52	52	54	55	32	32	27	27
F	44.00	44.00	46.00	46.00	43.00	43.00	46.00	46.00	50.00	50.00	57.50	57.50	57.50	57.50	56.00	56.00	48.00	48.00	50.00	50.00	29.00	29.00	23.00	23.00
D	2.00	2.00	4.00	2.00	9.00	8.00	9.00	9.00	2.00	2.00	1.50	0.50	1.50	-0.50	4.00	4.00	4.00	4.00	4.00	5.00	3.00	3.00	4.00	4.00

	18				19				20				21				22				23			
S	23	23	23	24	23	23	26	26	17	21	17	18	18	17	17	20	19	19	19	19	16	16	15	15
F	19.00	19.00	17.00	17.00	13.00	13.00	17.00	17.00	17.50	17.50	17.00	17.00	17.00	17.00	16.00	16.00	14.00	14.00	14.00	14.00	15.00	15.00	15.00	15.00
D	4.00	4.00	6.00	7.00	10.00	10.00	9.00	9.00	-0.50	3.50	0.00	1.00	1.00	0.00	1.00	4.00	5.00	5.00	5.00	5.00	1.00	1.00	0.00	0.00

Mean Absolute Deviation: 3.19

Standard Deviation: 3.70

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 11/2/2015

Scheduling Unit: Customer Service / Help Desk

Published on date/time: 11/02/2015 08:11:28

11/5/2015

S : Scheduled ACD F : Forecasted D : Difference

	0				1				2				3				4				5			
S	2	2	2	2	1	1	1	1	1	1	0	1	1	1	2	2	2	2	1	1	11	11	11	11
F	5.26	5.26	5.26	5.26	5.26	5.26	5.26	5.26	5.26	5.26	5.26	5.26	5.26	5.26	5.26	5.26	4.27	4.27	5.29	5.29	11.18	11.18	11.28	11.28
D	-3.26	-3.26	-3.26	-3.26	-4.26	-4.26	-4.26	-4.26	-4.26	-4.26	-5.26	-4.26	-4.26	-4.26	-3.26	-3.26	-2.27	-2.27	-4.29	-4.29	-0.18	-0.18	-0.28	-0.28

	6				7				8				9				10				11			
S	16	16	15	15	19	20	23	24	45	46	36	39	45	45	32	36	40	40	43	54	52	55	53	53
F	14.29	14.29	14.40	14.40	21.00	21.00	19.20	19.20	39.00	39.00	37.00	37.00	44.00	44.00	40.00	40.00	38.00	38.00	42.50	42.50	40.00	40.00	46.00	46.00
D	1.71	1.71	0.60	0.60	-2.00	-1.00	3.80	4.80	6.00	7.00	-1.00	2.00	1.00	1.00	-8.00	-4.00	2.00	2.00	0.50	11.50	12.00	15.00	7.00	7.00

	12				13				14				15				16				17			
S	49	50	49	52	53	54	57	56	56	56	50	53	52	51	52	53	44	44	47	47	22	22	19	17
F	43.00	43.00	47.00	47.00	48.00	48.00	46.00	46.00	52.23	52.23	51.73	51.73	51.73	51.73	52.73	52.73	44.23	44.23	47.23	47.23	22.45	22.45	20.00	20.00
D	6.00	7.00	2.00	5.00	5.00	6.00	11.00	10.00	3.77	3.77	-1.73	1.27	0.27	-0.73	-0.73	0.27	-0.23	-0.23	-0.23	-0.23	-0.45	-0.45	-1.00	-3.00

	18				19				20				21				22				23			
S	13	13	13	13	13	13	15	15	11	11	8	8	7	7	6	6	2	2	2	2	2	2	2	2
F	13.45	13.45	13.29	13.29	13.29	13.29	15.29	15.29	11.29	11.29	9.29	9.29	7.29	7.29	11.29	11.29	4.29	4.29	4.29	4.29	4.29	4.29	4.29	4.29
D	-0.45	-0.45	-0.29	-0.29	-0.29	-0.29	-0.29	-0.29	-0.29	-0.29	-1.29	-1.29	-0.29	-0.29	-5.29	-5.29	-2.29	-2.29	-2.29	-2.29	-2.29	-2.29	-2.29	-2.29

Mean Absolute Deviation: 2.98

Standard Deviation: 4.17

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 11/2/2015

Scheduling Unit: Customer Service / Help Desk

Published on date/time: 11/02/2015 08:11:28

11/6/2015

S : Scheduled ACD F : Forecasted D : Difference

	0				1				2				3				4				5			
S	2	2	2	2	1	1	1	1	1	1	1	1	0	1	1	1	1	1	1	1	12	12	11	11
F	7.29	7.29	7.29	7.29	6.29	6.29	6.29	6.29	6.29	6.29	7.29	7.29	7.29	7.29	6.35	6.35	3.54	3.54	7.50	7.50	12.00	12.00	11.15	11.15
D	-5.29	-5.29	-5.29	-5.29	-5.29	-5.29	-5.29	-5.29	-5.29	-5.29	-6.29	-6.29	-7.29	-6.29	-5.35	-5.35	-2.54	-2.54	-6.50	-6.50	0.00	0.00	-0.15	-0.15

	6				7				8				9				10				11			
S	13	13	16	17	16	18	20	20	35	35	40	41	36	41	36	36	40	40	36	49	53	54	53	53
F	10.00	10.00	12.00	12.00	11.00	11.00	16.00	16.00	31.00	31.00	33.00	33.00	39.00	39.00	37.00	37.00	36.00	36.00	39.50	39.50	45.00	45.00	45.00	45.00
D	3.00	3.00	4.00	5.00	5.00	7.00	4.00	4.00	4.00	4.00	7.00	8.00	-3.00	2.00	-1.00	-1.00	4.00	4.00	-3.50	9.50	8.00	9.00	8.00	8.00

	12				13				14				15				16				17			
S	51	51	51	55	51	46	54	50	60	60	54	58	55	57	54	54	48	48	49	50	26	27	17	18
F	44.00	44.00	47.00	47.00	46.00	46.00	43.00	43.00	55.00	55.00	55.50	55.50	55.50	55.50	54.00	54.00	48.00	48.00	49.00	49.00	26.00	26.00	19.50	19.50
D	7.00	7.00	4.00	8.00	5.00	0.00	11.00	7.00	5.00	5.00	-1.50	2.50	-0.50	1.50	0.00	0.00	0.00	0.00	0.00	1.00	0.00	1.00	-2.50	-1.50

	18				19				20				21				22				23			
S	12	14	11	13	13	13	15	15	11	11	9	9	8	8	8	8	2	2	2	2	2	2	2	2
F	13.00	13.00	12.00	12.00	11.00	11.00	14.00	14.00	15.02	15.02	10.38	10.38	9.38	9.38	9.38	9.38	7.38	7.38	7.38	7.38	6.38	6.38	6.38	6.38
D	-1.00	1.00	-1.00	1.00	2.00	2.00	1.00	1.00	-4.02	-4.02	-1.38	-1.38	-1.38	-1.38	-1.38	-1.38	-5.38	-5.38	-5.38	-5.38	-4.38	-4.38	-4.38	-4.38

Mean Absolute Deviation: 3.79

Standard Deviation: 4.60

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 11/2/2015

Scheduling Unit: Customer Service / Help Desk

Published on date/time: 11/02/2015 08:11:28

11/7/2015

S : Scheduled ACD F : Forecasted D : Difference

	0				1				2				3				4				5			
S	3	3	3	3	1	1	1	1	1	1	0	1	1	1	1	1	1	1	0	0	0	0	1	1
F	5.38	5.38	6.38	6.38	11.38	11.38	5.38	5.38	5.38	5.38	6.38	6.38	5.38	5.38	5.38	5.38	15.38	15.38	16.38	16.38	7.38	7.38	7.38	7.38
D	-2.38	-2.38	-3.38	-3.38	-10.38	-10.38	-4.38	-4.38	-4.38	-4.38	-6.38	-5.38	-4.38	-4.38	-4.38	-4.38	-14.38	-14.38	-16.38	-16.38	-7.38	-7.38	-6.38	-6.38

	6				7				8				9				10				11			
S	5	5	7	7	8	8	8	8	10	10	8	11	8	9	8	9	9	9	5	5	5	5	8	8
F	8.38	8.38	8.38	8.38	8.38	8.38	8.38	8.38	7.38	7.38	11.38	11.38	7.40	7.40	8.40	8.40	6.79	6.79	24.00	24.00	24.00	24.00	27.00	27.00
D	-3.38	-3.38	-1.38	-1.38	-0.38	-0.38	-0.38	-0.38	2.62	2.62	-3.38	-0.38	0.60	1.60	-0.40	0.60	2.21	2.21	-19.00	-19.00	-19.00	-19.00	-19.00	-19.00

	12				13				14				15				16				17			
S	9	9	8	8	15	15	19	20	26	26	24	23	24	23	25	27	22	22	23	23	18	18	8	8
F	11.79	11.79	10.79	10.79	17.79	17.79	19.79	19.79	28.79	28.79	24.79	24.79	22.79	22.79	26.79	26.79	27.79	27.79	27.79	27.79	21.79	21.79	10.79	10.79
D	-2.79	-2.79	-2.79	-2.79	-2.79	-2.79	-0.79	0.21	-2.79	-2.79	-0.79	-1.79	1.21	0.21	-1.79	0.21	-5.79	-5.79	-4.79	-4.79	-3.79	-3.79	-2.79	-2.79

	18				19				20				21				22				23			
S	5	5	12	12	12	12	14	14	13	13	14	16	16	16	14	17	17	17	17	17	15	15	15	12
F	10.79	10.79	12.79	12.79	12.87	12.87	14.71	14.71	13.66	13.66	14.89	14.89	16.36	16.36	14.36	14.36	15.36	15.36	15.36	15.36	14.36	14.36	13.36	13.36
D	-5.79	-5.79	-0.79	-0.79	-0.87	-0.87	-0.71	-0.71	-0.66	-0.66	-0.89	1.11	-0.36	-0.36	-0.36	2.64	1.64	1.64	1.64	1.64	0.64	0.64	1.64	-1.36

Mean Absolute Deviation: 4.25

Standard Deviation: 5.47

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 11/2/2015

Scheduling Unit: Customer Service / Help Desk

Published on date/time: 11/02/2015 08:11:28

11/8/2015

S : Scheduled ACD F : Forecasted D : Difference

	0				1				2				3				4				5			
S	1	1	1	1	1	1	0	1	1	1	1	1	1	1	1	1	0	0	0	0	1	1	1	1
F	5.36	5.36	5.36	5.36	5.36	5.36	5.36	5.36	6.36	6.36	5.36	5.36	4.36	4.36	5.72	5.72	16.00	16.00	16.00	16.00	4.72	4.72	7.72	7.72
D	-4.36	-4.36	-4.36	-4.36	-4.36	-4.36	-5.36	-4.36	-5.36	-5.36	-4.36	-4.36	-3.36	-3.36	-4.72	-4.72	-16.00	-16.00	-16.00	-16.00	-3.72	-3.72	-6.72	-6.72

	6				7				8				9				10				11			
S	7	7	8	8	8	8	7	8	11	11	5	11	9	9	9	9	9	9	4	4	4	4	9	9
F	6.72	6.72	5.72	5.72	4.75	4.75	8.80	8.80	10.80	10.80	10.80	10.80	9.82	9.82	7.82	7.82	23.79	23.79	27.85	27.85	10.85	10.85	8.85	8.85
D	0.28	0.28	2.28	2.28	3.25	3.25	-1.80	-0.80	0.20	0.20	-5.80	0.20	-0.82	-0.82	1.18	1.18	-14.79	-14.79	-23.85	-23.85	-6.85	-6.85	0.15	0.15

	12				13				14				15				16				17			
S	10	10	9	9	16	17	17	17	27	27	25	23	24	24	25	24	22	20	21	22	18	18	6	6
F	11.85	11.85	11.85	11.85	16.85	16.85	19.85	19.85	29.85	29.85	23.85	23.85	23.85	23.85	26.85	26.85	26.85	26.85	25.85	25.85	21.84	21.84	10.87	10.87
D	-1.85	-1.85	-2.85	-2.85	-0.85	0.15	-2.85	-2.85	-2.85	-2.85	1.15	-0.85	0.15	0.15	-1.85	-2.85	-4.85	-6.85	-4.85	-3.85	-3.84	-3.84	-4.87	-4.87

	18				19				20				21				22				23			
S	5	5	13	13	12	12	15	15	14	14	12	17	15	16	14	17	17	17	17	17	16	15	15	14
F	10.83	10.83	13.76	13.76	12.94	12.94	14.89	14.89	13.44	13.44	14.29	14.29	15.79	15.79	15.29	15.29	15.29	15.29	16.29	16.29	15.29	15.29	14.29	14.29
D	-5.83	-5.83	-0.76	-0.76	-0.94	-0.94	0.11	0.11	0.56	0.56	-2.29	2.71	-0.79	0.21	-1.29	1.71	1.71	1.71	0.71	0.71	0.71	-0.29	0.71	-0.29

Mean Absolute Deviation: 3.87

Standard Deviation: 5.14

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

New Hire Schedule Bid 2016 - NEW

Scheduling Unit: Customer Service / Help Desk

Published: No 11/02/2015 08:11:28

1/4/2016

S : Scheduled ACD F : Forecasted D : Difference

	0				1				2				3				4				5			
S	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	2	2	2
F	13.00	13.00	14.00	14.00	12.00	12.00	12.00	12.00	14.00	14.00	13.00	13.00	13.00	13.00	12.00	12.00	13.00	13.00	12.00	12.00	12.00	12.00	12.00	12.00
D	-13.00	-13.00	-14.00	-14.00	-12.00	-12.00	-12.00	-12.00	-14.00	-14.00	-13.00	-13.00	-13.00	-13.00	-12.00	-12.00	-13.00	-13.00	-12.00	-12.00	-10.00	-10.00	-10.00	-10.00

	6				7				8				9				10				11			
S	2	2	2	2	4	4	2	4	7	7	7	7	7	7	3	3	5	5	6	7	5	5	5	5
F	16.00	16.00	16.00	16.00	17.00	17.00	16.00	16.00	18.00	18.00	17.00	17.00	18.00	18.00	16.00	16.00	17.00	17.00	18.00	18.00	18.00	18.00	17.00	17.00
D	-14.00	-14.00	-14.00	-14.00	-13.00	-13.00	-14.00	-12.00	-11.00	-11.00	-10.00	-10.00	-11.00	-11.00	-13.00	-13.00	-12.00	-12.00	-12.00	-11.00	-13.00	-13.00	-12.00	-12.00

	12				13				14				15				16				17			
S	4	6	6	6	5	5	4	4	8	8	7	8	4	6	6	5	6	6	6	6	1	1	0	0
F	17.00	17.00	18.00	18.00	19.00	19.00	17.00	17.00	30.00	30.00	26.00	26.00	26.00	26.00	26.00	26.00	29.00	29.00	28.00	28.00	28.00	28.00	27.00	27.00
D	-13.00	-11.00	-12.00	-12.00	-14.00	-14.00	-13.00	-13.00	-22.00	-22.00	-19.00	-18.00	-22.00	-20.00	-20.00	-21.00	-23.00	-23.00	-22.00	-22.00	-27.00	-27.00	-27.00	-27.00

	18				19				20				21				22				23			
S	0	0	1	1	1	1	1	1	1	1	1	0	1	1	1	1	1	1	1	1	1	1	1	
F	26.00	26.00	26.00	26.00	24.00	24.00	27.00	27.00	24.00	24.00	26.00	26.00	20.00	20.00	24.50	24.50	19.00	19.00	19.00	19.00	19.00	19.00	19.00	
D	-26.00	-26.00	-25.00	-25.00	-23.00	-23.00	-26.00	-26.00	-23.00	-23.00	-25.00	-26.00	-19.00	-19.00	-23.50	-23.50	-18.00	-18.00	-18.00	-18.00	-18.00	-18.00	-18.00	

Mean Absolute Deviation: 16.47

Standard Deviation: 5.33

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

New Hire Schedule Bid 2016 - NEW

Scheduling Unit: Customer Service / Help Desk

Published: No

1/5/2016

S : Scheduled ACD F : Forecasted D : Difference

	0				1				2				3				4				5			
S	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	2	2	2
F	19.00	19.00	19.00	19.00	25.00	25.00	21.00	21.00	21.00	21.00	22.00	22.00	21.00	21.00	19.00	19.00	21.00	21.00	21.00	21.00	20.00	20.00	21.00	21.00
D	-19.00	-19.00	-19.00	-19.00	-25.00	-25.00	-21.00	-21.00	-21.00	-21.00	-22.00	-22.00	-21.00	-21.00	-19.00	-19.00	-21.00	-21.00	-21.00	-21.00	-18.00	-18.00	-19.00	-19.00

	6				7				8				9				10				11			
S	2	2	2	2	2	2	0	2	5	5	5	5	5	5	3	3	0	3	5	5	5	5	5	5
F	23.00	23.00	24.00	24.00	26.00	26.00	26.50	26.50	27.00	27.00	29.00	29.00	28.00	28.00	27.00	27.00	24.00	24.00	26.00	26.00	26.00	26.00	25.00	25.00
D	-21.00	-21.00	-22.00	-22.00	-24.00	-24.00	-26.50	-24.50	-22.00	-22.00	-24.00	-24.00	-23.00	-23.00	-24.00	-24.00	-24.00	-21.00	-21.00	-21.00	-21.00	-21.00	-21.00	-20.00

	12				13				14				15				16				17			
S	3	5	5	5	2	2	2	2	6	6	6	6	1	4	4	3	4	4	4	4	1	1	0	0
F	28.00	28.00	28.00	28.00	28.00	28.00	28.00	28.00	28.00	28.00	28.00	28.00	28.00	28.00	28.00	28.00	28.00	28.00	28.00	28.00	29.00	29.00	28.00	28.00
D	-25.00	-23.00	-23.00	-23.00	-26.00	-26.00	-26.00	-26.00	-22.00	-22.00	-22.00	-22.00	-27.00	-24.00	-24.00	-25.00	-24.00	-24.00	-24.00	-24.00	-28.00	-28.00	-28.00	-28.00

	18				19				20				21				22				23			
S	0	0	1	1	1	1	1	1	1	1	1	0	1	1	1	1	1	1	1	1	1	1	1	1
F	25.00	25.00	23.00	23.00	25.00	25.00	28.00	28.00	25.00	25.00	24.50	24.50	21.00	21.00	26.50	26.50	19.00	19.00	19.00	19.00	19.00	19.00	19.00	19.00
D	-25.00	-25.00	-22.00	-22.00	-24.00	-24.00	-27.00	-27.00	-24.00	-24.00	-23.50	-24.50	-20.00	-20.00	-25.50	-25.50	-18.00	-18.00	-18.00	-18.00	-18.00	-18.00	-18.00	-18.00

Mean Absolute Deviation: 22.43

Standard Deviation: 2.73

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

New Hire Schedule Bid 2016 - NEW

Scheduling Unit: Customer Service / Help Desk

Published: No

1/6/2016

S : Scheduled ACD **F** : Forecasted **D** : Difference

	0				1				2				3				4				5			
S	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	2	2	2
F	19.00	19.00	19.00	19.00	21.00	21.00	22.00	22.00	20.00	20.00	21.00	21.00	21.00	21.00	21.00	21.00	20.00	20.00	21.00	21.00	20.00	20.00	20.00	20.00
D	-19.00	-19.00	-19.00	-19.00	-21.00	-21.00	-22.00	-22.00	-20.00	-20.00	-21.00	-21.00	-21.00	-21.00	-21.00	-21.00	-20.00	-20.00	-21.00	-21.00	-18.00	-18.00	-18.00	-18.00

	6				7				8				9				10				11			
S	2	2	2	2	1	2	1	2	5	5	5	5	5	5	2	3	3	2	4	5	5	5	5	5
F	23.00	23.00	23.00	23.00	26.00	26.00	26.50	26.50	26.00	26.00	27.00	27.00	28.00	28.00	28.00	28.00	28.00	28.00	28.00	28.00	28.00	28.00	28.00	28.00
D	-21.00	-21.00	-21.00	-21.00	-25.00	-24.00	-25.50	-24.50	-21.00	-21.00	-22.00	-22.00	-23.00	-23.00	-26.00	-25.00	-25.00	-26.00	-24.00	-23.00	-23.00	-23.00	-23.00	-23.00

	12				13				14				15				16				17			
S	2	4	4	4	3	3	3	3	6	6	6	6	4	4	1	3	4	4	4	4	1	1	0	0
F	29.00	29.00	30.00	30.00	29.00	29.00	30.00	30.00	30.00	30.00	28.00	28.00	26.00	26.00	25.00	25.00	27.00	27.00	26.00	26.00	27.00	27.00	28.00	28.00
D	-27.00	-25.00	-26.00	-26.00	-26.00	-26.00	-27.00	-27.00	-24.00	-24.00	-22.00	-22.00	-22.00	-22.00	-24.00	-22.00	-23.00	-23.00	-22.00	-22.00	-26.00	-26.00	-28.00	-28.00

	18				19				20				21				22				23			
S	0	0	1	1	1	1	1	1	1	1	1	0	1	1	1	1	1	1	1	1	1	1	1	1
F	26.00	26.00	24.00	24.00	25.00	25.00	28.00	28.00	21.00	21.00	25.00	25.00	21.00	21.00	25.00	25.00	19.00	19.00	19.00	19.00	19.00	19.00	19.00	19.00
D	-26.00	-26.00	-23.00	-23.00	-24.00	-24.00	-27.00	-27.00	-20.00	-20.00	-24.00	-25.00	-20.00	-20.00	-24.00	-24.00	-18.00	-18.00	-18.00	-18.00	-18.00	-18.00	-18.00	-18.00

Mean Absolute Deviation: 22.39

Standard Deviation: 2.76

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

New Hire Schedule Bid 2016 - NEW

Scheduling Unit: Customer Service / Help Desk

Published: No

1/7/2016

S : Scheduled ACD F : Forecasted D : Difference

	0				1				2				3				4				5			
S	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	2	2	2
F	19.00	19.00	19.00	19.00	22.00	22.00	22.00	22.00	21.00	21.00	21.00	21.00	22.00	22.00	22.00	22.00	21.00	21.00	22.00	22.00	20.00	20.00	20.00	20.00
D	-19.00	-19.00	-19.00	-19.00	-22.00	-22.00	-22.00	-22.00	-21.00	-21.00	-21.00	-21.00	-22.00	-22.00	-22.00	-22.00	-21.00	-21.00	-22.00	-22.00	-18.00	-18.00	-18.00	-18.00

	6				7				8				9				10				11			
S	2	2	2	2	2	4	4	4	7	7	7	7	7	7	2	5	4	4	7	7	5	5	5	5
F	27.00	27.00	27.00	27.00	26.00	26.00	28.00	28.00	28.00	28.00	26.00	26.00	28.00	28.00	27.00	27.00	25.00	25.00	26.00	26.00	26.00	26.00	25.00	25.00
D	-25.00	-25.00	-25.00	-25.00	-24.00	-22.00	-24.00	-24.00	-21.00	-21.00	-19.00	-19.00	-21.00	-21.00	-25.00	-22.00	-21.00	-21.00	-19.00	-19.00	-21.00	-21.00	-20.00	-20.00

	12				13				14				15				16				17			
S	7	7	5	7	4	4	3	3	7	7	7	7	2	5	5	5	5	5	5	5	0	0	0	0
F	29.00	29.00	27.00	27.00	29.00	29.00	26.00	26.00	26.00	26.00	28.00	28.00	28.00	28.00	28.00	28.00	28.00	28.00	29.00	29.00	27.00	27.00	28.00	28.00
D	-22.00	-22.00	-22.00	-20.00	-25.00	-25.00	-23.00	-23.00	-19.00	-19.00	-21.00	-21.00	-26.00	-23.00	-23.00	-23.00	-23.00	-23.00	-24.00	-24.00	-27.00	-27.00	-28.00	-28.00

	18				19				20				21				22				23			
S	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
F	27.00	27.00	26.00	26.00	24.00	24.00	24.00	24.00	18.00	18.00	18.00	18.00	21.00	21.00	20.00	20.00	12.00	12.00	14.00	14.00	18.00	18.00	17.00	17.00
D	-27.00	-27.00	-26.00	-26.00	-24.00	-24.00	-24.00	-24.00	-18.00	-18.00	-18.00	-18.00	-21.00	-21.00	-20.00	-20.00	-12.00	-12.00	-14.00	-14.00	-18.00	-18.00	-17.00	-17.00

Mean Absolute Deviation: 21.44

Standard Deviation: 3.16

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

New Hire Schedule Bid 2016 - NEW

Scheduling Unit: Customer Service / Help Desk

Published: No

1/8/2016

S : Scheduled ACD F : Forecasted D : Difference

	0				1				2				3				4				5			
S	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	2	2	2
F	19.00	19.00	14.00	14.00	19.00	19.00	18.00	18.00	18.00	18.00	17.00	17.00	18.00	18.00	18.00	18.00	9.00	9.00	18.00	18.00	20.00	20.00	20.00	20.00
D	-19.00	-19.00	-14.00	-14.00	-19.00	-19.00	-18.00	-18.00	-18.00	-18.00	-17.00	-17.00	-18.00	-18.00	-18.00	-18.00	-9.00	-9.00	-18.00	-18.00	-18.00	-18.00	-18.00	-18.00

	6				7				8				9				10				11			
S	3	3	3	3	4	4	2	4	7	7	6	7	7	7	1	5	5	5	6	6	5	5	6	6
F	13.00	13.00	20.00	20.00	20.00	20.00	18.00	18.00	25.00	25.00	27.00	27.00	26.00	26.00	26.00	26.00	23.00	23.00	28.00	28.00	26.00	26.00	28.00	28.00
D	-10.00	-10.00	-17.00	-17.00	-16.00	-16.00	-16.00	-14.00	-18.00	-18.00	-21.00	-20.00	-19.00	-19.00	-25.00	-21.00	-18.00	-18.00	-22.00	-22.00	-21.00	-21.00	-22.00	-22.00

	12				13				14				15				16				17			
S	4	6	5	6	5	5	5	5	6	7	7	7	3	5	4	5	4	4	4	4	0	0	0	0
F	24.00	24.00	31.00	31.00	25.00	25.00	28.00	28.00	27.00	27.00	26.00	26.00	27.00	27.00	28.00	28.00	28.00	28.00	26.00	26.00	28.00	28.00	27.00	27.00
D	-20.00	-18.00	-26.00	-25.00	-20.00	-20.00	-23.00	-23.00	-21.00	-20.00	-19.00	-19.00	-24.00	-22.00	-24.00	-23.00	-24.00	-24.00	-22.00	-22.00	-28.00	-28.00	-27.00	-27.00

	18				19				20				21				22				23			
S	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
F	24.00	24.00	21.00	21.00	23.00	23.00	24.00	24.00	16.00	16.00	17.00	17.00	17.00	17.00	15.00	15.00	16.00	16.00	13.00	13.00	15.00	15.00	15.00	15.00
D	-24.00	-24.00	-21.00	-21.00	-23.00	-23.00	-24.00	-24.00	-16.00	-16.00	-17.00	-17.00	-17.00	-17.00	-15.00	-15.00	-16.00	-16.00	-13.00	-13.00	-15.00	-15.00	-15.00	-15.00

Mean Absolute Deviation: 19.08

Standard Deviation: 3.96

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

New Hire Schedule Bid 2016 - NEW

Scheduling Unit: Customer Service / Help Desk

Published: No

1/9/2016

S : Scheduled ACD F : Forecasted D : Difference

	0				1				2				3				4				5			
S	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
F	18.00	18.00	19.00	19.00	20.00	20.00	21.00	21.00	21.00	21.00	19.00	19.00	20.00	20.00	19.00	19.00	20.00	20.00	18.00	18.00	13.00	13.00	13.00	13.00
D	-18.00	-18.00	-19.00	-19.00	-20.00	-20.00	-21.00	-21.00	-21.00	-21.00	-19.00	-19.00	-20.00	-20.00	-19.00	-19.00	-20.00	-20.00	-18.00	-18.00	-13.00	-13.00	-13.00	-13.00

	6				7				8				9				10				11			
S	0	0	2	2	2	2	2	2	2	2	2	2	0	2	2	2	2	2	1	1	0	0	1	1
F	11.00	11.00	12.00	12.00	19.00	19.00	16.00	16.00	16.00	16.00	13.00	13.00	19.00	19.00	15.00	15.00	12.00	12.00	9.00	9.00	13.00	13.00	15.00	15.00
D	-11.00	-11.00	-10.00	-10.00	-17.00	-17.00	-14.00	-14.00	-14.00	-14.00	-11.00	-11.00	-19.00	-17.00	-13.00	-13.00	-10.00	-10.00	-8.00	-8.00	-13.00	-13.00	-14.00	-14.00

	12				13				14				15				16				17			
S	2	2	2	2	3	2	3	2	3	3	3	3	2	3	3	3	3	3	1	1	0	0	0	0
F	14.00	14.00	17.00	17.00	25.00	25.00	25.00	25.00	26.00	26.00	25.00	25.00	19.00	19.00	26.00	26.00	20.00	20.00	26.00	26.00	20.00	20.00	16.00	16.00
D	-12.00	-12.00	-15.00	-15.00	-22.00	-23.00	-22.00	-23.00	-23.00	-23.00	-22.00	-22.00	-17.00	-16.00	-23.00	-23.00	-17.00	-17.00	-25.00	-25.00	-20.00	-20.00	-16.00	-16.00

	18				19				20				21				22				23			
S	1	1	1	1	1	1	1	1	1	0	1	1	1	1	1	1	1	1	1	1	1	1	1	1
F	13.00	13.00	14.00	14.00	20.00	20.00	20.00	20.00	19.00	19.00	19.00	19.00	14.00	14.00	21.00	21.00	14.00	14.00	14.00	14.00	18.00	18.00	20.00	20.00
D	-12.00	-12.00	-13.00	-13.00	-19.00	-19.00	-19.00	-19.00	-18.00	-19.00	-18.00	-18.00	-13.00	-13.00	-20.00	-20.00	-13.00	-13.00	-13.00	-13.00	-17.00	-17.00	-19.00	-19.00

Mean Absolute Deviation: 16.73

Standard Deviation: 4.05

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

New Hire Schedule Bid 2016 - NEW

Scheduling Unit: Customer Service / Help Desk

Published: No

1/10/2016

S : Scheduled ACD **F** : Forecasted **D** : Difference

	0				1				2				3				4				5			
S	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
F	20.00	20.00	21.00	21.00	20.00	20.00	22.00	22.00	17.00	17.00	18.00	18.00	20.00	20.00	20.00	20.00	21.00	21.00	19.00	19.00	14.00	14.00	16.00	16.00
D	-20.00	-20.00	-21.00	-21.00	-20.00	-20.00	-22.00	-22.00	-17.00	-17.00	-18.00	-18.00	-20.00	-20.00	-20.00	-20.00	-21.00	-21.00	-19.00	-19.00	-14.00	-14.00	-16.00	-16.00

	6				7				8				9				10				11			
S	0	0	2	2	2	2	2	2	2	2	2	2	0	2	2	2	2	2	0	0	0	0	2	2
F	13.00	13.00	9.00	9.00	15.00	15.00	14.00	14.00	17.00	17.00	19.00	19.00	12.00	12.00	15.00	15.00	12.00	12.00	10.00	10.00	13.00	13.00	10.00	10.00
D	-13.00	-13.00	-7.00	-7.00	-13.00	-13.00	-12.00	-12.00	-15.00	-15.00	-17.00	-17.00	-12.00	-10.00	-13.00	-13.00	-10.00	-10.00	-10.00	-10.00	-13.00	-13.00	-8.00	-8.00

	12				13				14				15				16				17			
S	2	2	2	2	1	2	3	3	2	3	3	3	3	3	2	3	3	3	1	1	1	1	0	0
F	11.00	11.00	14.00	14.00	24.00	24.00	24.00	24.00	25.00	25.00	20.00	20.00	19.00	19.00	20.00	20.00	20.00	20.00	21.00	21.00	16.00	16.00	13.00	13.00
D	-9.00	-9.00	-12.00	-12.00	-23.00	-22.00	-21.00	-21.00	-23.00	-22.00	-17.00	-17.00	-16.00	-16.00	-18.00	-17.00	-17.00	-17.00	-20.00	-20.00	-15.00	-15.00	-13.00	-13.00

	18				19				20				21				22				23			
S	0	0	1	1	1	1	1	1	1	1	0	1	1	1	1	1	1	1	1	1	1	1	1	1
F	14.00	14.00	15.00	15.00	15.00	15.00	14.00	14.00	14.00	14.00	16.00	16.00	18.00	18.00	14.00	14.00	14.00	14.00	13.00	13.00	14.00	14.00	15.00	15.00
D	-14.00	-14.00	-14.00	-14.00	-14.00	-14.00	-13.00	-13.00	-13.00	-13.00	-16.00	-15.00	-17.00	-17.00	-13.00	-13.00	-13.00	-13.00	-12.00	-12.00	-13.00	-13.00	-14.00	-14.00

Mean Absolute Deviation: 15.38

Standard Deviation: 3.90

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 10/12/2015

Scheduling Unit: Customer Service / Help Desk

Published on date/time:

10/12/2015

S : Scheduled ACD F : Forecasted D : Difference

	0				1				2				3				4				5				
S	0	0	0	0	0	0	0	0	1	1	1	1	1	0	1	1	1	1	1	1	1	9	9	9	9
F	16.00	16.00	15.00	15.00	15.00	15.00	15.00	15.00	4.15	4.15	4.16	4.16	4.17	4.17	4.17	4.17	4.16	4.16	4.18	4.18	9.13	9.13	9.14	9.14	
D	-16.00	-16.00	-15.00	-15.00	-15.00	-15.00	-15.00	-15.00	-3.15	-3.15	-3.16	-3.16	-3.17	-4.17	-3.17	-3.17	-3.16	-3.16	-3.18	-3.18	-0.13	-0.13	-0.14	-0.14	

	6				7				8				9				10				11			
S	11	11	14	14	23	20	23	25	51	51	48	51	43	51	33	37	38	43	50	50	41	43	39	41
F	12.19	12.19	12.32	12.32	16.00	16.00	20.00	20.00	20.00	20.00	20.00	20.00	20.00	20.00	20.00	20.00	19.50	19.50	18.00	18.00	16.00	16.00	16.00	16.00
D	-1.19	-1.19	1.68	1.68	7.00	4.00	3.00	5.00	31.00	31.00	28.00	31.00	23.00	31.00	13.00	17.00	18.50	23.50	32.00	32.00	25.00	27.00	23.00	25.00

	12				13				14				15				16				17			
S	45	49	48	51	39	41	36	40	60	61	49	56	48	63	57	58	55	60	60	62	32	31	29	28
F	19.00	19.00	19.00	19.00	18.00	18.00	19.00	19.00	21.00	21.00	18.00	18.00	21.00	21.00	21.00	21.00	18.00	18.00	19.00	19.00	19.00	19.00	18.00	18.00
D	26.00	30.00	29.00	32.00	21.00	23.00	17.00	21.00	39.00	40.00	31.00	38.00	27.00	42.00	36.00	37.00	37.00	42.00	41.00	43.00	13.00	12.00	11.00	10.00

	18				19				20				21				22				23			
S	20	20	17	17	24	24	30	30	23	24	20	20	16	19	19	21	20	20	20	20	19	19	19	19
F	16.00	16.00	15.00	15.00	18.00	18.00	17.00	17.00	16.00	16.00	17.00	17.00	16.50	16.50	16.00	16.00	14.00	14.00	13.00	13.00	14.00	14.00	14.00	14.00
D	4.00	4.00	2.00	2.00	6.00	6.00	13.00	13.00	7.00	8.00	3.00	3.00	-0.50	2.50	3.00	5.00	6.00	6.00	7.00	7.00	5.00	5.00	5.00	5.00

Mean Absolute Deviation: 14.83

Standard Deviation: 16.01

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 10/12/2015

Scheduling Unit: Customer Service / Help Desk

Published on date/time: 10/09/2015 11:12:01

10/13/2015

S : Scheduled ACD **F** : Forecasted **D** : Difference

	0				1				2				3				4				5				
S	2	2	2	2	1	1	1	1	1	1	0	1	1	1	1	1	1	1	1	1	1	1	1		
F	4.29	4.29	4.29	4.29	4.30	4.30	4.30	4.30	4.29	4.29	4.30	4.30	4.29	4.29	4.30	4.30	4.30	4.30	4.30	4.30	4.30	8.25	8.25	9.30	9.30
D	-2.29	-2.29	-2.29	-2.29	-3.30	-3.30	-3.30	-3.30	-3.29	-3.29	-4.30	-3.30	-3.29	-3.29	-3.30	-3.30	-3.30	-3.30	-3.30	-3.30	-3.30	0.75	0.75	-0.30	-0.30

	6				7				8				9				10				11			
S	8	8	9	9	16	16	17	19	46	46	46	46	38	44	32	32	31	36	48	47	39	39	38	38
F	9.34	9.34	9.47	9.47	15.00	15.00	17.00	17.00	19.00	19.00	18.00	18.00	19.00	19.00	18.00	18.00	19.00	19.00	21.00	21.00	20.00	20.00	20.00	20.00
D	-1.34	-1.34	-0.47	-0.47	1.00	1.00	0.00	2.00	27.00	27.00	28.00	28.00	19.00	25.00	14.00	14.00	12.00	17.00	27.00	26.00	19.00	19.00	18.00	18.00

	12				13				14				15				16				17			
S	36	36	41	40	32	31	34	34	52	54	46	54	46	58	47	39	45	52	58	59	32	33	26	26
F	18.00	18.00	18.00	18.00	17.00	17.00	19.00	19.00	19.00	19.00	19.00	19.00	19.00	19.00	16.00	16.00	19.00	19.00	19.00	19.00	17.00	17.00	17.00	17.00
D	18.00	18.00	23.00	22.00	15.00	14.00	15.00	15.00	33.00	35.00	27.00	35.00	27.00	39.00	31.00	23.00	26.00	33.00	39.00	40.00	15.00	16.00	9.00	9.00

	18				19				20				21				22				23			
S	20	18	20	20	24	24	30	29	26	26	22	21	21	20	21	23	20	20	20	20	20	20	20	20
F	15.00	15.00	17.00	17.00	18.00	18.00	17.00	17.00	17.00	17.00	15.00	15.00	18.00	18.00	17.00	17.00	15.00	15.00	14.00	14.00	13.00	13.00	14.00	14.00
D	5.00	3.00	3.00	3.00	6.00	6.00	13.00	12.00	9.00	9.00	7.00	6.00	3.00	2.00	4.00	6.00	5.00	5.00	6.00	6.00	7.00	7.00	6.00	6.00

Mean Absolute Deviation: 11.80

Standard Deviation: 12.31

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 10/12/2015

Scheduling Unit: Customer Service / Help Desk

Published on date/time: 10/09/2015 11:12:01

10/14/2015

S : Scheduled ACD **F** : Forecasted **D** : Difference

	0				1				2				3				4				5			
S	2	2	2	2	0	0	0	0	1	1	1	1	2	1	1	1	1	1	1	1	1	1	1	1
F	7.00	7.00	7.00	7.00	18.00	18.00	18.00	18.00	7.07	7.07	7.09	7.09	7.09	7.09	7.09	7.09	7.11	7.11	7.16	7.16	14.03	14.03	14.00	14.00
D	-5.00	-5.00	-5.00	-5.00	-18.00	-18.00	-18.00	-18.00	-6.07	-6.07	-6.09	-6.09	-5.09	-6.09	-6.09	-6.09	-6.11	-6.11	-6.16	-6.16	-5.03	-5.03	-5.00	-5.00

	6				7				8				9				10				11			
S	8	9	9	9	19	16	14	19	44	44	43	44	43	45	32	32	31	31	41	46	35	34	32	34
F	14.16	14.16	14.19	14.19	17.50	17.50	19.50	19.50	22.00	22.00	23.00	23.00	21.00	21.00	21.00	21.00	18.00	18.00	22.00	22.00	19.00	19.00	20.00	20.00
D	-6.16	-5.16	-5.19	-5.19	1.50	-1.50	-5.50	-0.50	22.00	22.00	20.00	21.00	22.00	24.00	11.00	11.00	13.00	13.00	19.00	24.00	16.00	15.00	12.00	14.00

	12				13				14				15				16				17			
S	38	38	37	36	34	34	32	39	53	53	39	47	50	56	47	47	40	41	56	57	32	33	29	29
F	19.00	19.00	19.00	19.00	18.00	18.00	18.00	18.00	20.00	20.00	21.00	21.00	21.00	21.00	19.00	19.00	18.00	18.00	22.00	22.00	20.00	20.00	21.00	21.00
D	19.00	19.00	18.00	17.00	16.00	16.00	14.00	21.00	33.00	33.00	18.00	26.00	29.00	35.00	28.00	28.00	22.00	23.00	34.00	35.00	12.00	13.00	8.00	8.00

	18				19				20				21				22				23			
S	20	20	16	18	24	24	28	28	25	26	23	22	21	20	22	25	20	20	20	20	19	19	19	19
F	19.00	19.00	15.00	15.00	20.00	20.00	20.00	20.00	20.00	20.00	21.00	21.00	16.00	16.00	20.00	20.00	15.00	15.00	16.00	16.00	16.00	16.00	16.00	16.00
D	1.00	1.00	1.00	3.00	4.00	4.00	8.00	8.00	5.00	6.00	2.00	1.00	5.00	4.00	2.00	5.00	5.00	5.00	4.00	4.00	3.00	3.00	3.00	3.00

Mean Absolute Deviation: 11.55

Standard Deviation: 12.91

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 10/12/2015

Scheduling Unit: Customer Service / Help Desk

Published on date/time: 10/09/2015 11:12:01

10/15/2015

S : Scheduled ACD F : Forecasted D : Difference

	0				1				2				3				4				5			
S	2	2	2	2	2	2	2	2	2	2	2	2	1	1	2	2	1	1	1	1	9	9	9	9
F	7.21	7.21	7.21	7.21	7.21	7.21	7.22	7.22	7.20	7.20	7.22	7.22	7.22	7.22	7.21	7.21	7.18	7.18	7.22	7.22	12.25	12.25	13.21	13.21
D	-5.21	-5.21	-5.21	-5.21	-5.21	-5.21	-5.22	-5.22	-5.20	-5.20	-5.22	-5.22	-6.22	-6.22	-5.21	-5.21	-6.18	-6.18	-6.22	-6.22	-3.25	-3.25	-4.21	-4.21

	6				7				8				9				10				11			
S	14	14	14	14	24	20	22	25	46	47	43	47	43	46	30	35	32	32	36	41	43	43	35	36
F	19.00	19.00	18.00	18.00	21.50	21.50	16.00	16.00	19.00	19.00	18.00	18.00	22.00	22.00	21.50	21.50	21.00	21.00	19.00	19.00	19.00	19.00	19.00	19.00
D	-5.00	-5.00	-4.00	-4.00	2.50	-1.50	6.00	9.00	27.00	28.00	25.00	29.00	21.00	24.00	8.50	13.50	11.00	11.00	17.00	22.00	24.00	24.00	16.00	17.00

	12				13				14				15				16				17			
S	38	39	47	47	39	41	41	42	41	42	33	39	39	39	36	38	35	35	41	42	16	16	14	15
F	19.00	19.00	20.00	20.00	18.00	18.00	21.00	21.00	18.00	18.00	20.00	20.00	19.00	19.00	20.00	20.00	20.00	20.00	19.00	19.00	16.00	16.00	14.50	14.50
D	19.00	20.00	27.00	27.00	21.00	23.00	20.00	21.00	23.00	24.00	13.00	19.00	20.00	20.00	16.00	18.00	15.00	15.00	22.00	23.00	0.00	0.00	-0.50	0.50

	18				19				20				21				22				23			
S	10	12	12	13	13	13	15	15	11	11	10	10	9	10	8	9	2	2	2	2	2	2	2	2
F	12.00	12.00	12.56	12.56	17.06	17.06	15.06	15.06	11.07	11.07	10.07	10.07	10.05	10.05	10.08	10.08	7.31	7.31	4.32	4.32	7.32	7.32	7.32	7.32
D	-2.00	0.00	-0.56	0.44	-4.06	-4.06	-0.06	-0.06	-0.07	-0.07	-0.07	-0.07	-1.05	-0.05	-2.08	-1.08	-5.31	-5.31	-2.32	-2.32	-5.32	-5.32	-5.32	-5.32

Mean Absolute Deviation: 9.79

Standard Deviation: 11.85

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 10/12/2015

Scheduling Unit: Customer Service / Help Desk

Published on date/time: 10/09/2015 11:12:01

10/16/2015

S : Scheduled ACD F : Forecasted D : Difference

	0				1				2				3				4				5			
S	2	2	2	2	1	1	1	1	1	1	1	1	1	1	0	1	1	1	1	1	9	9	9	9
F	7.32	7.32	7.32	7.32	7.32	7.32	7.32	7.32	7.32	7.32	7.32	7.32	7.32	7.32	7.30	7.30	7.33	7.33	7.44	7.44	14.19	14.19	14.08	14.08
D	-5.32	-5.32	-5.32	-5.32	-6.32	-6.32	-6.32	-6.32	-6.32	-6.32	-6.32	-6.32	-6.32	-6.32	-7.30	-6.30	-6.33	-6.33	-6.44	-6.44	-5.19	-5.19	-5.08	-5.08

	6				7				8				9				10				11			
S	11	11	12	12	17	18	16	19	41	41	37	41	37	41	27	30	31	31	24	36	38	38	39	40
F	10.47	10.47	9.00	9.00	9.07	9.07	10.00	10.00	13.00	13.00	16.00	16.00	16.00	16.00	18.00	18.00	22.00	22.00	15.00	15.00	19.00	19.00	18.00	18.00
D	0.53	0.53	3.00	3.00	7.93	8.93	6.00	9.00	28.00	28.00	21.00	25.00	21.00	25.00	9.00	12.00	9.00	9.00	9.00	21.00	19.00	19.00	21.00	22.00

	12				13				14				15				16				17			
S	43	47	42	40	34	35	39	41	40	41	30	39	40	40	35	35	35	35	40	41	14	15	14	13
F	18.00	18.00	17.00	17.00	18.00	18.00	17.00	17.00	18.00	18.00	19.00	19.00	18.00	18.00	20.00	20.00	21.00	21.00	19.00	19.00	14.50	14.50	13.50	13.50
D	25.00	29.00	25.00	23.00	16.00	17.00	22.00	24.00	22.00	23.00	11.00	20.00	22.00	22.00	15.00	15.00	14.00	14.00	21.00	22.00	-0.50	0.50	0.50	-0.50

	18				19				20				21				22				23			
S	11	11	12	13	13	13	15	15	11	11	10	10	9	9	10	10	2	2	2	2	2	2	2	2
F	11.00	11.00	12.50	12.50	13.00	13.00	11.00	11.00	10.00	10.00	9.00	9.00	9.02	9.02	10.39	10.39	5.49	5.49	4.49	4.49	4.49	4.49	5.49	5.49
D	0.00	0.00	-0.50	0.50	0.00	0.00	4.00	4.00	1.00	1.00	1.00	1.00	-0.02	-0.02	-0.39	-0.39	-3.49	-3.49	-2.49	-2.49	-2.49	-2.49	-3.49	-3.49

Mean Absolute Deviation: 9.61

Standard Deviation: 11.40

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 10/12/2015

Scheduling Unit: Customer Service / Help Desk

Published on date/time: 10/09/2015 11:12:01

10/17/2015

S : Scheduled ACD F : Forecasted D : Difference

	0				1				2				3				4				5			
S	2	2	2	2	1	1	1	1	1	1	0	1	1	1	1	1	1	1	1	1	1	1	1	1
F	5.49	5.49	5.49	5.49	4.49	4.49	4.49	4.49	4.49	4.49	4.49	4.49	4.49	4.49	4.49	4.49	4.49	4.49	4.49	4.49	6.49	6.49	6.49	6.49
D	-3.49	-3.49	-3.49	-3.49	-3.49	-3.49	-3.49	-3.49	-3.49	-3.49	-3.49	-4.49	-3.49	-3.49	-3.49	-3.49	-3.49	-3.49	-3.49	-3.49	-5.49	-5.49	-5.49	-5.49

	6				7				8				9				10				11			
S	5	5	8	8	9	9	9	9	11	11	8	12	8	9	11	11	9	9	4	5	5	5	9	9
F	8.49	8.49	8.49	8.49	8.49	8.49	9.49	9.49	11.49	11.49	8.49	8.49	10.49	10.49	9.49	9.49	9.49	9.49	8.49	8.49	9.49	9.49	10.48	10.48
D	-3.49	-3.49	-0.49	-0.49	0.51	0.51	-0.49	-0.49	-0.49	-0.49	-0.49	3.51	-2.49	-1.49	1.51	1.51	-0.49	-0.49	-4.49	-3.49	-4.49	-4.49	-1.48	-1.48

	12				13				14				15				16				17			
S	11	11	10	10	16	14	17	18	28	29	27	26	25	26	27	26	25	25	22	22	18	18	9	9
F	10.47	10.47	8.50	8.50	12.50	12.50	13.47	13.47	17.09	17.09	17.06	17.06	16.13	16.13	18.03	18.03	17.09	17.09	17.06	17.06	16.05	16.05	9.09	9.09
D	0.53	0.53	1.50	1.50	3.50	1.50	3.53	4.53	10.91	11.91	9.94	8.94	8.87	9.87	8.97	7.97	7.91	7.91	4.94	4.94	1.95	1.95	-0.09	-0.09

	18				19				20				21				22				23			
S	8	8	12	12	10	10	15	15	16	13	16	17	16	15	15	18	18	18	18	18	15	15	14	14
F	9.09	9.09	12.05	12.05	15.00	15.00	15.11	15.11	16.50	16.50	16.00	16.00	14.00	14.00	16.00	16.00	14.00	14.00	13.00	13.00	14.00	14.00	13.00	13.00
D	-1.09	-1.09	-0.05	-0.05	-5.00	-5.00	-0.11	-0.11	-0.50	-3.50	0.00	1.00	2.00	1.00	-1.00	2.00	4.00	4.00	5.00	5.00	1.00	1.00	1.00	1.00

Mean Absolute Deviation: 3.18

Standard Deviation: 4.15

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 10/12/2015

Scheduling Unit: Customer Service / Help Desk

Published on date/time: 10/09/2015 11:12:01

10/18/2015

S : Scheduled ACD **F** : Forecasted **D** : Difference

	0				1				2				3				4				5			
S	1	1	1	1	1	1	1	1	1	0	1	1	1	1	1	1	1	1	1	1	1	1	1	1
F	4.41	4.41	4.41	4.41	4.41	4.41	4.41	4.41	4.41	4.41	4.41	4.41	4.41	4.41	4.41	4.41	4.41	4.41	4.41	4.41	4.41	4.41	6.41	6.41
D	-3.41	-3.41	-3.41	-3.41	-3.41	-3.41	-3.41	-3.41	-3.41	-4.41	-3.41	-3.41	-3.41	-3.41	-3.41	-3.41	-3.41	-3.41	-3.41	-3.41	-3.41	-3.41	-5.41	-5.41

	6				7				8				9				10				11			
S	4	4	7	7	9	9	9	9	11	12	8	12	7	10	10	11	7	8	5	5	5	5	7	7
F	7.41	7.41	5.41	5.41	6.41	6.41	10.41	10.41	14.41	14.41	13.41	13.41	10.41	10.41	13.41	13.41	6.41	6.41	7.41	7.41	10.51	10.51	13.32	13.32
D	-3.41	-3.41	1.59	1.59	2.59	2.59	-1.41	-1.41	-3.41	-2.41	-5.41	-1.41	-3.41	-0.41	-3.41	-2.41	0.59	1.59	-2.41	-2.41	-5.51	-5.51	-6.32	-6.32

	12				13				14				15				16				17			
S	10	10	9	11	15	15	19	20	27	28	27	28	26	26	27	25	27	28	22	23	18	18	11	11
F	8.41	8.41	9.42	9.42	11.39	11.39	12.49	12.49	17.11	17.11	18.11	18.11	16.12	16.12	16.12	16.12	18.10	18.10	16.10	16.10	17.10	17.10	10.16	10.16
D	1.59	1.59	-0.42	1.58	3.61	3.61	6.51	7.51	9.89	10.89	8.89	9.89	9.88	9.88	10.88	8.88	8.90	9.90	5.90	6.90	0.90	0.90	0.84	0.84

	18				19				20				21				22				23			
S	8	8	10	10	10	10	15	15	15	15	15	17	15	16	15	18	18	18	18	18	15	15	14	13
F	13.08	13.08	10.11	10.11	12.14	12.14	15.08	15.08	15.08	15.08	16.08	16.08	15.08	15.08	15.58	15.58	13.08	13.08	14.08	14.08	13.08	13.08	13.08	13.08
D	-5.08	-5.08	-0.11	-0.11	-2.14	-2.14	-0.08	-0.08	-0.08	-0.08	-1.08	0.92	-0.08	0.92	-0.58	2.42	4.92	4.92	3.92	3.92	1.92	1.92	0.92	-0.08

Mean Absolute Deviation: 3.56

Standard Deviation: 4.49

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

New Schedule Bid

Scheduling Unit: Customer Service / Help Desk

Published: No 10/09/2015 11:12:01

2/22/2016

S : Scheduled ACD F : Forecasted D : Difference

	0				1				2				3				4				5			
S	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
F	17.00	17.00	18.00	18.00	18.00	18.00	18.00	18.00	19.00	19.00	18.00	18.00	18.00	18.00	18.00	18.00	18.00	18.00	18.00	18.00	19.00	19.00	19.00	19.00
D	-17.00	-17.00	-18.00	-18.00	-18.00	-18.00	-18.00	-18.00	-19.00	-19.00	-18.00	-18.00	-18.00	-18.00	-18.00	-18.00	-18.00	-18.00	-18.00	-18.00	-19.00	-19.00	-19.00	-19.00

	6				7				8				9				10				11			
S	2	2	2	2	2	2	2	2	1	1	2	2	2	2	0	0	0	0	2	2	2	2	2	2
F	16.00	16.00	16.00	16.00	27.00	27.00	27.00	27.00	45.00	45.00	43.00	43.00	46.00	46.00	50.00	50.00	44.00	44.00	50.00	50.00	52.00	52.00	52.00	52.00
D	-14.00	-14.00	-14.00	-14.00	-25.00	-25.00	-25.00	-25.00	-44.00	-44.00	-41.00	-41.00	-44.00	-44.00	-50.00	-50.00	-44.00	-44.00	-48.00	-48.00	-50.00	-50.00	-50.00	-50.00

	12				13				14				15				16				17			
S	2	2	2	0	2	2	2	2	2	2	2	2	2	2	2	2	0	0	0	0	0	0	0	0
F	50.00	50.00	52.00	52.00	54.00	54.00	54.00	54.00	63.00	63.00	66.00	66.00	62.00	62.00	63.00	63.00	54.00	54.00	54.00	54.00	34.00	34.00	29.00	29.00
D	-48.00	-48.00	-50.00	-52.00	-52.00	-52.00	-52.00	-52.00	-61.00	-61.00	-64.00	-64.00	-60.00	-60.00	-61.00	-61.00	-54.00	-54.00	-54.00	-54.00	-34.00	-34.00	-29.00	-29.00

	18				19				20				21				22				23			
S	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
F	22.00	22.00	23.00	23.00	20.00	20.00	17.00	17.00	17.00	17.00	16.00	16.00	15.00	15.00	17.00	17.00	14.00	14.00	15.00	15.00	15.00	15.00	18.00	18.00
D	-22.00	-22.00	-23.00	-23.00	-20.00	-20.00	-17.00	-17.00	-17.00	-17.00	-16.00	-16.00	-15.00	-15.00	-17.00	-17.00	-14.00	-14.00	-15.00	-15.00	-15.00	-15.00	-18.00	-18.00

Mean Absolute Deviation: 31.17

Standard Deviation: 16.64

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

New Schedule Bid

Scheduling Unit: Customer Service / Help Desk

Published: No

2/25/2016

S : Scheduled ACD **F** : Forecasted **D** : Difference

	0				1				2				3				4				5			
S	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
F	18.00	18.00	18.00	18.00	18.00	18.00	18.00	18.00	16.00	16.00	17.00	17.00	18.00	18.00	18.00	18.00	19.00	19.00	19.00	19.00	19.00	19.00	18.00	18.00
D	-18.00	-18.00	-18.00	-18.00	-18.00	-18.00	-18.00	-18.00	-16.00	-16.00	-17.00	-17.00	-18.00	-18.00	-18.00	-18.00	-19.00	-19.00	-19.00	-19.00	-19.00	-19.00	-18.00	-18.00

	6				7				8				9				10				11			
S	2	2	2	2	2	2	2	2	0	2	2	2	2	2	0	0	0	0	2	2	2	2	2	2
F	12.00	12.00	16.00	16.00	27.00	27.00	26.00	26.00	38.00	38.00	42.00	42.00	49.00	49.00	49.00	49.00	47.00	47.00	52.00	52.00	53.00	53.00	55.00	55.00
D	-10.00	-10.00	-14.00	-14.00	-25.00	-25.00	-24.00	-24.00	-38.00	-36.00	-40.00	-40.00	-47.00	-47.00	-49.00	-49.00	-47.00	-47.00	-50.00	-50.00	-51.00	-51.00	-53.00	-53.00

	12				13				14				15				16				17			
S	2	2	2	2	1	2	1	2	2	2	2	2	2	2	2	2	0	0	0	0	0	0	0	0
F	51.00	51.00	52.00	52.00	53.00	53.00	53.00	53.00	63.00	63.00	60.00	60.00	64.00	64.00	63.00	63.00	61.00	61.00	54.00	54.00	36.00	36.00	29.00	29.00
D	-49.00	-49.00	-50.00	-50.00	-52.00	-51.00	-52.00	-51.00	-61.00	-61.00	-58.00	-58.00	-62.00	-62.00	-61.00	-61.00	-61.00	-61.00	-54.00	-54.00	-36.00	-36.00	-29.00	-29.00

	18				19				20				21				22				23			
S	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
F	23.00	23.00	22.00	22.00	18.00	18.00	14.00	14.00	18.00	18.00	17.00	17.00	17.00	17.00	16.00	16.00	18.00	18.00	15.00	15.00	16.00	16.00	15.00	15.00
D	-23.00	-23.00	-22.00	-22.00	-18.00	-18.00	-14.00	-14.00	-18.00	-18.00	-17.00	-17.00	-17.00	-17.00	-16.00	-16.00	-18.00	-18.00	-15.00	-15.00	-16.00	-16.00	-15.00	-15.00

Mean Absolute Deviation: 31.17

Standard Deviation: 16.97

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

New Schedule Bid

Scheduling Unit: Customer Service / Help Desk

Published: No

2/26/2016

S : Scheduled ACD **F** : Forecasted **D** : Difference

	0				1				2				3				4				5			
S	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
F	19.00	19.00	18.00	18.00	19.00	19.00	16.00	16.00	18.00	18.00	19.00	19.00	19.00	19.00	19.00	19.00	19.00	19.00	19.00	19.00	19.00	19.00	16.00	16.00
D	-19.00	-19.00	-18.00	-18.00	-19.00	-19.00	-16.00	-16.00	-18.00	-18.00	-19.00	-19.00	-19.00	-19.00	-19.00	-19.00	-19.00	-19.00	-19.00	-19.00	-19.00	-16.00	-16.00	-16.00

	6				7				8				9				10				11			
S	2	2	2	2	2	2	2	2	1	1	2	2	2	2	2	2	2	2	0	0	0	0	2	2
F	11.00	11.00	12.00	12.00	19.00	19.00	22.00	22.00	35.00	35.00	42.00	42.00	46.00	46.00	49.00	49.00	49.00	49.00	52.00	52.00	51.00	51.00	54.00	54.00
D	-9.00	-9.00	-10.00	-10.00	-17.00	-17.00	-20.00	-20.00	-34.00	-34.00	-40.00	-40.00	-44.00	-44.00	-47.00	-47.00	-47.00	-47.00	-52.00	-52.00	-51.00	-51.00	-52.00	-52.00

	12				13				14				15				16				17			
S	2	2	2	2	2	2	0	2	2	2	2	2	2	2	2	2	0	0	0	0	0	0	0	0
F	54.00	54.00	54.00	54.00	53.00	53.00	57.00	57.00	62.00	62.00	66.00	66.00	64.00	64.00	64.00	64.00	62.00	62.00	53.00	53.00	36.00	36.00	31.00	31.00
D	-52.00	-52.00	-52.00	-52.00	-51.00	-51.00	-57.00	-55.00	-60.00	-60.00	-64.00	-64.00	-62.00	-62.00	-62.00	-62.00	-62.00	-62.00	-53.00	-53.00	-36.00	-36.00	-31.00	-31.00

	18				19				20				21				22				23			
S	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
F	23.00	23.00	22.00	22.00	19.00	19.00	13.00	13.00	19.00	19.00	18.00	18.00	17.00	17.00	20.00	20.00	19.00	19.00	19.00	19.00	19.00	19.00	19.00	19.00
D	-23.00	-23.00	-22.00	-22.00	-19.00	-19.00	-13.00	-13.00	-19.00	-19.00	-18.00	-18.00	-17.00	-17.00	-20.00	-20.00	-19.00	-19.00	-19.00	-19.00	-19.00	-19.00	-19.00	-19.00

Mean Absolute Deviation: 31.30

Standard Deviation: 17.43

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

New Schedule Bid

Scheduling Unit: Customer Service / Help Desk

Published: No

2/27/2016

S : Scheduled ACD F : Forecasted D : Difference

	0				1				2				3				4				5			
S	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
F	18.00	18.00	19.00	19.00	18.00	18.00	16.00	16.00	18.00	18.00	18.00	18.00	18.00	18.00	18.00	18.00	18.00	18.00	19.00	19.00	19.00	19.00	19.00	19.00
D	-18.00	-18.00	-19.00	-19.00	-18.00	-18.00	-16.00	-16.00	-18.00	-18.00	-18.00	-18.00	-18.00	-18.00	-18.00	-18.00	-18.00	-18.00	-19.00	-19.00	-19.00	-19.00	-19.00	-19.00

	6				7				8				9				10				11			
S	1	1	1	1	2	2	2	2	1	2	2	2	2	2	1	2	1	1	1	1	1	1	1	1
F	11.00	11.00	14.00	14.00	17.00	17.00	21.00	21.00	33.00	33.00	36.00	36.00	35.16	35.16	35.24	35.24	35.24	35.24	27.30	27.30	34.30	34.30	31.30	31.30
D	-10.00	-10.00	-13.00	-13.00	-15.00	-15.00	-19.00	-19.00	-32.00	-31.00	-34.00	-34.00	-33.16	-33.16	-34.24	-33.24	-34.24	-34.24	-26.30	-26.30	-33.30	-33.30	-30.30	-30.30

	12				13				14				15				16				17			
S	2	2	2	2	2	2	0	2	2	2	2	2	2	2	2	2	1	1	1	1	0	0	0	0
F	33.30	33.30	30.30	30.30	35.30	35.30	42.30	42.30	47.30	47.30	49.30	49.30	40.35	40.35	52.29	52.29	52.21	52.21	45.34	45.34	22.35	22.35	22.28	22.28
D	-31.30	-31.30	-28.30	-28.30	-33.30	-33.30	-42.30	-40.30	-45.30	-45.30	-47.30	-47.30	-38.35	-38.35	-50.29	-50.29	-51.21	-51.21	-44.34	-44.34	-22.35	-22.35	-22.28	-22.28

	18				19				20				21				22				23			
S	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
F	14.35	14.35	14.21	14.21	19.00	19.00	13.48	13.48	15.31	15.31	15.31	15.31	14.21	14.21	17.00	17.00	15.00	15.00	15.00	15.00	15.00	15.00	18.00	18.00
D	-14.35	-14.35	-14.21	-14.21	-19.00	-19.00	-13.48	-13.48	-15.31	-15.31	-15.31	-15.31	-14.21	-14.21	-17.00	-17.00	-15.00	-15.00	-15.00	-15.00	-15.00	-15.00	-18.00	-18.00

Mean Absolute Deviation: 24.44

Standard Deviation: 11.00

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

New Schedule Bid

Scheduling Unit: Customer Service / Help Desk

Published: No

2/28/2016

S : Scheduled ACD F : Forecasted D : Difference

	0				1				2				3				4				5			
S	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
F	19.00	19.00	19.00	19.00	18.00	18.00	19.00	19.00	18.00	18.00	18.00	18.00	18.00	18.00	18.00	18.00	18.00	18.00	18.00	18.00	16.00	16.00	18.00	18.00
D	-19.00	-19.00	-19.00	-19.00	-18.00	-18.00	-19.00	-19.00	-18.00	-18.00	-18.00	-18.00	-18.00	-18.00	-18.00	-18.00	-18.00	-18.00	-18.00	-18.00	-16.00	-16.00	-18.00	-18.00

	6				7				8				9				10				11			
S	0	0	0	0	2	2	2	2	2	2	2	2	2	1	1	2	2	2	2	2	1	1	1	1
F	14.00	14.00	18.00	18.00	16.00	16.00	22.00	22.00	30.00	30.00	35.00	35.00	34.34	34.34	33.37	33.37	32.37	32.37	24.37	24.37	21.37	21.37	24.37	24.37
D	-14.00	-14.00	-18.00	-18.00	-14.00	-14.00	-20.00	-20.00	-28.00	-28.00	-33.00	-33.00	-32.34	-33.34	-32.37	-31.37	-30.37	-30.37	-22.37	-22.37	-20.37	-20.37	-23.37	-23.37

	12				13				14				15				16				17			
S	1	1	1	1	2	2	1	2	2	2	1	2	2	2	2	2	2	2	2	2	0	0	0	0
F	33.37	33.37	32.37	32.37	37.37	37.37	41.37	41.37	47.37	47.37	47.37	47.37	50.37	50.37	52.37	52.37	52.37	52.37	45.37	45.37	22.37	22.37	22.37	22.37
D	-32.37	-32.37	-31.37	-31.37	-35.37	-35.37	-40.37	-39.37	-45.37	-45.37	-46.37	-45.37	-48.37	-48.37	-50.37	-50.37	-50.37	-50.37	-43.37	-43.37	-22.37	-22.37	-22.37	-22.37

	18				19				20				21				22				23			
S	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
F	14.37	14.37	10.49	10.49	17.25	17.25	14.37	14.37	15.37	15.37	16.25	16.25	13.54	13.54	17.08	17.08	15.15	15.15	17.00	17.00	15.00	15.00	18.00	18.00
D	-14.37	-14.37	-10.49	-10.49	-17.25	-17.25	-14.37	-14.37	-15.37	-15.37	-16.25	-16.25	-13.54	-13.54	-17.08	-17.08	-15.15	-15.15	-17.00	-17.00	-15.00	-15.00	-18.00	-18.00

Mean Absolute Deviation: 24.10

Standard Deviation: 10.93

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

2016 New Hire Schedule Bid

Scheduling Unit: Customer Service / Help Desk

Published: No

1/4/2016

S : Scheduled ACD F : Forecasted D : Difference

	0				1				2				3				4				5			
S	0	0	0	0	0	0	0	0	1	1	1	1	1	1	1	1	1	1	1	1	2	2	2	2
F	13.00	13.00	14.00	14.00	12.00	12.00	12.00	12.00	11.00	11.00	6.00	6.00	6.00	6.00	6.00	6.00	6.00	6.00	6.00	6.00	11.00	11.00	11.00	11.00
D	-13.00	-13.00	-14.00	-14.00	-12.00	-12.00	-12.00	-12.00	-10.00	-10.00	-5.00	-5.00	-5.00	-5.00	-5.00	-5.00	-5.00	-5.00	-5.00	-5.00	-9.00	-9.00	-9.00	-9.00

	6				7				8				9				10				11			
S	3	3	3	3	3	2	3	3	8	8	8	9	8	8	6	7	7	7	4	7	6	6	6	6
F	14.00	14.00	15.00	15.00	15.00	15.00	14.00	14.00	14.00	14.00	15.00	15.00	16.00	16.00	16.00	16.00	17.00	17.00	16.00	16.00	17.00	17.00	16.00	16.00
D	-11.00	-11.00	-12.00	-12.00	-12.00	-13.00	-11.00	-11.00	-6.00	-6.00	-7.00	-6.00	-8.00	-8.00	-10.00	-9.00	-10.00	-10.00	-12.00	-9.00	-11.00	-11.00	-10.00	-10.00

	12				13				14				15				16				17			
S	7	6	6	6	4	4	5	6	9	9	9	5	9	8	8	8	7	8	8	8	1	1	1	1
F	16.00	16.00	17.00	17.00	18.00	18.00	17.00	17.00	27.00	27.00	25.00	25.00	24.00	24.00	25.00	25.00	27.00	27.00	27.00	27.00	26.00	26.00	25.00	25.00
D	-9.00	-10.00	-11.00	-11.00	-14.00	-14.00	-12.00	-11.00	-18.00	-18.00	-16.00	-20.00	-15.00	-16.00	-17.00	-17.00	-20.00	-19.00	-19.00	-19.00	-25.00	-25.00	-24.00	-24.00

	18				19				20				21				22				23			
S	0	0	0	0	1	1	1	1	1	1	0	1	1	1	1	1	1	1	1	1	1	1		
F	21.00	21.00	23.00	23.00	20.00	20.00	24.00	24.00	23.00	23.00	24.00	24.00	15.00	15.00	22.00	22.00	19.00	19.00	17.00	17.00	17.00	19.00		
D	-21.00	-21.00	-23.00	-23.00	-19.00	-19.00	-23.00	-23.00	-22.00	-22.00	-24.00	-23.00	-14.00	-14.00	-21.00	-21.00	-18.00	-18.00	-16.00	-16.00	-16.00	-18.00		

Mean Absolute Deviation: 13.72

Standard Deviation: 5.72

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

2016 New Hire Schedule Bid

Scheduling Unit: Customer Service / Help Desk

Published: No

1/5/2016

S : Scheduled ACD F : Forecasted D : Difference

	0				1				2				3				4				5			
S	0	0	0	0	1	1	1	1	1	1	1	0	1	1	1	1	1	1	1	1	1	3	3	
F	20.00	20.00	20.00	20.00	20.00	20.00	20.00	20.00	20.00	20.00	21.00	21.00	20.00	20.00	20.00	20.00	20.00	20.00	19.00	19.00	21.00	21.00	22.00	22.00
D	-20.00	-20.00	-20.00	-20.00	-19.00	-19.00	-19.00	-19.00	-19.00	-19.00	-20.00	-21.00	-19.00	-19.00	-19.00	-19.00	-19.00	-19.00	-18.00	-18.00	-20.00	-20.00	-19.00	-19.00

	6				7				8				9				10				11			
S	3	3	3	3	2	1	2	2	8	9	9	9	8	8	7	5	6	6	3	7	7	7	7	7
F	26.00	26.00	27.00	27.00	27.00	27.00	27.00	27.00	27.00	27.00	28.00	28.00	27.00	27.00	27.00	27.00	23.00	23.00	25.00	25.00	25.00	25.00	23.00	23.00
D	-23.00	-23.00	-24.00	-24.00	-25.00	-26.00	-25.00	-25.00	-19.00	-18.00	-19.00	-19.00	-19.00	-19.00	-20.00	-22.00	-17.00	-17.00	-22.00	-18.00	-18.00	-18.00	-16.00	-16.00

	12				13				14				15				16				17			
S	8	7	5	4	3	3	6	6	9	9	9	6	8	6	8	8	8	6	7	7	1	1	1	1
F	27.00	27.00	26.00	26.00	27.50	27.50	28.00	28.00	27.00	27.00	28.00	28.00	27.00	27.00	27.00	27.00	27.00	27.00	27.00	27.00	26.00	26.00	26.00	26.00
D	-19.00	-20.00	-21.00	-22.00	-24.50	-24.50	-22.00	-22.00	-18.00	-18.00	-19.00	-22.00	-19.00	-21.00	-19.00	-19.00	-19.00	-21.00	-20.00	-20.00	-25.00	-25.00	-25.00	-25.00

	18				19				20				21				22				23			
S	0	0	0	0	1	1	1	1	1	1	1	1	1	1	0	1	1	1	1	1	1	1	1	1
F	21.00	21.00	20.00	20.00	23.00	23.00	24.00	24.00	24.00	24.00	23.00	23.00	18.00	18.00	23.00	23.00	19.00	19.00	15.00	15.00	16.00	16.00	20.00	20.00
D	-21.00	-21.00	-20.00	-20.00	-22.00	-22.00	-23.00	-23.00	-23.00	-23.00	-22.00	-22.00	-17.00	-17.00	-23.00	-22.00	-18.00	-18.00	-14.00	-14.00	-15.00	-15.00	-19.00	-19.00

Mean Absolute Deviation: 20.19

Standard Deviation: 2.60

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

2016 New Hire Schedule Bid

Scheduling Unit: Customer Service / Help Desk

Published: No

1/6/2016

S : Scheduled ACD F : Forecasted D : Difference

	0				1				2				3				4				5			
S	0	0	0	0	0	0	0	0	1	1	1	1	1	1	1	1	1	1	1	1	3	3	3	3
F	20.00	20.00	20.00	20.00	20.00	20.00	20.00	20.00	20.00	20.00	20.00	20.00	21.00	21.00	20.00	20.00	20.00	20.00	19.00	19.00	21.00	21.00	22.00	22.00
D	-20.00	-20.00	-20.00	-20.00	-20.00	-20.00	-20.00	-20.00	-19.00	-19.00	-19.00	-19.00	-20.00	-20.00	-19.00	-19.00	-19.00	-19.00	-18.00	-18.00	-18.00	-18.00	-19.00	-19.00

	6				7				8				9				10				11			
S	3	3	3	3	0	2	2	2	9	9	8	9	8	9	6	6	5	6	5	8	6	6	6	6
F	27.00	27.00	28.00	28.00	27.00	27.00	27.00	27.00	27.00	27.00	26.00	26.00	27.00	27.00	27.00	27.00	26.00	26.00	27.00	27.00	28.00	28.00	27.00	27.00
D	-24.00	-24.00	-25.00	-25.00	-27.00	-25.00	-25.00	-25.00	-18.00	-18.00	-18.00	-17.00	-19.00	-18.00	-21.00	-21.00	-21.00	-20.00	-22.00	-19.00	-22.00	-22.00	-21.00	-21.00

	12				13				14				15				16				17			
S	8	6	7	7	4	4	6	6	9	9	8	9	6	6	8	7	7	7	7	7	1	1	1	1
F	27.00	27.00	29.00	29.00	28.00	28.00	29.00	29.00	28.00	28.00	27.00	27.00	25.00	25.00	25.00	25.00	24.00	24.00	24.00	24.00	25.00	25.00	26.00	26.00
D	-19.00	-21.00	-22.00	-22.00	-24.00	-24.00	-23.00	-23.00	-19.00	-19.00	-19.00	-18.00	-19.00	-19.00	-17.00	-18.00	-17.00	-17.00	-17.00	-17.00	-24.00	-24.00	-25.00	-25.00

	18				19				20				21				22				23			
S	0	0	0	0	1	1	1	1	1	1	0	1	1	1	1	1	1	1	1	1	1	1	1	1
F	21.00	21.00	23.00	23.00	21.00	21.00	24.00	24.00	18.00	18.00	23.00	23.00	18.00	18.00	24.00	24.00	19.00	19.00	16.00	16.00	17.00	17.00	20.00	20.00
D	-21.00	-21.00	-23.00	-23.00	-20.00	-20.00	-23.00	-23.00	-17.00	-17.00	-23.00	-22.00	-17.00	-17.00	-23.00	-23.00	-18.00	-18.00	-15.00	-15.00	-16.00	-16.00	-19.00	-19.00

Mean Absolute Deviation: 20.22

Standard Deviation: 2.64

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

2016 New Hire Schedule Bid

Scheduling Unit: Customer Service / Help Desk

Published: No

1/7/2016

S : Scheduled ACD F : Forecasted D : Difference

	0				1				2				3				4				5				
S	0	0	0	0	1	1	1	1	1	1	1	1	1	0	1	1	1	1	1	1	1	2	2	2	2
F	20.00	20.00	20.00	20.00	20.00	20.00	21.00	21.00	21.00	21.00	21.00	21.00	21.00	21.00	21.00	21.00	21.00	20.00	20.00	19.00	19.00	20.00	20.00	21.00	21.00
D	-20.00	-20.00	-20.00	-20.00	-19.00	-19.00	-20.00	-20.00	-20.00	-20.00	-20.00	-20.00	-20.00	-21.00	-20.00	-20.00	-20.00	-19.00	-19.00	-18.00	-18.00	-18.00	-18.00	-19.00	-19.00

	6				7				8				9				10				11			
S	3	3	3	3	1	3	3	3	9	9	9	9	8	9	5	4	5	6	8	8	8	8	8	8
F	26.00	26.00	26.00	26.00	26.00	26.00	26.00	26.00	28.00	28.00	27.00	27.00	27.00	27.00	26.00	26.00	22.00	22.00	24.00	24.00	25.00	25.00	23.00	23.00
D	-23.00	-23.00	-23.00	-23.00	-25.00	-23.00	-23.00	-23.00	-19.00	-19.00	-18.00	-18.00	-19.00	-18.00	-21.00	-22.00	-17.00	-16.00	-16.00	-16.00	-17.00	-17.00	-15.00	-15.00

	12				13				14				15				16				17			
S	6	5	1	2	4	4	8	8	8	8	6	5	7	8	8	6	6	6	6	6	0	0	0	0
F	27.00	27.00	26.00	26.00	28.00	28.00	26.00	26.00	23.00	23.00	27.00	27.00	27.00	27.00	27.00	27.00	27.00	27.00	28.00	28.00	26.00	26.00	25.00	25.00
D	-21.00	-22.00	-25.00	-24.00	-24.00	-24.00	-18.00	-18.00	-15.00	-15.00	-21.00	-22.00	-20.00	-19.00	-19.00	-21.00	-21.00	-21.00	-22.00	-22.00	-26.00	-26.00	-25.00	-25.00

	18				19				20				21				22				23			
S	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
F	20.00	20.00	23.00	23.00	23.00	23.00	23.00	23.00	19.00	19.00	19.00	19.00	20.00	20.00	19.00	19.00	12.00	12.00	12.00	12.00	17.00	17.00	17.00	17.00
D	-20.00	-20.00	-23.00	-23.00	-23.00	-23.00	-23.00	-23.00	-19.00	-19.00	-19.00	-19.00	-20.00	-20.00	-19.00	-19.00	-12.00	-12.00	-12.00	-12.00	-17.00	-17.00	-17.00	-17.00

Mean Absolute Deviation: 19.79

Standard Deviation: 3.03

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

2016 New Hire Schedule Bid

Scheduling Unit: Customer Service / Help Desk

Published: No

1/8/2016

S : Scheduled ACD **F** : Forecasted **D** : Difference

	0				1				2				3				4				5			
S	0	0	0	0	1	1	1	1	1	1	1	1	0	1	1	1	1	1	1	1	1	1	1	1
F	19.00	19.00	15.00	15.00	16.00	16.00	16.00	16.00	15.00	15.00	16.00	16.00	16.00	16.00	16.00	16.00	15.00	15.00	14.00	14.00	19.00	19.00	19.00	19.00
D	-19.00	-19.00	-15.00	-15.00	-15.00	-15.00	-15.00	-15.00	-14.00	-14.00	-15.00	-15.00	-16.00	-15.00	-15.00	-15.00	-14.00	-14.00	-13.00	-13.00	-18.00	-18.00	-18.00	-18.00

	6				7				8				9				10				11			
S	0	0	0	0	1	1	1	1	7	7	7	6	9	9	7	8	7	7	7	8	7	7	5	5
F	12.00	12.00	19.00	19.00	20.00	20.00	19.00	19.00	24.00	24.00	27.00	27.00	25.00	25.00	26.00	26.00	22.00	22.00	27.00	27.00	24.00	24.00	25.00	25.00
D	-12.00	-12.00	-19.00	-19.00	-19.00	-19.00	-18.00	-18.00	-17.00	-17.00	-20.00	-21.00	-16.00	-16.00	-19.00	-18.00	-15.00	-15.00	-20.00	-19.00	-17.00	-17.00	-20.00	-20.00

	12				13				14				15				16				17			
S	6	6	8	8	5	5	5	5	6	6	6	4	5	4	5	6	6	6	6	6	0	0	0	0
F	22.00	22.00	29.00	29.00	24.00	24.00	27.00	27.00	27.00	27.00	27.00	27.00	27.00	27.00	27.00	27.00	27.00	27.00	27.00	27.00	26.00	26.00	25.00	25.00
D	-16.00	-16.00	-21.00	-21.00	-19.00	-19.00	-22.00	-22.00	-21.00	-21.00	-21.00	-23.00	-22.00	-23.00	-22.00	-21.00	-21.00	-21.00	-21.00	-21.00	-26.00	-26.00	-25.00	-25.00

	18				19				20				21				22				23			
S	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
F	20.00	20.00	20.00	20.00	21.00	21.00	21.00	21.00	14.00	14.00	17.00	17.00	17.00	17.00	13.00	13.00	15.00	15.00	9.00	9.00	11.00	11.00	15.00	15.00
D	-20.00	-20.00	-20.00	-20.00	-21.00	-21.00	-21.00	-21.00	-14.00	-14.00	-17.00	-17.00	-17.00	-17.00	-13.00	-13.00	-15.00	-15.00	-9.00	-9.00	-11.00	-11.00	-15.00	-15.00

Mean Absolute Deviation: 17.69

Standard Deviation: 3.56

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

2016 New Hire Schedule Bid

Scheduling Unit: Customer Service / Help Desk

Published: No

1/9/2016

S : Scheduled ACD F : Forecasted D : Difference

	0				1				2				3				4				5			
S	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
F	19.00	19.00	19.00	19.00	18.00	18.00	19.00	19.00	19.00	19.00	19.00	19.00	19.00	19.00	19.00	19.00	19.00	19.00	17.00	17.00	13.00	13.00	13.00	13.00
D	-19.00	-19.00	-19.00	-19.00	-18.00	-18.00	-19.00	-19.00	-19.00	-19.00	-19.00	-19.00	-19.00	-19.00	-19.00	-19.00	-19.00	-19.00	-17.00	-17.00	-13.00	-13.00	-13.00	-13.00

	6				7				8				9				10				11			
S	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
F	21.00	21.00	18.00	18.00	21.00	21.00	18.00	18.00	20.00	20.00	19.00	19.00	20.00	20.00	20.00	20.00	16.00	16.00	19.00	19.00	19.00	19.00	21.00	21.00
D	-21.00	-21.00	-18.00	-18.00	-21.00	-21.00	-18.00	-18.00	-20.00	-20.00	-19.00	-19.00	-20.00	-20.00	-20.00	-20.00	-16.00	-16.00	-19.00	-19.00	-19.00	-19.00	-21.00	-21.00

	12				13				14				15				16				17			
S	0	0	0	0	0	0	0	0	1	1	1	1	1	1	1	1	1	0	1	1	1	1	1	1
F	18.50	18.50	17.00	17.00	25.00	25.00	24.00	24.00	25.50	25.50	25.00	25.00	20.00	20.00	25.00	25.00	21.00	21.00	25.00	25.00	24.00	24.00	24.00	24.00
D	-18.50	-18.50	-17.00	-17.00	-25.00	-25.00	-24.00	-24.00	-24.50	-24.50	-24.00	-24.00	-19.00	-19.00	-24.00	-24.00	-20.00	-21.00	-24.00	-24.00	-23.00	-23.00	-23.00	-23.00

	18				19				20				21				22				23			
S	0	0	0	0	1	1	1	1	1	1	1	1	0	1	1	1	1	1	1	1	1	1	1	1
F	15.00	15.00	14.00	14.00	22.00	22.00	23.00	23.00	22.00	22.00	22.00	22.00	14.00	14.00	22.00	22.00	14.00	14.00	12.00	12.00	18.00	18.00	19.00	19.00
D	-15.00	-15.00	-14.00	-14.00	-21.00	-21.00	-22.00	-22.00	-21.00	-21.00	-21.00	-21.00	-14.00	-13.00	-21.00	-21.00	-13.00	-13.00	-11.00	-11.00	-17.00	-17.00	-18.00	-18.00

Mean Absolute Deviation: 19.15

Standard Deviation: 3.25

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

2016 New Hire Schedule Bid

Scheduling Unit: Customer Service / Help Desk

Published: No

1/10/2016

S : Scheduled ACD **F** : Forecasted **D** : Difference

	0				1				2				3				4				5			
S	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
F	19.00	19.00	19.00	19.00	19.00	19.00	20.00	20.00	15.00	15.00	15.00	15.00	19.00	19.00	19.00	19.00	19.00	19.00	17.00	17.00	12.00	12.00	15.00	15.00
D	-19.00	-19.00	-19.00	-19.00	-19.00	-19.00	-20.00	-20.00	-15.00	-15.00	-15.00	-15.00	-19.00	-19.00	-19.00	-19.00	-19.00	-19.00	-17.00	-17.00	-12.00	-12.00	-15.00	-15.00

	6				7				8				9				10				11			
S	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
F	20.00	20.00	18.00	18.00	18.00	18.00	18.00	18.00	21.00	21.00	20.00	20.00	17.00	17.00	21.00	21.00	17.00	17.00	18.00	18.00	18.00	18.00	17.00	17.00
D	-20.00	-20.00	-18.00	-18.00	-18.00	-18.00	-18.00	-18.00	-21.00	-21.00	-20.00	-20.00	-17.00	-17.00	-21.00	-21.00	-17.00	-17.00	-18.00	-18.00	-18.00	-18.00	-17.00	-17.00

	12				13				14				15				16				17			
S	0	0	0	0	0	0	0	0	1	1	1	1	1	1	1	1	0	1	1	1	1	1	1	1
F	16.00	16.00	16.00	16.00	24.00	24.00	24.50	24.50	24.00	24.00	22.00	22.00	21.00	21.00	21.00	21.00	20.00	20.00	20.00	20.00	19.00	19.00	19.00	19.00
D	-16.00	-16.00	-16.00	-16.00	-24.00	-24.00	-24.50	-24.50	-23.00	-23.00	-21.00	-21.00	-20.00	-20.00	-20.00	-20.00	-20.00	-19.00	-19.00	-19.00	-18.00	-18.00	-18.00	-18.00

	18				19				20				21				22				23			
S	0	0	0	0	1	1	1	1	1	1	1	1	1	1	0	1	1	1	1	1	1	1	1	1
F	15.00	15.00	16.00	16.00	17.00	17.00	15.00	15.00	15.00	15.00	18.00	18.00	19.00	19.00	13.00	13.00	12.00	12.00	10.00	10.00	14.00	14.00	15.00	15.00
D	-15.00	-15.00	-16.00	-16.00	-16.00	-16.00	-14.00	-14.00	-14.00	-14.00	-17.00	-17.00	-18.00	-18.00	-13.00	-12.00	-11.00	-11.00	-9.00	-9.00	-13.00	-13.00	-14.00	-14.00

Mean Absolute Deviation: 17.49

Standard Deviation: 3.14

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 11/9/2015

Scheduling Unit: Customer Service / Help Desk

Published: No

11/9/2015

S : Scheduled ACD F : Forecasted D : Difference

	0				1				2				3				4				5			
S	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	8	8	8	8
F	18.00	18.00	16.00	16.00	17.00	17.00	17.00	17.00	7.10	7.10	7.11	7.11	7.12	7.12	7.12	7.12	7.10	7.10	7.13	7.13	11.07	11.07	10.10	10.10
D	-18.00	-18.00	-16.00	-16.00	-17.00	-17.00	-17.00	-17.00	-7.10	-7.10	-7.11	-7.11	-7.12	-7.12	-7.12	-7.12	-7.10	-7.10	-7.13	-7.13	-3.07	-3.07	-2.10	-2.10

	6				7				8				9				10				11			
S	11	9	9	10	25	24	23	23	42	41	46	48	51	52	45	48	48	48	51	54	54	53	48	48
F	13.14	13.14	14.19	14.19	24.00	24.00	22.00	22.00	41.00	41.00	40.00	40.00	45.00	45.00	45.50	45.50	41.00	41.00	47.00	47.00	47.00	47.00	47.00	47.00
D	-2.14	-4.14	-5.19	-4.19	1.00	0.00	1.00	1.00	1.00	0.00	6.00	8.00	6.00	7.00	-0.50	2.50	7.00	7.00	4.00	7.00	7.00	6.00	1.00	1.00

	12				13				14				15				16				17			
S	48	48	55	54	57	56	52	55	63	63	64	63	62	63	63	64	58	55	53	56	32	32	27	28
F	46.00	46.00	49.00	49.00	52.00	52.00	49.00	49.00	58.00	58.00	59.00	59.00	59.00	59.00	59.00	59.00	50.00	50.00	51.00	51.00	31.00	31.00	26.00	26.00
D	2.00	2.00	6.00	5.00	5.00	4.00	3.00	6.00	5.00	5.00	5.00	4.00	3.00	4.00	4.00	5.00	8.00	5.00	2.00	5.00	1.00	1.00	1.00	2.00

	18				19				20				21				22				23			
S	24	23	24	26	23	23	24	26	20	20	19	19	17	19	19	20	19	19	19	19	18	18	2	2
F	22.00	22.00	21.00	21.00	17.00	17.00	20.00	20.00	18.00	18.00	17.00	17.00	17.50	17.50	18.00	18.00	16.00	16.00	16.00	16.00	16.00	16.00	8.24	8.24
D	2.00	1.00	3.00	5.00	6.00	6.00	4.00	6.00	2.00	2.00	2.00	2.00	-0.50	1.50	1.00	2.00	3.00	3.00	3.00	3.00	2.00	2.00	-6.24	-6.24

Mean Absolute Deviation: 5.09

Standard Deviation: 6.61

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 11/9/2015

Scheduling Unit: Customer Service / Help Desk

Published: No

11/10/2015

S : Scheduled ACD **F** : Forecasted **D** : Difference

	0				1				2				3				4				5			
S	3	3	3	3	2	2	2	2	1	1	2	2	2	2	1	2	1	1	1	1	9	9	9	9
F	8.24	8.24	8.24	8.24	7.24	7.24	7.24	7.24	7.23	7.23	7.24	7.24	7.24	7.24	7.24	7.24	7.24	7.24	7.25	7.25	11.20	11.20	10.25	10.25
D	-5.24	-5.24	-5.24	-5.24	-5.24	-5.24	-5.24	-5.24	-6.23	-6.23	-5.24	-5.24	-5.24	-5.24	-6.24	-5.24	-6.24	-6.24	-6.25	-6.25	-2.20	-2.20	-1.25	-1.25

	6				7				8				9				10				11			
S	8	8	9	9	16	17	20	20	45	46	46	46	46	45	41	43	43	43	45	48	47	49	49	49
F	12.27	12.27	13.38	13.38	24.00	24.00	23.00	23.00	41.00	41.00	39.00	39.00	45.50	45.50	45.00	45.00	43.00	43.00	46.50	46.50	48.00	48.00	49.00	49.00
D	-4.27	-4.27	-4.38	-4.38	-8.00	-7.00	-3.00	-3.00	4.00	5.00	7.00	7.00	0.50	-0.50	-4.00	-2.00	0.00	0.00	-1.50	1.50	-1.00	1.00	0.00	0.00

	12				13				14				15				16				17			
S	46	45	48	48	47	48	52	52	55	56	58	59	58	58	56	57	52	55	50	57	31	31	26	26
F	45.50	45.50	48.00	48.00	47.50	47.50	50.00	50.00	55.50	55.50	58.50	58.50	58.00	58.00	56.50	56.50	53.50	53.50	51.00	51.00	31.00	31.00	26.00	26.00
D	0.50	-0.50	0.00	0.00	-0.50	0.50	2.00	2.00	-0.50	0.50	-0.50	0.50	0.00	0.00	-0.50	0.50	-1.50	1.50	-1.00	6.00	0.00	0.00	0.00	0.00

	18				19				20				21				22				23			
S	24	25	23	25	24	24	24	25	20	20	20	20	17	20	22	22	19	19	19	19	19	19	2	2
F	24.00	24.00	19.00	19.00	22.00	22.00	18.00	18.00	18.00	18.00	18.00	18.00	17.50	17.50	20.59	20.59	17.59	17.59	16.67	16.67	17.52	17.52	9.59	9.59
D	0.00	1.00	4.00	6.00	2.00	2.00	6.00	7.00	2.00	2.00	2.00	2.00	-0.50	2.50	1.41	1.41	1.41	1.41	2.33	2.33	1.48	1.48	-7.59	-7.59

Mean Absolute Deviation: 2.90

Standard Deviation: 3.65

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 11/9/2015

Scheduling Unit: Customer Service / Help Desk

Published: No

11/11/2015

S : Scheduled ACD F : Forecasted D : Difference

	0				1				2				3				4				5			
S	3	3	3	3	1	1	1	1	2	2	1	2	2	2	2	2	2	2	2	2	9	9	9	9
F	9.59	9.59	9.58	9.58	8.60	8.60	8.49	8.49	8.56	8.56	8.62	8.62	8.72	8.72	7.49	7.49	7.52	7.52	7.53	7.53	11.42	11.42	10.49	10.49
D	-6.59	-6.59	-6.58	-6.58	-7.60	-7.60	-7.49	-7.49	-6.56	-6.56	-7.62	-6.62	-6.72	-6.72	-5.49	-5.49	-5.52	-5.52	-5.53	-5.53	-2.42	-2.42	-1.49	-1.49

	6				7				8				9				10				11			
S	8	8	8	8	15	14	19	19	44	45	44	45	46	46	42	43	43	45	46	48	47	47	45	45
F	13.50	13.50	14.46	14.46	23.00	23.00	22.18	22.18	41.00	41.00	40.00	40.00	45.00	45.00	42.50	42.50	44.00	44.00	45.00	45.00	47.00	47.00	45.00	45.00
D	-5.50	-5.50	-6.46	-6.46	-8.00	-9.00	-3.18	-3.18	3.00	4.00	4.00	5.00	1.00	1.00	-0.50	0.50	-1.00	1.00	1.00	3.00	0.00	0.00	0.00	0.00

	12				13				14				15				16				17			
S	44	44	47	49	49	49	53	54	57	57	56	56	59	58	57	56	53	54	51	54	32	32	27	26
F	44.00	44.00	47.00	47.00	46.00	46.00	51.00	51.00	57.00	57.00	56.00	56.00	58.50	58.50	56.50	56.50	52.00	52.00	52.00	52.00	31.00	31.00	26.00	26.00
D	0.00	0.00	0.00	2.00	3.00	3.00	2.00	3.00	0.00	0.00	0.00	0.00	0.50	-0.50	0.50	-0.50	1.00	2.00	-1.00	2.00	1.00	1.00	1.00	0.00

	18				19				20				21				22				23			
S	23	23	23	24	23	23	26	25	19	20	18	19	17	19	19	19	19	19	19	19	18	18	2	2
F	22.00	22.00	20.00	20.00	18.00	18.00	20.00	20.00	18.00	18.00	18.00	18.00	18.00	18.00	19.00	19.00	16.00	16.00	15.00	15.00	15.00	15.00	8.23	8.23
D	1.00	1.00	3.00	4.00	5.00	5.00	6.00	5.00	1.00	2.00	0.00	1.00	-1.00	1.00	0.00	0.00	3.00	3.00	4.00	4.00	3.00	3.00	-6.23	-6.23

Mean Absolute Deviation: 3.16

Standard Deviation: 3.95

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 11/9/2015

Scheduling Unit: Customer Service / Help Desk

Published: No

11/12/2015

S : Scheduled ACD F : Forecasted D : Difference

	0				1				2				3				4				5			
S	2	2	2	2	2	2	2	2	2	2	1	1	2	2	2	2	1	1	1	1	8	8	8	8
F	8.23	8.23	8.23	8.23	7.24	7.24	7.24	7.24	7.23	7.23	7.24	7.24	7.23	7.23	7.24	7.24	7.25	7.25	7.25	7.25	11.18	11.18	10.24	10.24
D	-6.23	-6.23	-6.23	-6.23	-5.24	-5.24	-5.24	-5.24	-5.23	-5.23	-6.24	-6.24	-5.23	-5.23	-5.24	-5.24	-6.25	-6.25	-6.25	-6.25	-3.18	-3.18	-2.24	-2.24

	6				7				8				9				10				11			
S	12	12	15	15	21	20	23	24	45	46	44	46	43	48	39	40	41	41	40	47	46	50	49	50
F	12.28	12.28	14.34	14.34	22.00	22.00	21.19	21.19	44.00	44.00	38.00	38.00	44.50	44.50	43.00	43.00	41.00	41.00	47.50	47.50	47.50	47.50	49.50	49.50
D	-0.28	-0.28	0.66	0.66	-1.00	-2.00	1.81	2.81	1.00	2.00	6.00	8.00	-1.50	3.50	-4.00	-3.00	0.00	0.00	-7.50	-0.50	-1.50	2.50	-0.50	0.50

	12				13				14				15				16				17			
S	50	50	53	54	51	51	53	53	55	56	51	53	53	54	51	51	43	43	42	45	22	22	19	20
F	46.00	46.00	49.00	49.00	50.00	50.00	50.00	50.00	56.00	56.00	58.00	58.00	58.00	58.00	56.00	56.00	51.00	51.00	52.00	52.00	30.00	30.00	25.00	25.00
D	4.00	4.00	4.00	5.00	1.00	1.00	3.00	3.00	-1.00	0.00	-7.00	-5.00	-5.00	-4.00	-5.00	-5.00	-8.00	-8.00	-10.00	-7.00	-8.00	-8.00	-6.00	-5.00

	18				19				20				21				22				23			
S	15	15	14	16	16	16	18	18	11	11	9	9	7	9	9	9	2	2	2	2	2	2	2	2
F	16.00	16.00	15.00	15.00	16.00	16.00	18.00	18.00	15.00	15.00	11.00	11.00	11.00	11.00	11.00	11.00	7.22	7.22	7.23	7.23	7.23	7.23	7.23	7.23
D	-1.00	-1.00	-1.00	1.00	0.00	0.00	0.00	0.00	-4.00	-4.00	-2.00	-2.00	-4.00	-2.00	-2.00	-2.00	-5.22	-5.22	-5.23	-5.23	-5.23	-5.23	-5.23	-5.23

Mean Absolute Deviation: 3.77

Standard Deviation: 3.65

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 11/9/2015

Scheduling Unit: Customer Service / Help Desk

Published: No

11/13/2015

S : Scheduled ACD F : Forecasted D : Difference

	0				1				2				3				4				5			
S	2	2	2	2	1	1	1	1	1	1	1	1	1	1	0	1	1	1	1	1	8	8	8	8
F	7.22	7.22	7.23	7.23	7.23	7.23	7.23	7.23	7.23	7.23	7.23	7.23	7.20	7.20	7.23	7.23	7.26	7.26	7.38	7.38	14.00	14.00	11.22	11.22
D	-5.22	-5.22	-5.23	-5.23	-6.23	-6.23	-6.23	-6.23	-6.23	-6.23	-6.23	-6.23	-6.20	-6.20	-7.23	-6.23	-6.26	-6.26	-6.38	-6.38	-6.00	-6.00	-3.22	-3.22

	6				7				8				9				10				11			
S	10	10	11	11	14	15	18	18	40	40	39	41	40	42	35	39	39	38	40	48	49	49	50	51
F	11.00	11.00	11.06	11.06	15.00	15.00	17.00	17.00	33.00	33.00	39.00	39.00	43.00	43.00	39.00	39.00	41.00	41.00	47.00	47.00	46.00	46.00	48.00	48.00
D	-1.00	-1.00	-0.06	-0.06	-1.00	0.00	1.00	1.00	7.00	7.00	0.00	2.00	-3.00	-1.00	-4.00	0.00	-2.00	-3.00	-7.00	1.00	3.00	3.00	2.00	3.00

	12				13				14				15				16				17			
S	51	51	54	53	49	48	54	54	58	56	55	56	54	54	53	53	47	47	50	51	24	25	18	20
F	48.00	48.00	49.00	49.00	46.00	46.00	53.00	53.00	56.00	56.00	59.00	59.00	58.00	58.00	57.00	57.00	52.00	52.00	50.00	50.00	30.00	30.00	25.00	25.00
D	3.00	3.00	5.00	4.00	3.00	2.00	1.00	1.00	2.00	0.00	-4.00	-3.00	-4.00	-4.00	-4.00	-4.00	-5.00	-5.00	0.00	1.00	-6.00	-5.00	-7.00	-5.00

	18				19				20				21				22				23			
S	15	14	14	16	16	16	18	18	14	14	11	11	10	11	9	10	2	2	2	2	2	2	2	2
F	16.00	16.00	15.00	15.00	17.00	17.00	18.00	18.00	13.00	13.00	14.00	14.00	14.00	14.00	15.00	15.00	8.32	8.32	8.32	8.32	8.32	8.32	8.32	8.32
D	-1.00	-2.00	-1.00	1.00	-1.00	-1.00	0.00	0.00	1.00	1.00	-3.00	-3.00	-4.00	-3.00	-6.00	-5.00	-6.32	-6.32	-6.32	-6.32	-6.32	-6.32	-6.32	-6.32

Mean Absolute Deviation: 3.73

Standard Deviation: 3.60

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 11/9/2015

Scheduling Unit: Customer Service / Help Desk

Published: No

11/14/2015

S : Scheduled ACD F : Forecasted D : Difference

	0				1				2				3				4				5			
S	3	3	3	3	1	1	1	1	1	1	0	1	1	1	1	1	0	0	0	0	1	1	1	1
F	8.32	8.32	8.32	8.32	7.32	7.32	7.32	7.32	7.32	7.32	7.32	7.32	7.32	7.32	7.32	7.32	7.32	7.32	7.64	7.64	18.00	18.00	18.00	18.00
D	-5.32	-5.32	-5.32	-5.32	-6.32	-6.32	-6.32	-6.32	-6.32	-6.32	-7.32	-6.32	-6.32	-6.32	-6.32	-6.32	-7.32	-7.32	-7.64	-7.64	-17.00	-17.00	-17.00	-17.00

	6				7				8				9				10				11			
S	4	4	5	5	8	8	8	8	10	10	9	11	8	10	7	8	7	7	7	7	5	5	5	5
F	8.64	8.64	8.64	8.64	9.64	9.64	9.69	9.69	11.74	11.74	13.74	13.74	12.74	12.74	11.74	11.74	12.74	12.74	10.74	10.74	12.74	12.74	12.74	12.74
D	-4.64	-4.64	-3.64	-3.64	-1.64	-1.64	-1.69	-1.69	-1.74	-1.74	-4.74	-2.74	-4.74	-2.74	-4.74	-3.74	-5.74	-5.74	-3.74	-3.74	-7.74	-7.74	-7.74	-7.74

	12				13				14				15				16				17			
S	10	10	10	10	22	21	20	25	26	27	24	25	22	22	25	26	24	26	25	25	13	13	5	5
F	12.74	12.74	12.74	12.74	23.74	23.74	26.74	26.74	29.74	29.74	26.74	26.74	22.74	22.74	27.74	27.74	29.74	29.74	30.74	30.74	19.70	19.70	14.72	14.72
D	-2.74	-2.74	-2.74	-2.74	-1.74	-2.74	-6.74	-1.74	-3.74	-2.74	-2.74	-1.74	-0.74	-0.74	-2.74	-1.74	-5.74	-3.74	-5.74	-5.74	-6.70	-6.70	-9.72	-9.72

	18				19				20				21				22				23			
S	7	7	12	12	14	14	14	17	13	14	13	17	14	17	17	17	17	17	17	17	15	14	0	0
F	9.82	9.82	10.78	10.78	17.56	17.56	15.53	15.53	15.32	15.32	15.80	15.80	16.00	16.00	17.00	17.00	15.00	15.00	15.00	15.00	15.00	15.00	17.00	17.00
D	-2.82	-2.82	1.22	1.22	-3.56	-3.56	-1.53	1.47	-2.32	-1.32	-2.80	1.20	-2.00	1.00	0.00	0.00	2.00	2.00	2.00	2.00	0.00	-1.00	-17.00	-17.00

Mean Absolute Deviation: 4.82

Standard Deviation: 4.24

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 11/9/2015

Scheduling Unit: Customer Service / Help Desk

Published: No

11/15/2015

S : Scheduled ACD F : Forecasted D : Difference

	0				1				2				3				4				5			
S	1	1	1	1	1	1	1	1	0	1	1	1	1	1	1	1	1	1	1	1	1	1	0	0
F	7.32	7.32	7.38	7.38	7.38	7.38	7.38	7.38	7.38	7.38	7.38	7.38	7.38	7.38	7.41	7.41	7.41	7.41	7.34	7.34	7.48	7.48	17.00	17.00
D	-6.32	-6.32	-6.38	-6.38	-6.38	-6.38	-6.38	-6.38	-7.38	-6.38	-6.38	-6.38	-6.38	-6.38	-6.41	-6.41	-6.41	-6.41	-6.34	-6.34	-6.48	-6.48	-17.00	-17.00

	6				7				8				9				10				11			
S	3	3	6	6	8	8	8	8	10	11	8	11	7	10	6	10	8	8	5	5	4	4	6	6
F	8.68	8.68	9.68	9.68	9.68	9.68	9.71	9.71	11.77	11.77	12.77	12.77	12.77	12.77	12.77	12.77	12.77	12.77	10.77	10.77	10.77	10.77	11.77	11.77
D	-5.68	-5.68	-3.68	-3.68	-1.68	-1.68	-1.71	-1.71	-1.77	-0.77	-4.77	-1.77	-5.77	-2.77	-6.77	-2.77	-4.77	-4.77	-5.77	-5.77	-6.77	-6.77	-5.77	-5.77

	12				13				14				15				16				17			
S	9	9	10	9	23	25	23	26	27	27	23	24	24	18	25	27	26	26	20	20	6	6	9	9
F	12.77	12.77	12.77	12.77	24.77	24.77	26.77	26.77	29.77	29.77	25.77	25.77	25.77	25.77	27.77	27.77	30.77	30.77	28.77	28.77	18.77	18.77	16.67	16.67
D	-3.77	-3.77	-2.77	-3.77	-1.77	0.23	-3.77	-0.77	-2.77	-2.77	-2.77	-1.77	-1.77	-7.77	-2.77	-0.77	-4.77	-4.77	-8.77	-8.77	-12.77	-12.77	-7.67	-7.67

	18				19				20				21				22				23			
S	12	12	12	12	16	16	14	14	15	15	11	17	16	17	17	17	17	17	17	17	17	17	17	17
F	11.77	11.77	9.88	9.88	15.77	15.77	16.29	16.29	15.47	15.47	15.75	15.75	16.00	16.00	16.26	16.26	15.00	15.00	16.00	16.00	14.00	14.00	17.00	17.00
D	0.23	0.23	2.12	2.12	0.23	0.23	-2.29	-2.29	-0.47	-0.47	-4.75	1.25	0.00	1.00	0.74	0.74	2.00	2.00	1.00	1.00	-1.00	-2.00	-17.00	-17.00

Mean Absolute Deviation: 4.67

Standard Deviation: 4.10

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Q4 New Hire Schedule Bid

Scheduling Unit: Customer Service / Help Desk

Published: No

10/5/2015

S : Scheduled ACD F : Forecasted D : Difference

	0				1				2				3				4				5			
S	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	2	2	2
F	7.00	7.00	8.00	8.00	5.00	5.00	9.00	9.00	9.00	9.00	9.00	9.00	7.00	7.00	8.00	8.00	5.00	5.00	9.00	9.00	4.00	4.00	4.00	4.00
D	-7.00	-7.00	-8.00	-8.00	-5.00	-5.00	-9.00	-9.00	-9.00	-9.00	-9.00	-9.00	-7.00	-7.00	-8.00	-8.00	-5.00	-5.00	-9.00	-9.00	-2.00	-2.00	-2.00	-2.00

	6				7				8				9				10				11			
S	2	2	1	1	2	2	2	2	7	7	7	7	6	6	5	5	6	3	6	6	7	7	7	7
F	6.00	6.00	6.00	6.00	7.00	7.00	5.00	5.00	25.00	25.00	26.00	26.00	24.00	24.00	22.00	22.00	24.00	24.00	21.00	21.00	25.00	25.00	21.00	21.00
D	-4.00	-4.00	-5.00	-5.00	-5.00	-5.00	-3.00	-3.00	-18.00	-18.00	-19.00	-19.00	-18.00	-18.00	-17.00	-17.00	-18.00	-21.00	-15.00	-15.00	-18.00	-18.00	-14.00	-14.00

	12				13				14				15				16				17			
S	6	5	4	5	3	3	4	4	8	8	7	7	6	6	4	5	6	5	6	6	1	1	1	1
F	26.00	26.00	21.00	21.00	23.00	23.00	24.00	24.00	27.00	27.00	26.00	26.00	26.00	26.00	26.00	26.00	21.00	21.00	26.00	26.00	25.00	25.00	23.00	23.00
D	-20.00	-21.00	-17.00	-16.00	-20.00	-20.00	-20.00	-20.00	-19.00	-19.00	-19.00	-19.00	-20.00	-20.00	-22.00	-21.00	-15.00	-16.00	-20.00	-20.00	-24.00	-24.00	-22.00	-22.00

	18				19				20				21				22				23			
S	0	0	0	0	1	1	1	1	1	1	1	1	0	1	1	1	1	1	1	1	1	1	1	1
F	18.00	18.00	17.00	17.00	23.00	23.00	19.00	19.00	22.00	22.00	16.00	16.00	16.00	16.00	19.00	19.00	8.00	8.00	7.00	7.00	7.00	7.00	7.00	7.00
D	-18.00	-18.00	-17.00	-17.00	-22.00	-22.00	-18.00	-18.00	-21.00	-21.00	-15.00	-15.00	-16.00	-15.00	-18.00	-18.00	-7.00	-7.00	-6.00	-6.00	-6.00	-6.00	-6.00	-6.00

Mean Absolute Deviation: 13.40

Standard Deviation: 6.59

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Q4 New Hire Schedule Bid

Scheduling Unit: Customer Service / Help Desk

Published: No

10/6/2015

S : Scheduled ACD F : Forecasted D : Difference

	0				1				2				3				4				5			
S	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	2	2	2
F	16.00	16.00	17.00	17.00	15.00	15.00	20.00	20.00	20.00	20.00	21.00	21.00	14.00	14.00	12.00	12.00	19.00	19.00	20.00	20.00	7.00	7.00	7.00	7.00
D	-16.00	-16.00	-17.00	-17.00	-15.00	-15.00	-20.00	-20.00	-20.00	-20.00	-21.00	-21.00	-14.00	-14.00	-12.00	-12.00	-19.00	-19.00	-20.00	-20.00	-5.00	-5.00	-5.00	-5.00

	6				7				8				9				10				11			
S	2	2	2	0	2	2	2	2	7	7	7	7	7	7	5	6	5	5	3	5	7	7	7	7
F	23.00	23.00	21.50	21.50	23.00	23.00	22.00	22.00	23.00	23.00	21.00	21.00	21.00	21.00	24.00	24.00	23.00	23.00	24.00	24.00	25.00	25.00	26.00	26.00
D	-21.00	-21.00	-19.50	-21.50	-21.00	-21.00	-20.00	-20.00	-16.00	-16.00	-14.00	-14.00	-14.00	-14.00	-19.00	-18.00	-18.00	-18.00	-21.00	-19.00	-18.00	-18.00	-19.00	-19.00

	12				13				14				15				16				17			
S	7	7	5	7	2	2	2	2	8	8	8	8	1	6	5	6	6	6	6	6	1	1	0	0
F	23.00	23.00	22.00	22.00	22.00	22.00	22.00	22.00	23.00	23.00	24.00	24.00	25.00	25.00	23.00	23.00	21.00	21.00	25.00	25.00	23.00	23.00	21.00	21.00
D	-16.00	-16.00	-17.00	-15.00	-20.00	-20.00	-20.00	-20.00	-15.00	-15.00	-16.00	-16.00	-24.00	-19.00	-18.00	-17.00	-15.00	-15.00	-19.00	-19.00	-22.00	-22.00	-21.00	-21.00

	18				19				20				21				22				23			
S	0	0	1	1	1	1	1	1	1	1	1	1	0	1	1	1	1	1	1	1	1	1	1	1
F	17.00	17.00	18.00	18.00	20.00	20.00	19.00	19.00	21.00	21.00	19.00	19.00	7.03	7.03	7.03	7.03	7.03	7.03	9.05	9.05	18.00	18.00	8.10	8.10
D	-17.00	-17.00	-17.00	-17.00	-19.00	-19.00	-18.00	-18.00	-20.00	-20.00	-18.00	-18.00	-7.03	-6.03	-6.03	-6.03	-6.03	-6.03	-8.05	-8.05	-17.00	-17.00	-7.10	-7.10

Mean Absolute Deviation: 16.31

Standard Deviation: 4.76

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Q4 New Hire Schedule Bid

Scheduling Unit: Customer Service / Help Desk

Published: No

10/7/2015

S : Scheduled ACD **F** : Forecasted **D** : Difference

	0				1				2				3				4				5			
S	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	2	2	2
F	15.00	15.00	17.00	17.00	20.00	20.00	19.00	19.00	21.00	21.00	18.00	18.00	13.00	13.00	14.00	14.00	19.00	19.00	19.00	19.00	7.00	7.00	7.00	7.00
D	-15.00	-15.00	-17.00	-17.00	-20.00	-20.00	-19.00	-19.00	-21.00	-21.00	-18.00	-18.00	-13.00	-13.00	-14.00	-14.00	-19.00	-19.00	-19.00	-19.00	-5.00	-5.00	-5.00	-5.00

	6				7				8				9				10				11			
S	2	2	2	2	1	1	2	2	7	7	7	7	7	7	6	4	4	5	5	5	7	7	7	7
F	24.00	24.00	22.00	22.00	23.00	23.00	23.00	23.00	22.00	22.00	23.00	23.00	22.00	22.00	23.00	23.00	22.00	22.00	24.00	24.00	23.00	23.00	22.00	22.00
D	-22.00	-22.00	-20.00	-20.00	-22.00	-22.00	-21.00	-21.00	-15.00	-15.00	-16.00	-16.00	-15.00	-15.00	-17.00	-19.00	-18.00	-17.00	-19.00	-19.00	-16.00	-16.00	-15.00	-15.00

	12				13				14				15				16				17			
S	7	7	5	7	2	2	2	2	8	8	8	8	1	6	6	6	6	5	6	6	1	1	1	1
F	22.00	22.00	22.00	22.00	27.00	27.00	22.00	22.00	24.00	24.00	22.00	22.00	26.00	26.00	22.00	22.00	24.00	24.00	22.00	22.00	21.00	21.00	23.00	23.00
D	-15.00	-15.00	-17.00	-15.00	-25.00	-25.00	-20.00	-20.00	-16.00	-16.00	-14.00	-14.00	-25.00	-20.00	-16.00	-16.00	-18.00	-19.00	-16.00	-16.00	-20.00	-20.00	-22.00	-22.00

	18				19				20				21				22				23			
S	0	0	0	0	1	1	1	1	1	1	1	1	1	0	1	1	1	1	1	1	1	1	1	1
F	19.00	19.00	19.00	19.00	18.00	18.00	21.00	21.00	20.00	20.00	7.00	7.00	21.00	21.00	7.02	7.02	7.02	7.02	7.02	7.02	8.01	8.01	7.07	7.07
D	-19.00	-19.00	-19.00	-19.00	-17.00	-17.00	-20.00	-20.00	-19.00	-19.00	-6.00	-6.00	-20.00	-21.00	-6.02	-6.02	-6.02	-6.02	-6.02	-6.02	-7.01	-7.01	-6.07	-6.07

Mean Absolute Deviation: 16.13

Standard Deviation: 5.23

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Q4 New Hire Schedule Bid

Scheduling Unit: Customer Service / Help Desk

Published: No

10/8/2015

S : Scheduled ACD **F** : Forecasted **D** : Difference

	0				1				2				3				4				5			
S	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	2	2	2
F	21.00	21.00	15.00	15.00	21.00	21.00	22.00	22.00	20.00	20.00	20.00	20.00	16.00	16.00	13.00	13.00	19.00	19.00	21.00	21.00	8.00	8.00	8.00	8.00
D	-21.00	-21.00	-15.00	-15.00	-21.00	-21.00	-22.00	-22.00	-20.00	-20.00	-20.00	-20.00	-16.00	-16.00	-13.00	-13.00	-19.00	-19.00	-21.00	-21.00	-6.00	-6.00	-6.00	-6.00

	6				7				8				9				10				11			
S	2	2	2	2	1	2	1	2	7	7	7	7	7	7	6	6	2	5	5	5	7	7	5	5
F	23.00	23.00	23.00	23.00	20.00	20.00	21.00	21.00	22.00	22.00	20.00	20.00	23.00	23.00	24.00	24.00	23.00	23.00	24.00	24.00	26.00	26.00	21.00	21.00
D	-21.00	-21.00	-21.00	-21.00	-19.00	-18.00	-20.00	-19.00	-15.00	-15.00	-13.00	-13.00	-16.00	-16.00	-18.00	-18.00	-21.00	-18.00	-19.00	-19.00	-19.00	-19.00	-16.00	-16.00

	12				13				14				15				16				17			
S	5	5	5	7	4	4	4	4	7	7	7	5	2	5	5	5	5	5	5	5	0	0	0	0
F	21.00	21.00	21.00	21.00	22.00	22.00	22.00	22.00	22.00	22.00	22.00	22.00	23.00	23.00	22.00	22.00	26.00	26.00	24.00	24.00	21.00	21.00	22.00	22.00
D	-16.00	-16.00	-16.00	-14.00	-18.00	-18.00	-18.00	-18.00	-15.00	-15.00	-15.00	-17.00	-21.00	-18.00	-17.00	-17.00	-21.00	-21.00	-19.00	-19.00	-21.00	-21.00	-22.00	-22.00

	18				19				20				21				22				23			
S	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
F	18.00	18.00	16.00	16.00	16.00	16.00	17.00	17.00	15.00	15.00	18.00	18.00	17.00	17.00	17.00	17.00	15.00	15.00	17.00	17.00	16.00	16.00	15.00	15.00
D	-18.00	-18.00	-16.00	-16.00	-16.00	-16.00	-17.00	-17.00	-15.00	-15.00	-18.00	-18.00	-17.00	-17.00	-17.00	-17.00	-15.00	-15.00	-17.00	-17.00	-16.00	-16.00	-15.00	-15.00

Mean Absolute Deviation: 17.29

Standard Deviation: 3.34

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Q4 New Hire Schedule Bid

Scheduling Unit: Customer Service / Help Desk

Published: No

10/9/2015

S : Scheduled ACD F : Forecasted D : Difference

	0				1				2				3				4				5			
S	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	2	2	2
F	21.00	21.00	20.00	20.00	20.00	20.00	20.00	20.00	20.00	20.00	19.00	19.00	15.00	15.00	14.00	14.00	9.50	9.50	19.00	19.00	8.00	8.00	7.00	7.00
D	-21.00	-21.00	-20.00	-20.00	-20.00	-20.00	-20.00	-20.00	-20.00	-20.00	-19.00	-19.00	-15.00	-15.00	-14.00	-14.00	-9.50	-9.50	-19.00	-19.00	-6.00	-6.00	-5.00	-5.00

	6				7				8				9				10				11			
S	2	2	1	1	2	2	2	2	7	7	7	7	7	7	5	6	3	5	5	5	6	6	5	5
F	17.00	17.00	19.00	19.00	20.00	20.00	19.00	19.00	21.00	21.00	26.00	26.00	22.00	22.00	22.00	22.00	22.00	22.00	24.00	24.00	25.00	25.00	22.00	22.00
D	-15.00	-15.00	-18.00	-18.00	-18.00	-18.00	-17.00	-17.00	-14.00	-14.00	-19.00	-19.00	-15.00	-15.00	-17.00	-16.00	-19.00	-17.00	-19.00	-19.00	-19.00	-19.00	-17.00	-17.00

	12				13				14				15				16				17			
S	5	5	4	6	5	5	5	5	7	7	4	7	4	5	4	5	5	5	5	5	0	0	0	0
F	26.00	26.00	22.00	22.00	23.00	23.00	24.00	24.00	26.00	26.00	26.00	26.00	26.00	26.00	26.00	26.00	25.00	25.00	24.00	24.00	26.00	26.00	21.00	21.00
D	-21.00	-21.00	-18.00	-16.00	-18.00	-18.00	-19.00	-19.00	-19.00	-19.00	-22.00	-19.00	-22.00	-21.00	-22.00	-21.00	-20.00	-20.00	-19.00	-19.00	-26.00	-26.00	-21.00	-21.00

	18				19				20				21				22				23			
S	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
F	22.00	22.00	19.00	19.00	18.00	18.00	18.00	18.00	18.00	18.00	19.00	19.00	18.00	18.00	17.00	17.00	16.00	16.00	14.00	14.00	15.00	15.00	15.00	15.00
D	-22.00	-22.00	-19.00	-19.00	-18.00	-18.00	-18.00	-18.00	-18.00	-18.00	-19.00	-19.00	-18.00	-18.00	-17.00	-17.00	-16.00	-16.00	-14.00	-14.00	-15.00	-15.00	-15.00	-15.00

Mean Absolute Deviation: 17.64

Standard Deviation: 3.69

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Q4 New Hire Schedule Bid

Scheduling Unit: Customer Service / Help Desk

Published: No

10/10/2015

S : Scheduled ACD F : Forecasted D : Difference

	0				1				2				3				4				5			
S	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
F	15.00	15.00	9.00	9.00	14.00	14.00	16.00	16.00	14.00	14.00	15.00	15.00	12.00	12.00	14.00	14.00	14.00	14.00	16.00	16.00	14.00	14.00	14.00	14.00
D	-15.00	-15.00	-9.00	-9.00	-14.00	-14.00	-16.00	-16.00	-14.00	-14.00	-15.00	-15.00	-12.00	-12.00	-14.00	-14.00	-14.00	-14.00	-16.00	-16.00	-14.00	-14.00	-14.00	-14.00

	6				7				8				9				10				11			
S	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
F	21.00	21.00	20.00	20.00	21.00	21.00	19.00	19.00	18.00	18.00	19.50	19.50	22.00	22.00	21.00	21.00	22.00	22.00	20.00	20.00	21.00	21.00	21.00	21.00
D	-21.00	-21.00	-20.00	-20.00	-21.00	-21.00	-19.00	-19.00	-18.00	-18.00	-19.50	-19.50	-22.00	-22.00	-21.00	-21.00	-22.00	-22.00	-20.00	-20.00	-21.00	-21.00	-21.00	-21.00

	12				13				14				15				16				17			
S	0	0	0	0	1	1	1	1	1	1	1	0	1	1	1	1	1	1	1	1	1	1	0	0
F	21.00	21.00	21.00	21.00	23.00	23.00	21.00	21.00	22.00	22.00	22.00	22.00	21.00	21.00	22.00	22.00	21.00	21.00	21.00	21.00	20.00	20.00	22.00	22.00
D	-21.00	-21.00	-21.00	-21.00	-22.00	-22.00	-20.00	-20.00	-21.00	-21.00	-21.00	-22.00	-20.00	-20.00	-21.00	-21.00	-20.00	-20.00	-20.00	-20.00	-19.00	-19.00	-22.00	-22.00

	18				19				20				21				22				23			
S	0	0	1	1	1	1	1	1	0	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
F	19.00	19.00	20.00	20.00	21.00	21.00	21.00	21.00	20.00	20.00	18.00	18.00	19.00	19.00	17.00	17.00	7.00	7.00	7.00	7.00	14.00	14.00	7.00	7.00
D	-19.00	-19.00	-19.00	-19.00	-20.00	-20.00	-20.00	-20.00	-20.00	-19.00	-17.00	-17.00	-18.00	-18.00	-16.00	-16.00	-6.00	-6.00	-6.00	-6.00	-13.00	-13.00	-6.00	-6.00

Mean Absolute Deviation: 17.51

Standard Deviation: 4.30

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Q4 New Hire Schedule Bid

Scheduling Unit: Customer Service / Help Desk

Published: No

10/11/2015

S : Scheduled ACD **F** : Forecasted **D** : Difference

	0				1				2				3				4				5			
S	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
F	12.00	12.00	14.00	14.00	15.00	15.00	16.00	16.00	0.00	0.00	0.00	0.00	27.00	27.00	30.00	30.00	12.00	12.00	15.00	15.00	15.00	15.00	16.00	16.00
D	-12.00	-12.00	-14.00	-14.00	-15.00	-15.00	-16.00	-16.00	0.00	0.00	0.00	0.00	-27.00	-27.00	-30.00	-30.00	-12.00	-12.00	-15.00	-15.00	-15.00	-15.00	-16.00	-16.00

	6				7				8				9				10				11			
S	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
F	21.00	21.00	21.00	21.00	18.00	18.00	18.50	18.50	19.00	19.00	18.50	18.50	20.00	20.00	17.00	17.00	19.00	19.00	21.00	21.00	20.00	20.00	20.00	20.00
D	-21.00	-21.00	-21.00	-21.00	-18.00	-18.00	-18.50	-18.50	-19.00	-19.00	-18.50	-18.50	-20.00	-20.00	-17.00	-17.00	-19.00	-19.00	-21.00	-21.00	-20.00	-20.00	-20.00	-20.00

	12				13				14				15				16				17			
S	0	0	0	0	0	0	0	0	1	1	1	1	1	1	0	1	1	1	1	1	1	1	1	1
F	19.00	19.00	19.00	19.00	17.00	17.00	21.00	21.00	20.00	20.00	22.00	22.00	21.00	21.00	19.00	19.00	17.00	17.00	19.00	19.00	18.00	18.00	17.00	17.00
D	-19.00	-19.00	-19.00	-19.00	-17.00	-17.00	-21.00	-21.00	-19.00	-19.00	-21.00	-21.00	-20.00	-20.00	-19.00	-18.00	-16.00	-16.00	-18.00	-18.00	-17.00	-17.00	-16.00	-16.00

	18				19				20				21				22				23			
S	0	0	0	0	1	1	1	1	1	1	0	1	1	1	1	1	1	1	1	1	1	1	1	1
F	18.00	18.00	18.00	18.00	21.00	21.00	15.00	15.00	20.00	20.00	19.00	19.00	20.00	20.00	7.00	7.00	16.00	16.00	9.00	9.00	16.00	16.00	18.00	18.00
D	-18.00	-18.00	-18.00	-18.00	-20.00	-20.00	-14.00	-14.00	-19.00	-19.00	-19.00	-18.00	-19.00	-19.00	-6.00	-6.00	-15.00	-15.00	-8.00	-8.00	-15.00	-15.00	-17.00	-17.00

Mean Absolute Deviation: 17.70

Standard Deviation: 5.38

Number of schedulable time periods: 92

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 11/23/2015

Scheduling Unit: Customer Service / Help Desk

Published: No

11/23/2015

S : Scheduled ACD F : Forecasted D : Difference

	0				1				2				3				4				5			
S	0	0	0	0	0	0	0	0	1	1	1	1	1	1	1	1	1	1	1	1	10	10	11	11
F	17.00	17.00	17.00	17.00	17.00	17.00	17.00	17.00	7.07	7.07	7.07	7.07	7.07	7.07	7.08	7.08	7.06	7.06	7.08	7.08	12.05	12.05	12.11	12.11
D	-17.00	-17.00	-17.00	-17.00	-17.00	-17.00	-17.00	-17.00	-6.07	-6.07	-6.07	-6.07	-6.07	-6.07	-6.08	-6.08	-6.06	-6.06	-6.08	-6.08	-2.05	-2.05	-1.11	-1.11

	6				7				8				9				10				11			
S	17	17	18	18	22	22	24	26	49	51	45	51	52	53	47	48	44	45	44	48	48	48	54	54
F	16.01	16.01	16.13	16.13	25.00	25.00	22.05	22.05	42.00	42.00	46.00	46.00	47.00	47.00	48.00	48.00	46.00	46.00	49.00	49.00	48.00	48.00	51.00	51.00
D	0.99	0.99	1.87	1.87	-3.00	-3.00	1.95	3.95	7.00	9.00	-1.00	5.00	5.00	6.00	-1.00	0.00	-2.00	-1.00	-5.00	-1.00	0.00	0.00	3.00	3.00

	12				13				14				15				16				17			
S	53	53	54	53	58	58	52	58	68	67	67	68	65	67	68	66	57	57	52	53	29	29	23	23
F	51.00	51.00	50.00	50.00	53.00	53.00	52.00	52.00	63.00	63.00	64.00	64.00	64.00	64.00	65.00	65.00	57.00	57.00	52.50	52.50	29.00	29.00	23.00	23.00
D	2.00	2.00	4.00	3.00	5.00	5.00	0.00	6.00	5.00	4.00	3.00	4.00	1.00	3.00	3.00	1.00	0.00	0.00	-0.50	0.50	0.00	0.00	0.00	0.00

	18				19				20				21				22				23			
S	22	21	21	22	21	21	25	24	19	19	17	18	14	18	18	19	19	19	19	19	16	16	2	2
F	21.00	21.00	21.00	21.00	16.00	16.00	20.00	20.00	18.00	18.00	16.00	16.00	17.00	17.00	17.00	17.00	16.00	16.00	16.00	16.00	15.00	15.00	8.21	8.21
D	1.00	0.00	0.00	1.00	5.00	5.00	5.00	4.00	1.00	1.00	1.00	2.00	-3.00	1.00	1.00	2.00	3.00	3.00	3.00	3.00	1.00	1.00	-6.21	-6.21

Mean Absolute Deviation: 4.10

Standard Deviation: 5.95

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 11/23/2015

Scheduling Unit: Customer Service / Help Desk

Published: No

11/24/2015

S : Scheduled ACD F : Forecasted D : Difference

	0				1				2				3				4				5			
S	3	3	3	3	2	2	2	2	1	1	2	1	2	2	2	2	2	2	2	2	10	10	11	11
F	8.21	8.21	8.21	8.21	7.21	7.21	7.21	7.21	7.21	7.21	7.21	7.21	7.21	7.21	7.20	7.20	7.23	7.23	7.31	7.31	14.07	14.07	12.21	12.21
D	-5.21	-5.21	-5.21	-5.21	-5.21	-5.21	-5.21	-5.21	-6.21	-6.21	-5.21	-6.21	-5.21	-5.21	-5.20	-5.20	-5.23	-5.23	-5.31	-5.31	-4.07	-4.07	-1.21	-1.21

	6				7				8				9				10				11			
S	11	11	12	12	19	18	20	22	46	48	48	48	47	47	40	42	42	42	43	46	49	48	48	48
F	15.28	15.28	16.26	16.26	25.00	25.00	23.01	23.01	43.00	43.00	48.00	48.00	47.00	47.00	48.00	48.00	49.00	49.00	47.50	47.50	48.50	48.50	48.00	48.00
D	-4.28	-4.28	-4.26	-4.26	-6.00	-7.00	-3.01	-1.01	3.00	5.00	0.00	0.00	0.00	0.00	-8.00	-6.00	-7.00	-7.00	-4.50	-1.50	0.50	-0.50	0.00	0.00

	12				13				14				15				16				17			
S	46	46	48	48	49	48	50	50	59	60	61	61	60	58	61	60	55	55	52	56	29	29	25	25
F	46.00	46.00	48.00	48.00	48.50	48.50	50.00	50.00	59.50	59.50	61.00	61.00	59.00	59.00	60.50	60.50	55.00	55.00	54.00	54.00	29.00	29.00	25.00	25.00
D	0.00	0.00	0.00	0.00	0.50	-0.50	0.00	0.00	-0.50	0.50	0.00	0.00	1.00	-1.00	0.50	-0.50	0.00	0.00	-2.00	2.00	0.00	0.00	0.00	0.00

	18				19				20				21				22				23			
S	21	21	19	20	22	22	24	25	19	19	17	18	15	18	20	20	19	19	19	19	17	17	2	2
F	21.00	21.00	19.00	19.00	21.00	21.00	18.00	18.00	18.00	18.00	17.00	17.00	17.00	17.00	19.64	19.64	18.64	18.64	17.66	17.66	17.62	17.62	9.64	9.64
D	0.00	0.00	0.00	1.00	1.00	1.00	6.00	7.00	1.00	1.00	0.00	1.00	-2.00	1.00	0.36	0.36	0.36	0.36	1.34	1.34	-0.62	-0.62	-7.64	-7.64

Mean Absolute Deviation: 2.57

Standard Deviation: 3.16

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 11/23/2015

Scheduling Unit: Customer Service / Help Desk

Published: No

11/25/2015

S : Scheduled ACD **F** : Forecasted **D** : Difference

	0				1				2				3				4				5			
S	3	3	3	3	1	1	1	1	2	2	2	1	2	2	2	2	2	2	2	2	10	10	11	11
F	9.65	9.65	9.64	9.64	8.65	8.65	8.54	8.54	8.61	8.61	8.67	8.67	8.77	8.77	7.49	7.49	7.52	7.52	7.53	7.53	13.19	13.19	12.41	12.41
D	-6.65	-6.65	-6.64	-6.64	-7.65	-7.65	-7.54	-7.54	-6.61	-6.61	-6.67	-7.67	-6.77	-6.77	-5.49	-5.49	-5.52	-5.52	-5.53	-5.53	-3.19	-3.19	-1.41	-1.41

	6				7				8				9				10				11			
S	12	12	12	12	17	17	20	21	45	47	46	47	45	46	42	42	42	42	43	46	48	47	45	45
F	16.25	16.25	16.35	16.35	25.00	25.00	22.27	22.27	41.00	41.00	46.50	46.50	45.50	45.50	48.00	48.00	49.00	49.00	44.50	44.50	47.50	47.50	45.00	45.00
D	-4.25	-4.25	-4.35	-4.35	-8.00	-8.00	-2.27	-1.27	4.00	6.00	-0.50	0.50	-0.50	0.50	-6.00	-6.00	-7.00	-7.00	-1.50	1.50	0.50	-0.50	0.00	0.00

	12				13				14				15				16				17			
S	43	45	47	46	50	51	53	53	61	60	58	58	60	61	58	60	56	56	52	53	29	29	23	23
F	44.00	44.00	46.50	46.50	47.00	47.00	49.00	49.00	60.50	60.50	58.00	58.00	60.50	60.50	62.00	62.00	56.00	56.00	52.50	52.50	29.00	29.00	26.00	26.00
D	-1.00	1.00	0.50	-0.50	3.00	4.00	4.00	4.00	0.50	-0.50	0.00	0.00	-0.50	0.50	-4.00	-2.00	0.00	0.00	-0.50	0.50	0.00	0.00	-3.00	-3.00

	18				19				20				21				22				23			
S	21	22	19	22	21	21	25	24	19	19	16	18	15	17	19	19	19	19	19	19	16	16	2	2
F	21.00	21.00	19.00	19.00	18.00	18.00	20.00	20.00	18.00	18.00	18.00	18.00	18.00	18.00	19.00	19.00	16.00	16.00	16.00	16.00	15.00	15.00	8.20	8.20
D	0.00	1.00	0.00	3.00	3.00	3.00	5.00	4.00	1.00	1.00	-2.00	0.00	-3.00	-1.00	0.00	0.00	3.00	3.00	3.00	3.00	1.00	1.00	-6.20	-6.20

Mean Absolute Deviation: 3.18

Standard Deviation: 3.71

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 11/23/2015

Scheduling Unit: Customer Service / Help Desk

Published: No

11/26/2015

S : Scheduled ACD F : Forecasted D : Difference

	0				1				2				3				4				5			
S	2	2	2	2	2	2	2	2	2	2	1	1	2	2	2	2	2	2	2	2	10	10	10	10
F	8.20	8.20	8.20	8.20	7.20	7.20	7.20	7.20	7.20	7.20	7.21	7.21	7.19	7.19	7.22	7.22	7.19	7.19	7.23	7.23	13.14	13.14	11.31	11.31
D	-6.20	-6.20	-6.20	-6.20	-5.20	-5.20	-5.20	-5.20	-5.20	-5.20	-6.21	-6.21	-5.19	-5.19	-5.22	-5.22	-5.19	-5.19	-5.23	-5.23	-3.14	-3.14	-1.31	-1.31

	6				7				8				9				10				11			
S	14	14	19	18	19	19	22	23	43	45	43	44	41	45	38	37	37	37	37	46	50	52	52	53
F	16.10	16.10	16.24	16.24	23.00	23.00	20.34	20.34	43.00	43.00	46.00	46.00	46.00	46.00	44.00	44.00	44.00	44.00	47.50	47.50	50.00	50.00	51.00	51.00
D	-2.10	-2.10	2.76	1.76	-4.00	-4.00	1.66	2.66	0.00	2.00	-3.00	-2.00	-5.00	-1.00	-6.00	-7.00	-7.00	-7.00	-10.50	-1.50	0.00	2.00	1.00	2.00

	12				13				14				15				16				17			
S	51	51	51	51	49	54	54	54	60	60	54	54	56	56	53	54	46	46	45	46	23	23	17	18
F	49.00	49.00	46.00	46.00	50.00	50.00	53.00	53.00	62.00	62.00	60.00	60.00	62.00	62.00	61.00	61.00	55.00	55.00	55.00	55.00	32.00	32.00	25.00	25.00
D	2.00	2.00	5.00	5.00	-1.00	4.00	1.00	1.00	-2.00	-2.00	-6.00	-6.00	-6.00	-6.00	-8.00	-7.00	-9.00	-9.00	-10.00	-9.00	-9.00	-9.00	-8.00	-7.00

	18				19				20				21				22				23			
S	12	13	12	13	13	13	15	15	10	10	9	9	8	8	8	8	2	2	2	2	2	2	2	2
F	20.00	20.00	15.02	15.02	15.03	15.03	15.03	15.03	16.00	16.00	11.24	11.24	11.24	11.24	10.24	10.24	7.24	7.24	7.24	7.24	7.24	7.24	7.24	7.24
D	-8.00	-7.00	-3.02	-2.02	-2.03	-2.03	-0.03	-0.03	-6.00	-6.00	-2.24	-2.24	-3.24	-3.24	-2.24	-2.24	-5.24	-5.24	-5.24	-5.24	-5.24	-5.24	-5.24	-5.24

Mean Absolute Deviation: 4.42

Standard Deviation: 3.49

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 11/23/2015

Scheduling Unit: Customer Service / Help Desk

Published: No

11/27/2015

S : Scheduled ACD F : Forecasted D : Difference

	0				1				2				3				4				5			
S	2	2	2	2	1	1	1	1	1	1	1	0	1	1	1	1	1	1	1	1	10	10	10	10
F	8.24	8.24	8.25	8.25	7.24	7.24	7.24	7.24	7.25	7.25	7.25	7.25	7.24	7.24	7.22	7.22	7.22	7.22	7.35	7.35	16.00	16.00	16.00	16.00
D	-6.24	-6.24	-6.25	-6.25	-6.24	-6.24	-6.24	-6.24	-6.25	-6.25	-6.25	-7.25	-6.24	-6.24	-6.22	-6.22	-6.22	-6.22	-6.35	-6.35	-6.00	-6.00	-6.00	-6.00

	6				7				8				9				10				11			
S	11	11	12	12	17	16	19	19	39	40	41	41	41	43	31	36	38	39	40	48	47	48	47	46
F	14.00	14.00	15.00	15.00	15.00	15.00	19.00	19.00	38.00	38.00	37.00	37.00	46.00	46.00	43.00	43.00	39.00	39.00	48.00	48.00	47.50	47.50	48.00	48.00
D	-3.00	-3.00	-3.00	-3.00	2.00	1.00	0.00	0.00	1.00	2.00	4.00	4.00	-5.00	-3.00	-12.00	-7.00	-1.00	0.00	-8.00	0.00	-0.50	0.50	-1.00	-2.00

	12				13				14				15				16				17			
S	51	51	53	53	52	53	50	54	59	59	57	56	55	55	56	55	48	48	50	49	24	24	18	18
F	44.00	44.00	44.00	44.00	51.00	51.00	54.00	54.00	60.00	60.00	62.00	62.00	61.00	61.00	62.00	62.00	57.00	57.00	54.00	54.00	32.00	32.00	25.00	25.00
D	7.00	7.00	9.00	9.00	1.00	2.00	-4.00	0.00	-1.00	-1.00	-5.00	-6.00	-6.00	-6.00	-6.00	-7.00	-9.00	-9.00	-4.00	-5.00	-8.00	-8.00	-7.00	-7.00

	18				19				20				21				22				23			
S	13	13	10	13	13	13	15	15	11	11	9	9	8	9	8	9	2	2	2	2	2	2	2	2
F	19.00	19.00	15.00	15.00	16.00	16.00	15.00	15.00	16.00	16.00	14.00	14.00	14.00	14.00	13.00	13.00	7.40	7.40	8.40	8.40	8.40	8.40	7.40	7.40
D	-6.00	-6.00	-5.00	-2.00	-3.00	-3.00	0.00	0.00	-5.00	-5.00	-5.00	-5.00	-6.00	-5.00	-5.00	-4.00	-5.40	-5.40	-6.40	-6.40	-6.40	-6.40	-5.40	-5.40

Mean Absolute Deviation: 4.81

Standard Deviation: 3.92

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 11/23/2015

Scheduling Unit: Customer Service / Help Desk

Published: No

11/28/2015

S : Scheduled ACD F : Forecasted D : Difference

	0				1				2				3				4				5			
S	3	3	3	3	1	1	1	1	1	1	0	1	1	1	1	1	1	1	1	1	1	1	0	0
F	8.40	8.40	8.40	8.40	7.40	7.40	7.40	7.40	7.40	7.40	7.40	7.40	7.40	7.40	7.42	7.42	7.42	7.42	7.38	7.38	7.53	7.53	16.00	16.00
D	-5.40	-5.40	-5.40	-5.40	-6.40	-6.40	-6.40	-6.40	-6.40	-6.40	-7.40	-6.40	-6.40	-6.40	-6.42	-6.42	-6.42	-6.42	-6.38	-6.38	-6.53	-6.53	-16.00	-16.00

	6				7				8				9				10				11			
S	6	6	7	7	8	8	8	8	10	10	6	11	10	9	8	9	9	9	4	4	4	4	9	9
F	5.69	5.69	8.69	8.69	8.69	8.69	9.71	9.71	12.75	12.75	14.75	14.75	12.75	12.75	12.75	12.75	10.75	10.75	13.75	13.75	11.75	11.75	13.75	13.75
D	0.31	0.31	-1.69	-1.69	-0.69	-0.69	-1.71	-1.71	-2.75	-2.75	-8.75	-3.75	-2.75	-3.75	-4.75	-3.75	-1.75	-1.75	-9.75	-9.75	-7.75	-7.75	-4.75	-4.75

	12				13				14				15				16				17			
S	10	10	10	10	21	20	18	24	27	27	25	26	21	21	25	25	22	23	23	23	13	13	8	8
F	12.75	12.75	11.75	11.75	22.75	22.75	26.75	26.75	30.75	30.75	29.75	29.75	23.75	23.75	28.75	28.75	29.75	29.75	30.86	30.86	21.64	21.64	15.75	15.75
D	-2.75	-2.75	-1.75	-1.75	-1.75	-2.75	-8.75	-2.75	-3.75	-3.75	-4.75	-3.75	-2.75	-2.75	-3.75	-3.75	-7.75	-6.75	-7.86	-7.86	-8.64	-8.64	-7.75	-7.75

	18				19				20				21				22				23			
S	7	7	9	9	14	14	15	15	14	15	12	17	14	17	17	17	17	17	17	17	17	17	0	0
F	11.75	11.75	11.86	11.86	16.64	16.64	15.53	15.53	15.34	15.34	15.09	15.09	16.02	16.02	16.02	16.02	15.09	15.09	15.00	15.00	15.00	15.00	17.00	17.00
D	-4.75	-4.75	-2.86	-2.86	-2.64	-2.64	-0.53	-0.53	-1.34	-0.34	-3.09	1.91	-2.02	0.98	0.98	0.98	1.91	1.91	2.00	2.00	2.00	2.00	-17.00	-17.00

Mean Absolute Deviation: 4.75

Standard Deviation: 3.95

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 11/23/2015

Scheduling Unit: Customer Service / Help Desk

Published: No

11/29/2015

S : Scheduled ACD F : Forecasted D : Difference

	0				1				2				3				4				5			
S	1	1	1	1	1	1	1	1	1	1	0	1	1	1	1	1	1	1	1	1	0	0	0	0
F	7.28	7.28	7.30	7.30	7.30	7.30	7.30	7.30	7.30	7.30	7.30	7.30	7.30	7.30	7.30	7.30	7.30	7.30	7.61	7.61	16.00	16.00	16.00	16.00
D	-6.28	-6.28	-6.30	-6.30	-6.30	-6.30	-6.30	-6.30	-6.30	-6.30	-6.30	-7.30	-6.30	-6.30	-6.30	-6.30	-6.30	-6.30	-6.61	-6.61	-16.00	-16.00	-16.00	-16.00

	6				7				8				9				10				11			
S	7	7	8	8	8	8	8	8	10	11	5	11	8	9	9	10	8	8	4	4	4	4	8	8
F	8.61	8.61	8.61	8.61	9.64	9.64	10.67	10.67	11.67	11.67	12.67	12.67	10.67	10.67	12.67	12.67	11.67	11.67	12.67	12.67	12.67	12.67	12.67	12.67
D	-1.61	-1.61	-0.61	-0.61	-1.64	-1.64	-2.67	-2.67	-1.67	-0.67	-7.67	-1.67	-2.67	-1.67	-3.67	-2.67	-3.67	-3.67	-8.67	-8.67	-8.67	-8.67	-4.67	-4.67

	12				13				14				15				16				17			
S	10	10	10	10	21	21	20	25	27	27	24	24	23	22	25	24	23	23	22	22	13	13	9	9
F	11.67	11.67	11.67	11.67	24.67	24.67	27.67	27.67	30.67	30.67	28.67	28.67	24.67	24.67	29.66	29.66	31.69	31.69	30.70	30.70	22.44	22.44	16.60	16.60
D	-1.67	-1.67	-1.67	-1.67	-3.67	-3.67	-7.67	-2.67	-3.67	-3.67	-4.67	-4.67	-1.67	-2.67	-4.66	-5.66	-8.69	-8.69	-8.70	-8.70	-9.44	-9.44	-7.60	-7.60

	18				19				20				21				22				23			
S	7	7	8	8	14	14	15	16	15	14	11	17	14	17	17	17	17	17	17	17	17	17	0	0
F	12.96	12.96	15.00	15.00	16.72	16.72	15.41	15.41	16.62	16.62	16.02	16.02	16.50	16.50	16.04	16.04	15.00	15.00	16.00	16.00	15.00	15.00	17.00	17.00
D	-5.96	-5.96	-7.00	-7.00	-2.72	-2.72	-0.41	0.59	-1.62	-2.62	-5.02	0.98	-2.50	0.50	0.96	0.96	2.00	2.00	1.00	1.00	2.00	2.00	-17.00	-17.00

Mean Absolute Deviation: 5.15

Standard Deviation: 4.24

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 8/30/2015

Scheduling Unit: Customer Service / Help Desk

Published on date/time:

8/31/2015

S : Scheduled ACD F : Forecasted D : Difference

	0				1				2				3				4				5			
S	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
F	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00
D	-1.00	-1.00	-1.00	-1.00	-1.00	-1.00	-1.00	-1.00	-1.00	-1.00	-1.00	-1.00	-1.00	-1.00	-1.00	-1.00	-1.00	-1.00	-1.00	-1.00	-1.00	-1.00	-1.00	-1.00

	6				7				8				9				10				11			
S	1	1	1	1	1	1	1	1	2	2	2	2	1	2	1	2	1	1	1	1	2	2	2	2
F	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00
D	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1.00	1.00	1.00	1.00	0.00	1.00	0.00	1.00	0.00	0.00	0.00	0.00	1.00	1.00	1.00	1.00

	12				13				14				15				16				17			
S	0	0	0	0	2	2	2	2	2	2	2	2	0	2	2	2	2	2	2	2	2	2	2	2
F	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00
D	-1.00	-1.00	-1.00	-1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	-1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00

	18				19				20				21				22				23			
S	2	2	2	2	2	2	2	2	2	2	2	2	0	2	2	2	2	2	2	2	0	0	0	0
F	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00
D	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	-1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	-1.00	-1.00	-1.00	-1.00

Mean Absolute Deviation: 0.85

Standard Deviation: 0.91

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 8/30/2015

Scheduling Unit: Support

Published on date/time: 09/03/2015 11:07:00

9/1/2015

S : Scheduled ACD **F** : Forecasted **D** : Difference

	0				1				2				3				4				5			
S	2	2	2	2	2	2	2	2	1	1	1	1	1	1	1	1	1	1	2	2	2	2	2	2
F	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00
D	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1.00	1.00	1.00	1.00	1.00	1.00

	6				7				8				9				10				11			
S	2	2	2	2	2	2	1	1	1	1	0	2	2	2	2	2	2	2	2	2	1	1	1	1
F	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00
D	1.00	1.00	1.00	1.00	1.00	1.00	0.00	0.00	0.00	0.00	0.00	-1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	0.00	0.00	0.00	0.00

	12				13				14				15				16				17			
S	1	1	1	1	2	2	1	1	1	1	2	2	1	2	2	1	2	2	2	2	2	2	2	2
F	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00
D	0.00	0.00	0.00	0.00	1.00	1.00	0.00	0.00	0.00	0.00	1.00	1.00	0.00	1.00	1.00	0.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00

	18				19				20				21				22				23			
S	2	2	2	2	2	2	2	2	2	2	2	2	2	2	0	2	2	2	0	0	0	0	0	0
F	1.00	1.00	1.00	1.00	1.00	1.00	0.00	0.00	1.00	1.00	1.00	1.00	1.00	1.00	0.00	0.00	0.00	0.00	0.00	0.00	1.00	1.00	1.00	1.00
D	1.00	1.00	1.00	1.00	1.00	1.00	2.00	2.00	1.00	1.00	1.00	1.00	1.00	1.00	0.00	2.00	2.00	2.00	0.00	0.00	-1.00	-1.00	-1.00	-1.00

Mean Absolute Deviation: 0.75

Standard Deviation: 0.68

Number of schedulable time periods: 93

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 8/30/2015

Scheduling Unit: Support

Published on date/time: 09/03/2015 11:07:00

9/2/2015

S : Scheduled ACD F : Forecasted D : Difference

	0				1				2				3				4				5			
S	0	0	2	2	2	2	2	2	2	2	2	2	2	2	2	2	0	2	2	2	2	2	2	2
F	1.00	1.00	1.00	1.00	0.00	0.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00
D	-1.00	-1.00	1.00	1.00	2.00	2.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	-1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00

	6				7				8				9				10				11			
S	2	2	2	2	2	2	2	2	2	2	2	2	0	2	2	2	0	0	0	0	2	2	2	2
F	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00
D	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	-1.00	1.00	1.00	1.00	-1.00	-1.00	-1.00	-1.00	1.00	1.00	1.00	1.00

	12				13				14				15				16				17			
S	0	0	0	0	2	2	2	2	2	2	2	2	2	2	2	2	0	2	2	2	2	2	2	2
F	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00
D	-1.00	-1.00	-1.00	-1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	-1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00

	18				19				20				21				22				23			
S	2	2	2	2	2	2	2	2	2	2	2	2	2	0	2	2	2	2	0	0	0	0	2	2
F	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00
D	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	-1.00	1.00	1.00	1.00	1.00	-1.00	-1.00	-1.00	-1.00	1.00	1.00

Mean Absolute Deviation: 1.02

Standard Deviation: 0.80

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 8/30/2015

Scheduling Unit: Support

Published on date/time: 09/03/2015 11:07:00

9/3/2015

S : Scheduled ACD F : Forecasted D : Difference

	0				1				2				3				4				5			
S	0	0	0	0	2	2	2	2	2	2	2	2	2	2	0	2	2	2	2	2	2	2	2	2
F	1.00	1.00	1.00	1.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	1.00	1.00	2.00	2.00	2.00	2.00
D	-1.00	-1.00	-1.00	-1.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	-2.00	0.00	0.00	0.00	1.00	1.00	0.00	0.00	0.00	0.00

	6				7				8				9				10				11			
S	2	2	2	2	2	2	2	2	2	2	2	2	2	2	0	2	2	2	2	2	0	0	0	0
F	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	1.00	1.00	1.00	1.00	2.00	2.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	2.00	2.00
D	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1.00	1.00	1.00	1.00	0.00	0.00	-1.00	1.00	1.00	1.00	1.00	1.00	-1.00	-1.00	-2.00	-2.00

	12				13				14				15				16				17			
S	2	2	2	2	2	2	2	2	2	2	2	2	0	0	0	0	0	2	2	2	2	2	2	2
F	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	2.00	2.00	2.00	2.00	1.00	1.00	1.00	1.00	2.00	2.00	2.00	2.00
D	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	-2.00	-2.00	-2.00	-2.00	-1.00	1.00	1.00	1.00	0.00	0.00	0.00	0.00

	18				19				20				21				22				23			
S	2	2	2	2	2	2	2	2	2	2	2	0	2	2	2	2	2	2	0	0	0	0	0	0
F	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	1.00	1.00	1.00	1.00	2.00	2.00	1.50	1.50	1.00	1.00	2.00	2.00	1.00	1.00	1.00	1.00
D	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1.00	1.00	1.00	-1.00	0.00	0.00	0.50	0.50	1.00	1.00	-2.00	-2.00	-1.00	-1.00	-1.00	-1.00

Mean Absolute Deviation: 0.66

Standard Deviation: 0.92

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 8/30/2015

Scheduling Unit: Support

Published on date/time: 09/03/2015 11:07:00

9/4/2015

S : Scheduled ACD F : Forecasted D : Difference

	0				1				2				3				4				5			
S	0	0	2	2	2	2	2	2	2	2	2	2	2	2	0	2	2	2	2	2	2	2	2	2
F	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00
D	-1.00	-1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	-1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00

	6				7				8				9				10				11			
S	2	2	2	2	2	2	2	2	2	2	0	2	2	2	2	2	2	2	2	2	0	0	0	0
F	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00
D	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	-1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	-1.00	-1.00	-1.00	-1.00

	12				13				14				15				16				17			
S	2	2	2	2	2	2	2	2	2	2	2	2	0	0	0	0	0	2	2	2	2	2	2	2
F	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00
D	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	-1.00	-1.00	-1.00	-1.00	-1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00

	18				19				20				21				22				23			
S	2	2	2	2	2	2	2	2	2	2	0	2	2	2	2	2	2	2	2	2	2	2	1	1
F	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00
D	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	-1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	0.00	0.00

Mean Absolute Deviation: 0.98

Standard Deviation: 0.71

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 8/30/2015

Scheduling Unit: Support

Published on date/time: 09/03/2015 11:07:00

9/5/2015

S : Scheduled ACD **F** : Forecasted **D** : Difference

	0				1				2				3				4				5			
S	0	0	1	1	2	2	1	1	1	1	1	1	1	1	2	2	1	1	2	2	2	2	2	2
F	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00
D	-1.00	-1.00	0.00	0.00	1.00	1.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1.00	1.00	0.00	0.00	1.00	1.00	1.00	1.00	1.00	1.00

	6				7				8				9				10				11			
S	2	2	2	2	2	2	2	2	2	2	1	2	2	2	1	2	2	2	2	2	1	1	1	1
F	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00
D	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	0.00	1.00	1.00	1.00	0.00	1.00	1.00	1.00	1.00	1.00	0.00	0.00	0.00	0.00

	12				13				14				15				16				17			
S	1	1	1	1	1	1	1	1	2	2	1	1	1	1	2	1	1	2	2	2	2	2	2	2
F	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00
D	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1.00	1.00	0.00	0.00	0.00	0.00	1.00	0.00	0.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00

	18				19				20				21				22				23			
S	2	2	2	2	1	1	1	1	2	2	1	2	2	2	1	2	1	1	1	1	2	2	2	2
F	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00
D	1.00	1.00	1.00	1.00	0.00	0.00	0.00	0.00	1.00	1.00	0.00	1.00	1.00	1.00	0.00	1.00	0.00	0.00	0.00	0.00	1.00	1.00	1.00	1.00

Mean Absolute Deviation: 0.56

Standard Deviation: 0.54

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 8/30/2015

Scheduling Unit: Support

Published on date/time: 09/03/2015 11:07:00

9/6/2015

S : Scheduled ACD **F** : Forecasted **D** : Difference

	0				1				2				3				4				5			
S	1	1	1	1	2	2	2	2	2	2	2	2	1	1	1	1	1	1	2	2	2	2	2	2
F	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
D	1.00	1.00	1.00	1.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	1.00	1.00	1.00	1.00	1.00	1.00	2.00	2.00	2.00	2.00	2.00	2.00

	6				7				8				9				10				11			
S	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
F	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
D	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

	12				13				14				15				16				17			
S	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
F	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
D	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

	18				19				20				21				22				23			
S	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
F	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
D	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

Mean Absolute Deviation: 1.58

Standard Deviation: 2.79

Number of schedulable time periods: 24

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 9/7/2015

Scheduling Unit: Support

Published on date/time: 09/03/2015 11:07:00

9/7/2015

S : Scheduled ACD F : Forecasted D : Difference

	0				1				2				3				4				5			
S	12	12	12	12	12	12	12	12	11	11	11	11	12	12	12	11	13	13	13	13	16	15	21	22
F	19.00	19.00	19.00	19.00	19.00	19.00	18.00	18.00	17.00	17.00	19.00	19.00	19.00	19.00	19.00	19.00	19.00	19.00	19.00	19.00	19.00	19.00	22.00	22.00
D	-7.00	-7.00	-7.00	-7.00	-7.00	-7.00	-6.00	-6.00	-6.00	-6.00	-8.00	-8.00	-7.00	-7.00	-7.00	-8.00	-6.00	-6.00	-6.00	-6.00	-3.00	-4.00	-1.00	0.00

	6				7				8				9				10				11			
S	11	11	9	11	11	11	10	11	25	32	32	32	40	40	34	36	32	35	37	41	42	43	39	39
F	20.00	20.00	20.00	20.00	20.00	20.00	20.00	20.00	25.00	25.00	22.00	22.00	23.00	23.00	23.00	23.00	22.00	22.00	23.00	23.00	23.00	23.00	24.00	24.00
D	-9.00	-9.00	-11.00	-9.00	-9.00	-9.00	-10.00	-9.00	0.00	7.00	10.00	10.00	17.00	17.00	11.00	13.00	10.00	13.00	14.00	18.00	19.00	20.00	15.00	15.00

	12				13				14				15				16				17			
S	31	31	34	35	41	42	42	43	55	55	58	60	43	51	48	46	48	56	51	54	22	23	21	21
F	23.00	23.00	23.00	23.00	25.00	25.00	24.00	24.00	24.00	24.00	26.00	26.00	22.00	22.00	23.00	23.00	24.00	24.00	26.00	26.00	24.00	24.00	23.00	23.00
D	8.00	8.00	11.00	12.00	16.00	17.00	18.00	19.00	31.00	31.00	32.00	34.00	21.00	29.00	25.00	23.00	24.00	32.00	25.00	28.00	-2.00	-1.00	-2.00	-2.00

	18				19				20				21				22				23			
S	20	20	21	21	22	22	24	24	24	23	22	22	19	19	15	20	20	20	20	20	20	20	20	20
F	22.00	22.00	21.00	21.00	23.00	23.00	23.00	23.00	23.00	23.00	23.00	23.00	19.00	19.00	22.00	22.00	19.00	19.00	19.00	19.00	19.00	19.00	20.00	20.00
D	-2.00	-2.00	0.00	0.00	-1.00	-1.00	1.00	1.00	1.00	0.00	-1.00	-1.00	0.00	0.00	-7.00	-2.00	1.00	1.00	1.00	1.00	1.00	1.00	0.00	0.00

Mean Absolute Deviation: 9.42

Standard Deviation: 12.16

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 9/7/2015

Scheduling Unit: Customer Service / Help Desk

Published on date/time: 09/02/2015 13:05:54

9/8/2015

S : Scheduled ACD **F** : Forecasted **D** : Difference

	0				1				2				3				4				5			
S	15	15	15	15	14	14	14	14	13	13	12	12	13	13	12	12	11	14	14	14	15	15	21	21
F	20.00	20.00	20.00	20.00	20.00	20.00	18.00	18.00	20.00	20.00	20.00	20.00	19.00	19.00	18.00	18.00	19.00	19.00	18.00	18.00	19.00	19.00	21.00	21.00
D	-5.00	-5.00	-5.00	-5.00	-6.00	-6.00	-4.00	-4.00	-7.00	-7.00	-8.00	-8.00	-6.00	-6.00	-6.00	-6.00	-8.00	-5.00	-4.00	-4.00	-4.00	-4.00	0.00	0.00

	6				7				8				9				10				11			
S	11	11	11	11	9	9	10	10	34	42	36	36	40	40	33	35	37	40	36	41	41	41	39	37
F	21.00	21.00	19.00	19.00	18.00	18.00	19.00	19.00	25.00	25.00	23.00	23.00	25.00	25.00	23.00	23.00	22.00	22.00	20.00	20.00	22.00	22.00	25.50	25.50
D	-10.00	-10.00	-8.00	-8.00	-9.00	-9.00	-9.00	-9.00	9.00	17.00	13.00	13.00	15.00	15.00	10.00	12.00	15.00	18.00	16.00	21.00	19.00	19.00	13.50	11.50

	12				13				14				15				16				17			
S	38	38	39	41	36	38	40	40	57	57	53	55	51	62	38	50	51	54	59	57	21	23	21	21
F	25.00	25.00	23.00	23.00	24.00	24.00	24.00	24.00	23.00	23.00	23.00	23.00	23.00	23.00	24.00	24.00	24.00	24.00	25.00	25.00	23.00	23.00	24.00	24.00
D	13.00	13.00	16.00	18.00	12.00	14.00	16.00	16.00	34.00	34.00	30.00	32.00	28.00	39.00	14.00	26.00	27.00	30.00	34.00	32.00	-2.00	0.00	-3.00	-3.00

	18				19				20				21				22				23			
S	21	21	21	21	22	22	24	24	25	25	24	24	18	19	16	20	20	20	20	20	20	20	20	20
F	23.00	23.00	22.00	22.00	22.00	22.00	24.00	24.00	24.00	24.00	24.00	24.00	21.00	21.00	21.00	21.00	19.00	19.00	20.00	20.00	19.00	19.00	19.00	19.00
D	-2.00	-2.00	-1.00	-1.00	0.00	0.00	0.00	0.00	1.00	1.00	0.00	0.00	-3.00	-2.00	-5.00	-1.00	1.00	1.00	0.00	0.00	1.00	1.00	1.00	1.00

Mean Absolute Deviation: 9.82

Standard Deviation: 12.71

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 9/7/2015

Scheduling Unit: Customer Service / Help Desk

Published on date/time: 09/02/2015 13:05:54

9/9/2015

S : Scheduled ACD F : Forecasted D : Difference

	0				1				2				3				4				5			
S	15	15	15	15	13	13	13	13	12	12	13	13	13	13	12	12	13	14	14	14	15	15	21	21
F	20.00	20.00	20.00	20.00	19.00	19.00	20.00	20.00	19.00	19.00	19.00	19.00	19.00	19.00	19.00	19.00	20.00	20.00	20.00	20.00	19.00	19.00	20.00	20.00
D	-5.00	-5.00	-5.00	-5.00	-6.00	-6.00	-7.00	-7.00	-7.00	-7.00	-6.00	-6.00	-6.00	-6.00	-7.00	-7.00	-7.00	-6.00	-6.00	-6.00	-4.00	-4.00	1.00	1.00

	6				7				8				9				10				11			
S	11	11	10	10	10	10	11	11	36	43	35	36	44	44	35	35	36	35	35	44	44	43	38	39
F	21.00	21.00	21.00	21.00	20.00	20.00	21.00	21.00	25.00	25.00	22.00	22.00	26.00	26.00	27.00	27.00	24.00	24.00	24.00	24.00	24.00	24.00	23.00	23.00
D	-10.00	-10.00	-11.00	-11.00	-10.00	-10.00	-10.00	-10.00	11.00	18.00	13.00	14.00	18.00	18.00	8.00	8.00	12.00	11.00	11.00	20.00	20.00	19.00	15.00	16.00

	12				13				14				15				16				17			
S	35	35	35	41	38	40	42	42	60	60	58	62	50	57	35	46	60	55	55	58	21	22	21	21
F	23.00	23.00	26.00	26.00	25.00	25.00	25.00	25.00	26.00	26.00	23.00	23.00	23.00	23.00	22.00	22.00	25.00	25.00	23.00	23.00	24.00	24.00	24.00	24.00
D	12.00	12.00	9.00	15.00	13.00	15.00	17.00	17.00	34.00	34.00	35.00	39.00	27.00	34.00	13.00	24.00	35.00	30.00	32.00	35.00	-3.00	-2.00	-3.00	-3.00

	18				19				20				21				22				23			
S	21	21	21	21	22	22	24	25	25	26	25	24	19	18	16	20	20	20	20	20	20	20	20	20
F	23.00	23.00	21.00	21.00	22.00	22.00	24.00	24.00	24.00	24.00	24.00	24.00	18.00	18.00	21.00	21.00	19.00	19.00	19.00	19.00	19.00	19.00	19.00	19.00
D	-2.00	-2.00	0.00	0.00	0.00	0.00	0.00	1.00	1.00	2.00	1.00	0.00	1.00	0.00	-5.00	-1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00

Mean Absolute Deviation: 10.04

Standard Deviation: 13.07

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 9/7/2015

Scheduling Unit: Customer Service / Help Desk

Published on date/time: 09/02/2015 13:05:54

9/10/2015

S : Scheduled ACD F : Forecasted D : Difference

	0				1				2				3				4				5			
S	14	14	14	14	14	14	14	14	12	12	11	13	12	12	13	13	13	13	13	13	13	13	21	21
F	20.00	20.00	19.00	19.00	20.00	20.00	20.00	20.00	19.00	19.00	20.00	20.00	20.00	20.00	18.00	18.00	20.00	20.00	19.00	19.00	19.00	19.00	21.00	21.00
D	-6.00	-6.00	-5.00	-5.00	-6.00	-6.00	-6.00	-6.00	-7.00	-7.00	-9.00	-7.00	-8.00	-8.00	-5.00	-5.00	-7.00	-7.00	-6.00	-6.00	-6.00	-6.00	0.00	0.00

	6				7				8				9				10				11			
S	12	12	12	12	12	12	11	11	34	43	37	37	42	43	37	36	34	38	31	33	37	37	34	35
F	21.00	21.00	19.00	19.00	19.00	19.00	20.00	20.00	26.00	26.00	22.00	22.00	25.00	25.00	24.50	24.50	21.00	21.00	23.00	23.00	23.00	23.00	22.00	22.00
D	-9.00	-9.00	-7.00	-7.00	-7.00	-7.00	-9.00	-9.00	8.00	17.00	15.00	15.00	17.00	18.00	12.50	11.50	13.00	17.00	8.00	10.00	14.00	14.00	12.00	13.00

	12				13				14				15				16				17			
S	38	37	40	39	36	39	39	40	41	41	39	38	41	40	39	44	41	38	37	39	9	9	11	11
F	23.00	23.00	25.00	25.00	23.00	23.00	24.00	24.00	23.00	23.00	24.00	24.00	24.00	24.00	23.00	23.00	24.00	24.00	23.00	23.00	17.00	17.00	16.00	16.00
D	15.00	14.00	15.00	14.00	13.00	16.00	15.00	16.00	18.00	18.00	15.00	14.00	17.00	16.00	16.00	21.00	17.00	14.00	14.00	16.00	-8.00	-8.00	-5.00	-5.00

	18				19				20				21				22				23			
S	11	11	9	9	9	9	11	11	11	11	9	9	1	2	1	2	2	2	2	2	2	2	2	2
F	16.00	16.00	16.00	16.00	18.00	18.00	18.00	18.00	15.00	15.00	15.00	15.00	7.01	7.01	7.01	7.01	10.01	10.01	9.01	9.01	10.01	10.01	10.04	10.04
D	-5.00	-5.00	-7.00	-7.00	-9.00	-9.00	-7.00	-7.00	-4.00	-4.00	-6.00	-6.00	-6.01	-5.01	-6.01	-5.01	-8.01	-8.01	-7.01	-7.01	-8.01	-8.01	-8.04	-8.04

Mean Absolute Deviation: 9.57

Standard Deviation: 10.49

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 9/7/2015

Scheduling Unit: Customer Service / Help Desk

Published on date/time: 09/02/2015 13:05:54

9/11/2015

S : Scheduled ACD F : Forecasted D : Difference

	0				1				2				3				4				5			
S	14	14	14	14	13	13	13	13	11	11	11	12	12	12	11	11	13	13	12	12	12	12	13	13
F	17.00	17.00	19.00	19.00	20.00	20.00	19.00	19.00	18.00	18.00	19.00	19.00	20.00	20.00	19.00	19.00	19.00	19.00	19.00	19.00	19.00	19.00	19.00	19.00
D	-3.00	-3.00	-5.00	-5.00	-7.00	-7.00	-6.00	-6.00	-7.00	-7.00	-8.00	-7.00	-8.00	-8.00	-8.00	-8.00	-6.00	-6.00	-7.00	-7.00	-7.00	-7.00	-6.00	-6.00

	6				7				8				9				10				11			
S	2	2	2	2	2	2	2	2	33	33	34	35	40	41	31	36	42	46	36	36	39	39	33	34
F	11.00	11.00	7.00	7.00	8.00	8.00	8.00	8.00	21.00	21.00	21.00	21.00	23.00	23.00	23.00	23.00	22.00	22.00	23.00	23.00	25.00	25.00	24.00	24.00
D	-9.00	-9.00	-5.00	-5.00	-6.00	-6.00	-6.00	-6.00	12.00	12.00	13.00	14.00	17.00	18.00	8.00	13.00	20.00	24.00	13.00	13.00	14.00	14.00	9.00	10.00

	12				13				14				15				16				17			
S	31	30	35	36	38	37	39	39	38	38	32	33	32	31	32	42	36	37	37	35	9	9	10	11
F	19.00	19.00	24.00	24.00	25.00	25.00	25.00	25.00	24.00	24.00	26.00	26.00	23.00	23.00	25.00	25.00	21.00	21.00	22.00	22.00	16.00	16.00	17.00	17.00
D	12.00	11.00	11.00	12.00	13.00	12.00	14.00	14.00	14.00	14.00	6.00	7.00	9.00	8.00	7.00	17.00	15.00	16.00	15.00	13.00	-7.00	-7.00	-7.00	-6.00

	18				19				20				21				22				23			
S	11	11	9	9	9	9	11	11	11	11	9	9	1	2	1	2	2	2	2	2	2	2	2	2
F	16.00	16.00	18.00	18.00	17.00	17.00	18.00	18.00	16.00	16.00	15.00	15.00	8.02	8.02	9.02	9.02	8.02	8.02	8.02	8.02	8.02	8.02	8.07	8.07
D	-5.00	-5.00	-9.00	-9.00	-8.00	-8.00	-7.00	-7.00	-5.00	-5.00	-6.00	-6.00	-7.02	-6.02	-8.02	-7.02	-6.02	-6.02	-6.02	-6.02	-6.02	-6.02	-6.07	-6.07

Mean Absolute Deviation: 8.90

Standard Deviation: 9.70

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 9/7/2015

Scheduling Unit: Customer Service / Help Desk

Published on date/time: 09/02/2015 13:05:54

9/12/2015

S : Scheduled ACD F : Forecasted D : Difference

	0				1				2				3				4				5			
S	15	15	15	15	13	13	12	13	11	12	11	11	12	12	11	12	13	13	13	13	12	12	12	12
F	18.00	18.00	19.00	19.00	20.00	20.00	17.00	17.00	19.00	19.00	18.00	18.00	18.00	18.00	19.00	19.00	19.00	19.00	19.00	19.00	15.00	15.00	15.00	15.00
D	-3.00	-3.00	-4.00	-4.00	-7.00	-7.00	-5.00	-4.00	-8.00	-7.00	-7.00	-7.00	-6.00	-6.00	-8.00	-7.00	-6.00	-6.00	-6.00	-6.00	-3.00	-3.00	-3.00	-3.00

	6				7				8				9				10				11			
S	2	2	2	2	2	2	2	2	1	1	2	2	1	1	1	1	0	0	0	0	1	1	1	1
F	10.00	10.00	9.00	9.00	17.00	17.00	16.00	16.00	10.00	10.00	10.00	10.00	16.00	16.00	16.00	16.00	19.00	19.00	25.00	25.00	16.00	16.00	16.00	16.00
D	-8.00	-8.00	-7.00	-7.00	-15.00	-15.00	-14.00	-14.00	-9.00	-9.00	-8.00	-8.00	-15.00	-15.00	-15.00	-15.00	-19.00	-19.00	-25.00	-25.00	-15.00	-15.00	-15.00	-15.00

	12				13				14				15				16				17			
S	1	1	1	1	15	14	19	19	19	19	16	16	17	15	16	18	17	19	19	19	15	15	3	3
F	13.00	13.00	15.00	15.00	18.00	18.00	23.00	23.00	22.00	22.00	20.00	20.00	20.00	20.00	21.00	21.00	22.00	22.00	23.00	23.00	21.00	21.00	14.00	14.00
D	-12.00	-12.00	-14.00	-14.00	-3.00	-4.00	-4.00	-4.00	-3.00	-3.00	-4.00	-4.00	-3.00	-5.00	-5.00	-3.00	-5.00	-3.00	-4.00	-4.00	-6.00	-6.00	-11.00	-11.00

	18				19				20				21				22				23			
S	6	6	15	15	15	15	17	16	15	15	13	17	15	18	18	18	18	18	18	18	18	18	16	16
F	13.00	13.00	14.00	14.00	20.00	20.00	20.00	20.00	21.00	21.00	20.00	20.00	19.00	19.00	22.00	22.00	18.00	18.00	19.00	19.00	18.00	18.00	19.00	19.00
D	-7.00	-7.00	1.00	1.00	-5.00	-5.00	-3.00	-4.00	-6.00	-6.00	-7.00	-3.00	-4.00	-1.00	-4.00	-4.00	0.00	0.00	-1.00	-1.00	0.00	0.00	-3.00	-3.00

Mean Absolute Deviation: 7.10

Standard Deviation: 5.32

Number of schedulable time periods: 96

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>

Users: <All>



Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM

Schedule Date/Time Range: 08/31/2015 08:30:22

08/14/2017 08:30:22

Schedule 9/7/2015

Scheduling Unit: Customer Service / Help Desk

Published on date/time: 09/02/2015 13:05:54

9/13/2015

S : Scheduled ACD F : Forecasted D : Difference

	0				1				2				3				4				5			
S	13	13	13	13	13	13	12	13	12	12	12	12	11	11	11	12	12	13	13	13	12	12	12	12
F	20.00	20.00	19.00	19.00	20.00	20.00	19.00	19.00	19.00	19.00	19.00	19.00	18.00	18.00	19.00	19.00	18.00	18.00	19.00	19.00	16.00	16.00	12.00	12.00
D	-7.00	-7.00	-6.00	-6.00	-7.00	-7.00	-7.00	-6.00	-7.00	-7.00	-7.00	-7.00	-7.00	-7.00	-8.00	-7.00	-6.00	-5.00	-6.00	-6.00	-4.00	-4.00	0.00	0.00

	6				7				8				9				10				11			
S	2	2	2	2	2	2	2	2	1	2	1	2	1	1	1	1	0	0	0	0	1	1	1	1
F	13.00	13.00	8.00	8.00	13.00	13.00	13.00	13.00	14.00	14.00	8.00	8.00	14.00	14.00	13.00	13.00	19.00	19.00	22.00	22.00	15.00	15.00	13.00	13.00
D	-11.00	-11.00	-6.00	-6.00	-11.00	-11.00	-11.00	-11.00	-13.00	-12.00	-7.00	-6.00	-13.00	-13.00	-12.00	-12.00	-19.00	-19.00	-22.00	-22.00	-14.00	-14.00	-12.00	-12.00

	12				13				14				15				16				17			
S	1	1	1	1	15	16	19	19	19	19	16	19	16	14	15	16	19	19	19	19	13	13	3	3
F	12.00	12.00	14.00	14.00	18.00	18.00	22.00	22.00	21.00	21.00	22.00	22.00	18.00	18.00	21.00	21.00	18.00	18.00	22.00	22.00	19.00	19.00	16.00	16.00
D	-11.00	-11.00	-13.00	-13.00	-3.00	-2.00	-3.00	-3.00	-2.00	-2.00	-6.00	-3.00	-2.00	-4.00	-6.00	-5.00	1.00	1.00	-3.00	-3.00	-6.00	-6.00	-13.00	-13.00

	18				19				20				21				22				23			
S	8	8	15	15	15	15	15	16	14	15	15	18	15	18	18	18	18	18	18	18	18	18	15	15
F	14.00	14.00	16.00	16.00	17.00	17.00	20.00	20.00	20.00	20.00	21.00	21.00	17.00	17.00	21.00	21.00	18.00	18.00	18.00	18.00	19.00	19.00	19.00	19.00
D	-6.00	-6.00	-1.00	-1.00	-2.00	-2.00	-5.00	-4.00	-6.00	-5.00	-6.00	-3.00	-2.00	1.00	-3.00	-3.00	0.00	0.00	0.00	0.00	-1.00	-1.00	-4.00	-4.00

Mean Absolute Deviation: 6.69

Standard Deviation: 4.96

Number of schedulable time periods: 96