

Adherence Report (Preview)

The Adherence Report (Preview) offers a summary of the adherence data over a specific period or day.

| Adherence Report | | | | | | | | | |
|------------------|----------------------|----------------|----------------|-----------------|-----------------|-------------|------------------|-----------------|--------------------|
| Report Options | | | | | | | | | |
| Date | Agent Name | Time Scheduled | Straight Score | Tolerance Score | Adherence Score | Total O O A | Authorised O O A | Tolerance O O A | Unauthorised O O A |
| Jun 12 2023 | Vesko Targeted | 09:00:00 | 2.78 | 2.78 | 2.78 | 08:45:00 | 00:00:00 | 00:00:00 | 08:45:00 |
| Jun 12 2023 | John Vidar Targeted | 08:00:00 | 45.23 | 45.23 | 45.23 | 04:22:55 | 00:00:00 | 00:00:00 | 04:22:55 |
| Jun 12 2023 | Mattias Targeted | 08:00:00 | 72.2 | 72.2 | 72.2 | 02:07:00 | 00:00:00 | 00:00:00 | 02:07:00 |
| Jun 12 2023 | Aleksandar Universal | 09:00:00 | 28.15 | 28.15 | 28.15 | 03:56:04 | 00:00:00 | 00:00:00 | 03:56:04 |
| Jun 12 2023 | Henrik Universal | 07:00:00 | 0 | 0 | 0 | 07:00:00 | 00:00:00 | 00:00:00 | 07:00:00 |
| Jun 12 2023 | Daniela Universal | 09:00:00 | 18.37 | 18.37 | 18.37 | 07:20:49 | 00:00:00 | 00:00:00 | 07:20:49 |
| Jun 12 2023 | Simon Universal | 08:00:00 | 37.34 | 37.34 | 37.34 | 03:32:47 | 00:00:00 | 00:00:00 | 03:32:47 |

Column Descriptions

| Report Column | Description |
|-----------------|---|
| Agent Name | Forename, Surname |
| Time Scheduled | Shift Duration |
| Straight Score | The Straight Score doesn't consider tolerances or out of adherence approvals. This is useful to planners when investigating why the actual service levels were not as high as forecasted. |
| Tolerance Score | The Tolerance Score considers tolerances. Most useful when comparing to straight & score, to get a feeling for how much the score is influenced by each of tolerance & approvals. |
| Adherence Score | The Adherence Score considers both tolerances & OOA approvals. This is can be used for agent KPIs. |

| Report Column | Description |
|------------------|--|
| Total OOA | <p>Total time the agent spent out of adherence</p> <ul style="list-style-type: none"> • Does not include time within tolerance • Does include out of adherence that has <ul style="list-style-type: none"> ◦ no authorisation ◦ authorisation with “authorisation” = Approved ◦ authorisation with “authorisation” = Denied ◦ authorisation with “authorisation” = None |
| Authorised OOA | <p>Total time the agent spent out of adherence, with authorisation with “authorisation” = Approved</p> <ul style="list-style-type: none"> • Does not include time within tolerance • Does not include out of adherence that has <ul style="list-style-type: none"> ◦ no authorisation ◦ authorisation with “authorisation” = Denied ◦ authorisation with “authorisation” = None |
| Tolerance OOA | <p>Total time the agent spent out of adherence but within tolerance</p> |
| Unauthorised OOA | <p>Total time the agent spent out of adherence that has not been authorised</p> <ul style="list-style-type: none"> • Does not include time within tolerance • Does not include authorisation with “authorisation” = Approved • Does include out of adherence that has <ul style="list-style-type: none"> ◦ no authorisation ◦ authorisation with “authorisation” = Denied ◦ authorisation with “authorisation” = None |

Note

When looking at adherence scores for the current day, the approach is the same, but the metrics reflect the fact that the day is not yet complete:

- Time scheduled → time scheduled so far today
- OOA time → OOA time so far today
- OOA time within tolerance → OOA time within tolerance so far today
- Approved OOA time → approved OOA time so far today

