

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

