

Adherence Types

There are 3 types of calculation for Adherence Scores. The reason for this is to that whoever you are in the Contact Centre, there is a score that is relevant to you.

Straight - No tolerances or approvals are included. This is the type of score that is most relevant for Schedulers or Management Information.

Tolerance - Includes any tolerances that have been defined in the system. This score will be most relevant to management.

Score - This includes any time that has been approved and any tolerances if they have been defined. This score is most relevant to Agents and Team Leaders.