

Adherence Now! (page preview)

The Adherence Now! page preview allows a 'now' view of what agents are scheduled for, what agents are doing and if they are out of adherence

There is one row per employee in the employee filter.

Column	Description
Agent	Agent name in format Last Name, First Name
Scheduled	Name of the activity scheduled for the current time + the colour of that activity. If there is no current scheduled activity (eg the agent's shift has already ended), the scheduled column should be blank for that agent.
OOA?	If agent is out of adherence, shows how long since the agent was last in adherence & red bar.
Actual	Name of the activity that represents the agent's current phone status at the current time + the colour of that activity. If there is no current actual activity (Eg agent is not logged in to their phone), the scheduled column should be blank for that agent.
Next	Activity that is scheduled to start at the end of the current scheduled activity
Tolerance, Straight & Score	Adherence scores as described in this user guide, showing adherence % for the today so far.

Additional information on the page

- White ambulance icon shows next to rows when the agent has not logged in yet today. Clicking the ambulance will add an all day absence activity to the schedule for that agent.
- A cross icon shows next to rows when the agent is scheduled for an all day absence activity. Clicking the cross will remove the absence activity from the schedule.
- Display of the local date/time that the data was last loaded.
- Access to the page is limited to Scheduler, Team Manager & Supervisor roles