



Community Feature Description

Automated Schedule

Attendance Monitor (ASAM)

For Community Software Version 5.0+
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Automated Schedule Attendance Monitor (ASAM)

Most contact centers have a defined call-in process for reporting unplanned time off ("call-outs") and tardies. The Automated Schedule Attendance Monitor streamlines, unifies, and automates the process with a tightly integrated feature set.

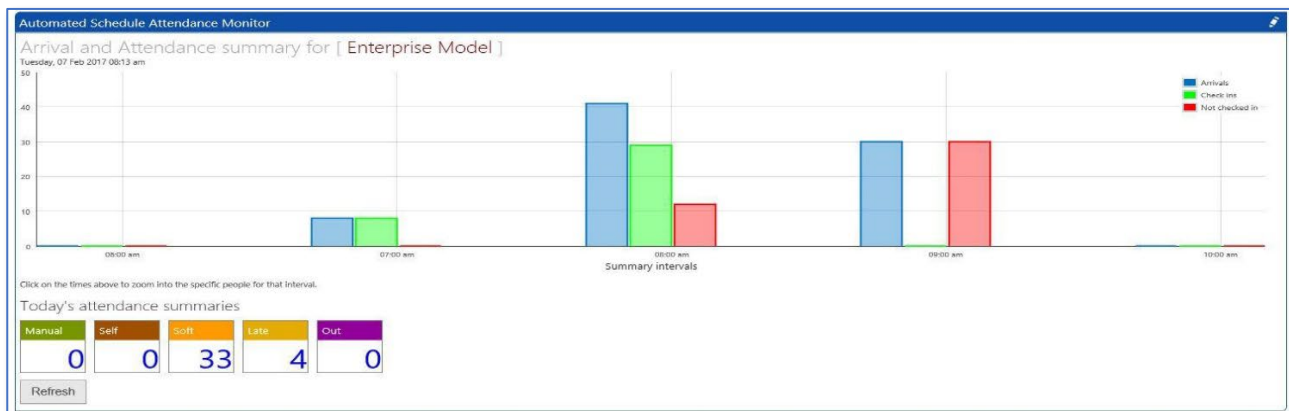
Three primary components comprise the Attendance Monitor suite.

- Attendance monitor homepage component
- Agent attendance report
- Arrival detail console

Attendance Monitor Configuration

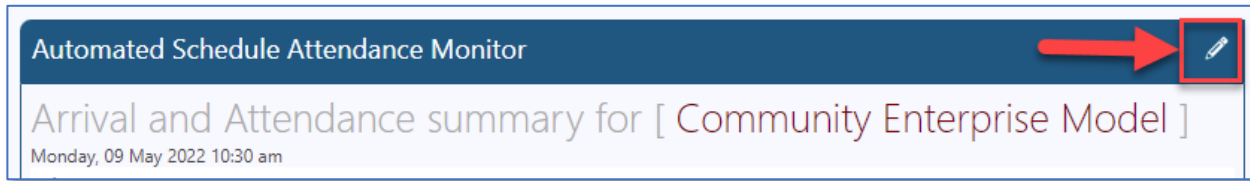
The ASAM is a home page component that allows you to easily identify the arrival of agents by user-defined time slots. Summaries enable at-a-glance reporting of unplanned PTO and reported tardies with 1-click drill-down to view the details.

For example, all agents have checked-in as one of the five categories at the 7:00am interval. Some, but not all agents have checked in for the 8:00am interval, and no one has checked in for 9:00am yet.





To configure the ASAM, click the pencil/edit icon.



Configure automated schedule attendance monitor

Configure your individual preferences for the automated schedule attendance monitor.

Participant list type
Select an activity from the enterprise model ▼

Selected activity
Community Enterprise Model ▼

Number of hours to look behind from current time
Default ▼
Current default value of 2 hours.

Number of hours to look ahead from current time
Default ▼
Current default value of 2 hours.

Summary interval size for arrival counts
30 ▼

Require hard checkin?
Soft checkins are sufficient ▼

Auto refresh setting
Default ▼
Current default value of 30 seconds.

Display attendance summaries only?
No, show arrival statistics ▼

Save settings

Attendance Monitor Summary View

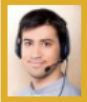
Not everyone requires the ability to launch and manage the Arrival Detail Console. You have the option to only view summary data for their selected Team, Group, or Activities.

Automated Schedule Attendance Monitor				
Arrival and Attendance summary for [Enterprise Model]				
Today's attendance summaries				
Manual	Self	Soft	Late	Out
0	0	36	3	0
Refresh				

Clicking any of the summary boxes in the full view or summary view shows attendance details for the agents.

Context sensitive icons allow you to quickly check an agent in (if not checked in), send a message, view their schedule, or edit the event.

Attendance details

 Florez, Oscar Check-in time 10:45 am [hours:minutes] Scheduled start time 06:30 am Scheduled for event type Work	   
 Montes, David Check-in time 10:30 am [hours:minutes] Scheduled start time 10:30 am Scheduled for event type Work	  
 Bickley, Sharon Check-in time 10:25 am [hours:minutes] Scheduled start time 08:00 am Scheduled for event type Work	  
 Dunbar, Bill Check-in time 10:25 am [hours:minutes] Scheduled start time 06:15 am Scheduled for event type Work	   
 Duncan, Matthew Check-in time 10:25 am [hours:minutes] Scheduled start time 06:00 am Scheduled for event type Work	  

Refresh
Cancel

Clicking on an agent's picture will open their checkin details for the week.

Checkin details for this week

Check-in history for **Duncan, Matthew**

Checkin status	Time	User	Delay	Scheduled event	Start time
Monday, 09 May 2022					
Late arrival	10:25 am	Account, Service	04:25	Work	06:00 am
Automated soft check-in	10:26 am	Account, Service	04:26	Work	06:00 am
Tuesday, 10 May 2022					
No checkins found					

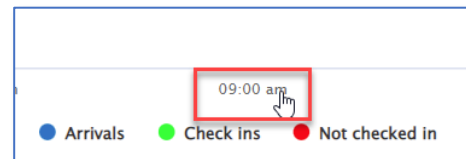
Agent Attendance Report

The Agent attendance report (Attendance Log) is available via the agent profile and can be launched from numerous screens for Supervisors and Schedulers.

Agent attendance report					
For Badgett, Gregory					
From Sunday, 01 May 2022 Through Saturday, 14 May 2022.					
Checkin status	Time	User	Delay	Scheduled event	Start time
Saturday, 07 May 2022					
Automated soft check-in	08:57 am	Account, Service	-05:18	Work	02:15 pm
Sunday, 08 May 2022					
Late arrival	02:15 pm	Account, Service	00:00	Work	02:15 pm
Automated soft check-in	02:59 pm	Account, Service	00:44	Work	02:15 pm
Monday, 09 May 2022					
Automated soft check-in	12:00 am	Account, Service	-06:00	Work	06:00 am
Tuesday, 10 May 2022					
No checkins found					

Schedule Arrival Detail Console

To open the console, click on a time in the ASAM module.



Schedule arrival detail for Corporate Location
24 Feb 2017 08:00 am - 24 Feb 2017 09:00 am

Williams, Litcha Not checked in Start time: 08:00 am Checkin time: N/A Event type: Phone Work Checkin delay:	Burns, Barbara Not checked in Start time: 08:00 am Checkin time: N/A Event type: Phone Work Checkin delay:	Correa, Maria E Not checked in Start time: 08:00 am Checkin time: N/A Event type: Phone Work Checkin delay:	Florez, Oscar Not checked in Start time: 08:00 am Checkin time: N/A Event type: Phone Work Checkin delay:	Mack, Janelle Not checked in Start time: 08:00 am Checkin time: N/A Event type: Phone Work Checkin delay:
Malvoisin, Fernando Not checked in Start time: 08:00 am Checkin time: N/A Event type: Phone Work Checkin delay:	Rees, Connie Not checked in Start time: 08:00 am Checkin time: N/A Event type: Phone Work Checkin delay:	Schrum, Joe Not checked in Start time: 08:00 am Checkin time: N/A Event type: Phone Work Checkin delay:	Watkins, Tracy Not checked in Start time: 08:00 am Checkin time: N/A Event type: Phone Work Checkin delay:	Welch, Jamie Not checked in Start time: 08:00 am Checkin time: N/A Event type: Phone Work Checkin delay:
Wilson, Sheila Not checked in Start time: 08:00 am Checkin time: N/A Event type: Phone Work Checkin delay:	Fajardo, Elia C Not checked in Start time: 08:00 am Checkin time: N/A Event type: Phone Work Checkin delay:			

Expected arrivals
These people are scheduled for work, but have not yet checked in or called in.
Currently not checked in: 17

Manually check-in people
Drag a person's tile here to manually check that person in for the shift.

Mark people as Late
Drag a person's tile here to indicate that the person is running late.

Mark people as Out
Drag a person's tile here to indicate that the person is out for the day.

Other arrivals

Manual refresh



The schedule arrival detail console displays expected arrivals by selected time slot. You can allow the system to automatically check agents in using phone state data, or you can manually check-in agents who may not log in to a phone. Additionally, 3rd party check-in data may be integrated from an external source such as a time clock.

Tiles for unplanned time off and tardies allow you to drag an agent's tile to the appropriate bucket to apply an exception. Background services allow you to automatically apply a tardy exception to agents who are late more than the configured late threshold. Each agent tile has handy pop-out controls to directly message agents, access their agent profile, view their schedule, or their check-in report.

Mobile App Integration

The Community Everywhere app allows agents to report unplanned time off and tardies. Notifications by agents through the mobile application automatically flag their profiles for follow-up in the Arrival Detail Console. You can configure agent notifications to be automatically approved or to require supervisor approval.

Agents can also self-report as late with an estimated late time, which is automatically amended when the agent checks in.



Absentee Check-In


SUBMIT

Request Type

Select a Value

Explanation



Late Check-In


SUBMIT

Estimated Late Time

30 Minutes

Explanation

Flat tire. Be there soon!