

Adherence reports

Adherence report displays the Adherence Statistics for each Campaign/Team/Agent.

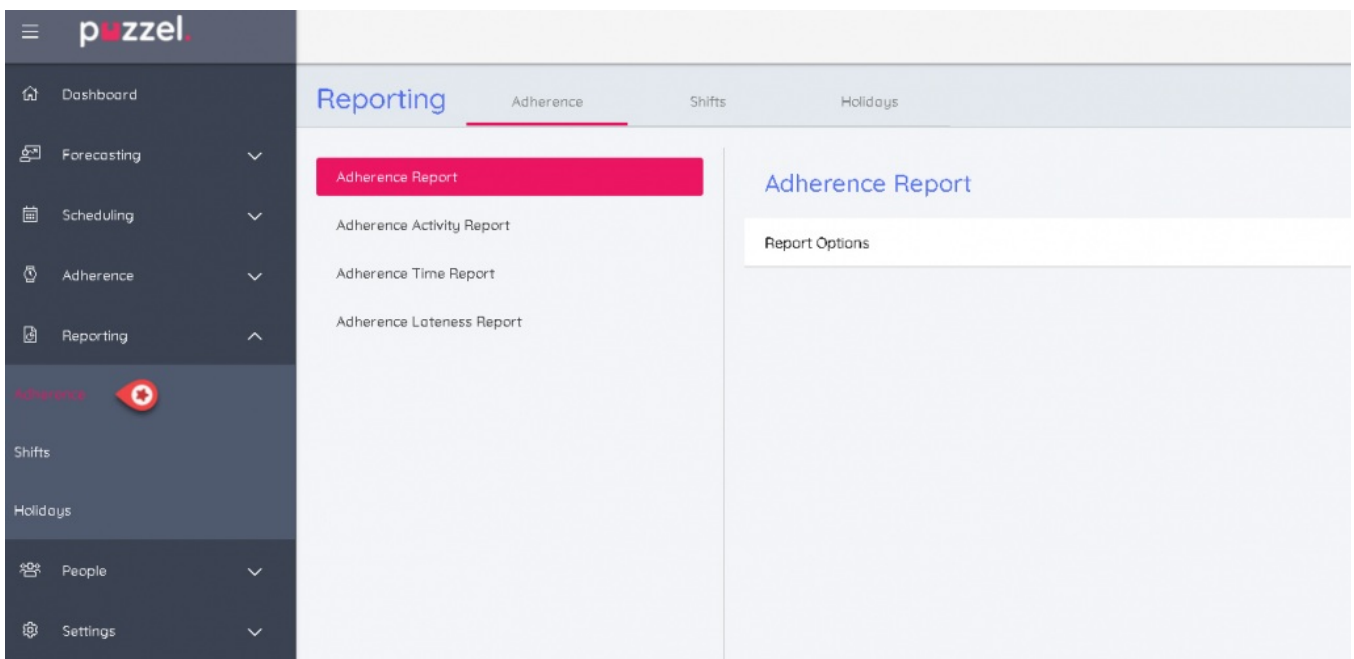
There are four Adherence reports available as a standard in Puzzel WFM:

- Adherence Report : Comprehensive adherence report
- Adherence Activity report : Report of various activities performed by an agent and its duration
- Adherence Time report : Report on Agent adherence to shift time
- Adherence lateness report : Report on agent lateness to the shift

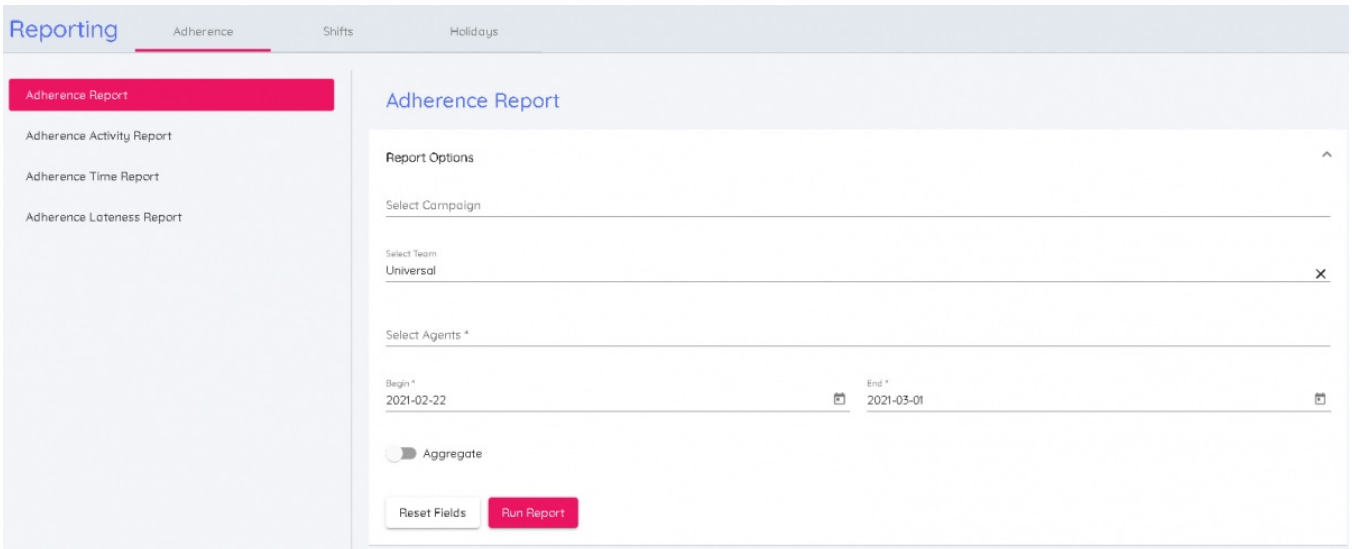
Adherence Report

To create Adherence report,

1. Go to Reporting -> Adherence -> Adherence Report



2. Click on Report Options to view the fields you can generate the report on. Select **ONE** of the three options available, namely, Campaign, Team, or Agent. Select the start and end time and click on Run Report. In the example shown in the picture below, adherence report will be generated for all agents in team Universal for the requested time duration.



3. You will see the adherence report generated as shown in the picture below.

The screenshot shows the 'Adherence Report' results screen. The 'Report Options' section is collapsed. Below it is a table with the following columns: Date, Forename, Surname, Team Name, Shift Length, Time In Adherence, Total O O A, Authorised O O A, Unauthorised O O A, Adherence Tolerance, Adherence Straight, Adherence Percentage, and Reason Time. The table contains 10 rows of data for agents on Feb 22, 2021.

Date	Forename	Surname	Team Name	Shift Length	Time In Adherence	Total O O A	Authorised O O A	Unauthorised O O A	Adherence Tolerance	Adherence Straight	Adherence Percentage	Reason Time
Feb 22, 2021	Kim	Universal	Universal	08:00	07:02	00:57	00:00	00:57	88.10%	83.92%	88.10%	
Feb 22, 2021	Daniela	Universal	Universal	08:30	06:18	02:11	00:00	02:11	74.26%	69.55%	74.26%	
Feb 22, 2021	Steffen	Universal	Universal	08:00	06:56	01:23	00:00	01:23	82.67%	78.08%	82.67%	
Feb 22, 2021	Simon	Universal	Universal	08:00	07:05	00:54	00:00	00:54	88.73%	82.88%	88.73%	
Feb 22, 2021	Willu	Universal	Universal	09:00	06:08	02:51	00:00	02:51	68.27%	60.85%	68.27%	
Feb 22, 2021	Aleksandar	Universal	Universal	08:30	06:28	02:01	00:00	02:01	76.23%	69.16%	76.23%	
Feb 22, 2021	Katja	Universal	Universal	08:00	06:42	01:17	00:00	01:17	83.92%	79.75%	83.92%	
Feb 22, 2021	Jorn	Universal	Universal	08:00	07:03	00:56	00:00	00:56	88.31%	85.59%	88.31%	
Feb 22, 2021	Henrik	Universal	Universal	07:00	04:11	02:48	00:00	02:48	59.90%	56.52%	59.90%	
Feb 23, 2021	Kim	Universal	Universal	08:00	06:32	01:27	00:00	01:27	81.84%	78.71%	81.84%	

If you wish to have an aggregated report for each agent over a certain period of time, toggle the **Aggregate** option in the Adherence Report options screen[step 2] before clicking on Run Report. The report looks as seen in the image below.

Reporting | Adherence | Shifts | Holidays

Adherence Report

Adherence Activity Report
Adherence Time Report
Adherence Lateness Report

Report Options

Forename	Surname	Team Name	Shift Length	Time In Adherence	Total O O A	Authorised O O A	Unauthorised O O A	Adherence Tolerance	Adherence Straight	Adherence Percentage	Reason Time
Katja	Universal	Universal	48:00	31:07	16:47	00:00	16:47	65%	64.8%	64.8%	
Kim	Universal	Universal	48:00	39:59	08:15	00:00	08:15	82.8%	82.6%	82.6%	
Daniela	Universal	Universal	51:00	33:03	17:42	00:00	17:42	65.2%	64.8%	64.8%	
Steffen	Universal	Universal	48:00	40:12	07:42	00:00	07:42	85.9%	85.8%	85.8%	
Simon	Universal	Universal	48:00	38:16	07:59	00:00	07:59	82.9%	79.7%	79.7%	
Willy	Universal	Universal	54:00	37:20	15:55	00:00	15:55	70%	69.1%	69.1%	
Aleksandar	Universal	Universal	51:00	28:38	22:07	00:00	22:07	56.5%	56.1%	56.1%	
Jorn	Universal	Universal	48:00	40:09	07:45	00:00	07:45	85.8%	85.6%	85.6%	
Henrik	Universal	Universal	42:00	20:18	21:36	00:00	21:36	48.4%	48.3%	48.3%	
			4:58:00	308:42	125:48	00:00	125:48	70.94%	70.31%	70.31%	

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Understanding of Adherence report

Some of the key parameters other than the most common ones like Date, Forename, Surname, Team and shift length are as described in the table below.

Report Column	Description
Time In Adherence	The total amount of time the agent spent adhering to their schedule
Total OOA	The total amount of time the agent did not adhere to their schedule
Authorized OOA	Total waiver time authorized for an agent to be away from the assigned schedule
Unauthorized OOA	Total unauthorized time spent by an agent away from the assigned schedule
Adherence Tolerance	The % of time the agent spent adhering to their schedule including any allowed tolerances
Adherence Straight	The % of time the agent spent adhering to their schedule without any tolerance or authorised time
Adherence Percentage	The % of time the agent spent adhering to their schedule including any allowed tolerances and authorised OOA time

Adherence Activity Report

This report gives you a summary of various activities performed by an agent/Team/Campaign over a certain period of time. If you toggle the Aggregate option in the report option window, you will be able to see all activities for an agent and the total time spent in performing them over a time period.

Adherence Activity Report				
Report Options				
Forename	Surname	Team Name	Activity Name	Length
Aleksandar	Universal	Universal	Ready	24:17
Aleksandar	Universal	Universal	Available	00:25
Aleksandar	Universal	Universal	After Call Work	00:01
Aleksandar	Universal	Universal	Pause	02:41
Aleksandar	Universal	Universal	Meeting	07:51
Aleksandar	Universal	Universal	Lunch	05:55
Aleksandar	Universal	Universal	Admin	00:09

Adherence Time Report

This is a summary report of agent adherence to the assigned schedule. It gives an indication of Shift start time, total scheduled time, the time agent logged in, total time in and out of adherence, adherence percentage and missing time [time agent was scheduled for vs time logged in by the agent].

Adherence Time Report										
Report Options										
Forename	Surname	Team Name	Date	Shift Start	Scheduled Time	Logged In At	In Adherence	Out Of Adherence	Adherence Percentage	Missing Time
Aleksandar	Universal	Universal	Feb 22, 2021	08:00	08:30	08:01	06:28	02:01	76.23%	00:14
Aleksandar	Universal	Universal	Feb 23, 2021	08:00	08:30	08:01	05:07	03:22	60.31%	00:14
Aleksandar	Universal	Universal	Feb 24, 2021	08:00	08:30	00:00	00:00	08:29	0%	08:30
Aleksandar	Universal	Universal	Feb 25, 2021	08:00	08:30	08:02	04:37	03:52	54.42%	00:15
Aleksandar	Universal	Universal	Feb 26, 2021	08:00	08:30	08:05	06:29	02:00	76.42%	00:20
Aleksandar	Universal	Universal	Mar 1, 2021	08:00	08:30	08:00	06:03	02:26	71.32%	00:04
				48:00	51:00	40:09	28:44	22:10	56.45%	09:37

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Adherence Lateness Report

This is a summary report of agent lateness with respect to compliance with the assigned schedule. The last column shows the amount of time the agent was late to the shift within a certain period of time.

Adherence Lateness Report

Report Options ▼

Forename	Surname	Team Name	Date	Shift Start	Logged In At	Lateness
Aleksandar	Universal	Universal	Feb 22, 2021	08:00	08:01	00:01
Aleksandar	Universal	Universal	Feb 23, 2021	08:00	08:01	00:01
Aleksandar	Universal	Universal	Feb 25, 2021	08:00	08:02	00:02
Aleksandar	Universal	Universal	Feb 26, 2021	08:00	08:05	00:05
				32:00	32:09	00:09

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