WFM · REAL-TIME ANALYTICS

Multi-Channel Queue Performance Dashboard

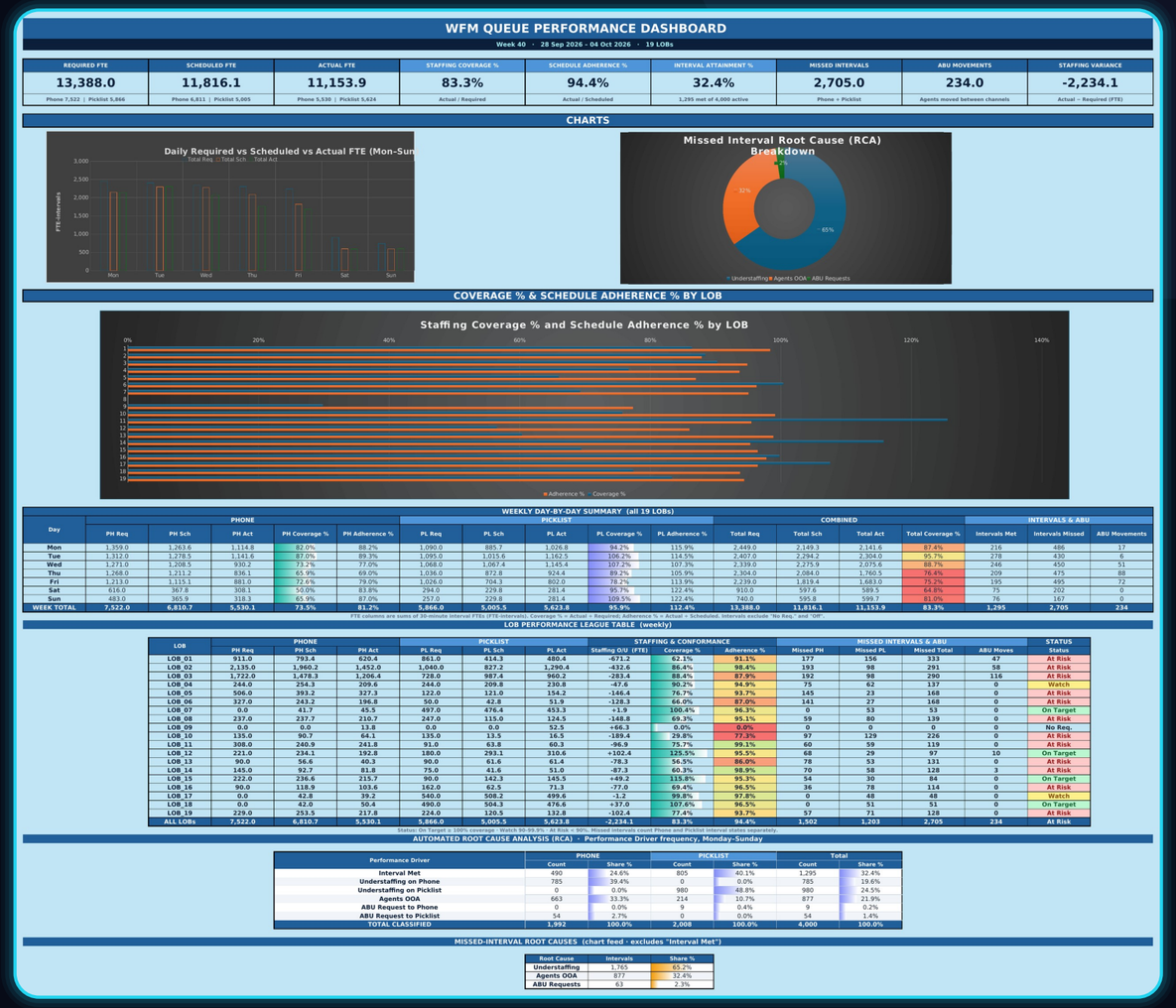
19 LOBs. 100% Native Excel. Zero VBA.

100% Native Excel

Zero VBA

Marwan Shaaban

Global Real-Time Analyst



WFM QUEUE PERFORMANCE DASHBOARD

Week 40 · 28 Sep 2026 – 04 Oct 2026 · 19 LOBs

REQUIRED FTE	SCHEDULED FTE	ACTUAL FTE	STAFFING COVERAGE %	SCHEDULE ADHERENCE %	INTERVAL ATTAINMENT %	MISSED INTERVALS	ABU MOVEMENTS	STAFFING VARIANCE
13,388.0	11,816.1	11,153.9	83.3%	94.4%	32.4%	2,705.0	234.0	-2,234.1
Phone 7,522 | Picklist 5,866	Phone 6,811 | Picklist 5,005	Phone 5,530 | Picklist 5,624	Actual / Required	Actual / Scheduled	1,295 met of 4,000 active	Phone + Picklist	Agents moved between channels	Actual − Required (FTE)

CHARTS

COVERAGE % & SCHEDULE ADHERENCE % BY LOB

WEEKLY DAY-BY-DAY SUMMARY (all 19 LOBs)

Day	PHONE					PICKLIST					COMBINED				INTERVALS & ABU		
	PH Req	PH Sch	PH Act	PH Coverage %	PH Adherence %	PL Req	PL Sch	PL Act	PL Coverage %	PL Adherence %	Total Req	Total Sch	Total Act	Total Coverage %	Intervals Met	Intervals Missed	ABU Movements
Mon	1,359.0	1,263.6	1,114.8	82.0%	88.2%	1,090.0	885.7	1,026.8	94.2%	115.9%	2,449.0	2,149.3	2,141.6	87.4%	216	486	17
Tue	1,312.0	1,278.5	1,141.6	87.0%	89.3%	1,095.0	1,015.6	1,162.5	106.2%	114.5%	2,407.0	2,294.2	2,304.0	95.7%	278	430	6
Wed	1,271.0	1,208.5	930.2	73.2%	77.0%	1,068.0	1,067.4	1,145.4	107.2%	107.3%	2,339.0	2,275.9	2,075.6	88.7%	246	450	51
Thu	1,268.0	1,211.2	836.1	65.9%	69.0%	1,036.0	872.8	924.4	89.2%	105.9%	2,304.0	2,084.0	1,760.5	76.4%	209	475	88
Fri	1,213.0	1,115.1	881.0	72.6%	79.0%	1,026.0	704.3	802.0	78.2%	113.9%	2,239.0	1,819.4	1,683.0	75.2%	195	495	72
Sat	616.0	367.8	308.1	50.0%	83.8%	294.0	229.8	281.4	95.7%	122.4%	910.0	597.6	589.5	64.8%	75	202	0
Sun	483.0	365.9	318.3	65.9%	87.0%	257.0	229.8	281.4	109.5%	122.4%	740.0	595.8	599.7	81.0%	76	167	0
WEEK TOTAL	7,522.0	6,810.7	5,530.1	73.5%	81.2%	5,866.0	5,005.5	5,623.8	95.9%	112.4%	13,388.0	11,816.1	11,153.9	83.3%	1,295	2,705	234

FTE columns are sums of 30-minute interval FTEs (FTE-intervals). Coverage % = Actual ÷ Required; Adherence % = Actual ÷ Scheduled. Intervals exclude "No Req." and "Off".

LOB PERFORMANCE LEAGUE TABLE (weekly)

LOB	PHONE			PICKLIST			STAFFING & CONFORMANCE			MISSED INTERVALS & ABU				STATUS
	PH Req	PH Sch	PH Act	PL Req	PL Sch	PL Act	Staffing O/U (FTE)	Coverage %	Adherence %	Missed PH	Missed PL	Missed Total	ABU Moves	Status
LOB_01	911.0	793.4	620.4	861.0	414.3	480.4	-671.2	62.1%	91.1%	177	156	333	47	At Risk
LOB_02	2,135.0	1,960.2	1,452.0	1,040.0	827.2	1,290.4	-432.6	86.4%	98.4%	193	98	291	58	At Risk
LOB_03	1,722.0	1,478.3	1,206.4	728.0	987.4	960.2	-283.4	88.4%	87.9%	192	98	290	116	At Risk
LOB_04	244.0	254.3	209.6	244.0	209.8	230.8	-47.6	90.2%	94.9%	75	62	137	0	Watch
LOB_05	506.0	393.2	327.3	122.0	121.0	154.2	-146.4	76.7%	93.7%	145	23	168	0	At Risk
LOB_06	327.0	243.2	196.8	50.0	42.8	51.9	-128.3	66.0%	87.0%	141	27	168	0	At Risk
LOB_07	0.0	41.7	45.5	497.0	476.4	453.3	+1.9	100.4%	96.3%	0	53	53	0	On Target
LOB_08	237.0	237.7	216.7	247.0	115.0	124.5	-148.8	69.3%	95.1%	59	80	139	0	At Risk
LOB_09	0.0	0.0	13.8	0.0	0.0	52.5	+66.3	0.0%	0.0%	0	0	0	0	No Req.
LOB_10	135.0	90.7	64.1	135.0	13.5	16.5	-189.4	29.8%	77.3%	97	129	226	0	At Risk
LOB_11	308.0	240.9	241.8	91.0	63.8	60.3	-96.9	75.7%	99.1%	60	59	119	0	At Risk
LOB_12	221.0	234.1	192.8	180.0	293.1	310.6	+102.4	125.5%	95.5%	68	29	97	10	On Target
LOB_13	90.0	56.6	40.3	90.0	61.6	61.4	-78.3	56.5%	86.0%	78	53	131	0	At Risk
LOB_14	145.0	92.7	81.8	75.0	41.6	51.0	-87.3	60.3%	98.9%	70	58	128	3	At Risk
LOB_15	222.0	236.6	215.7	90.0	142.3	145.5	+49.2	115.8%	95.3%	54	30	84	0	On Target
LOB_16	90.0	118.9	103.6	162.0	62.5	71.3	-77.0	69.4%	96.5%	36	78	114	0	At Risk
LOB_17	0.0	42.8	39.2	540.0	508.2	499.6	-1.2	99.8%	97.8%	0	48	48	0	Watch
LOB_18	0.0	42.0	50.4	490.0	504.3	476.6	+37.0	107.6%	96.5%	0	51	51	0	On Target
LOB_19	229.0	253.5	217.8	224.0	120.5	132.8	-102.4	77.4%	93.7%	57	71	128	0	At Risk
ALL LOBs	7,522.0	6,810.7	5,530.1	5,866.0	5,005.5	5,623.8	-2,234.1	83.3%	94.4%	1,502	1,203	2,705	234	At Risk

Status: On Target ≥ 100% coverage · Watch 90–99.9% · At Risk < 90%. Missed intervals count Phone and Picklist interval states separately.

AUTOMATED ROOT CAUSE ANALYSIS (RCA) · Performance Driver frequency, Monday-Sunday

Performance Driver	PHONE		PICKLIST		Total	
	Count	Share %	Count	Share %	Count	Share %
Interval Met	490	24.6%	805	40.1%	1,295	32.4%
Understaffing on Phone	785	39.4%	0	0.0%	785	19.6%
Understaffing on Picklist	0	0.0%	980	48.8%	980	24.5%
Agents OOA	663	33.3%	214	10.7%	877	21.9%
ABU Request to Phone	0	0.0%	9	0.4%	9	0.2%
ABU Request to Picklist	54	2.7%	0	0.0%	54	1.4%
TOTAL CLASSIFIED	1,992	100.0%	2,008	100.0%	4,000	100.0%

MISSED-INTERVAL ROOT CAUSES (chart feed · excludes "Interval Met")

Root Cause	Intervals	Share %
Understaffing	1,765	65.2%
Agents OOA	877	32.4%
ABU Requests	63	2.3%

THE DASHBOARD ENGINE

The KPI ribbon: your command center

WFM QUEUE PERFORMANCE DASHBOARD

Week 40 · 28 Sep 2026 – 04 Oct 2026 · 19 LOBs

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Phone 7,522 | Picklist 5,866	Phone 6,811 | Picklist 5,005	Phone 5,530 | Picklist 5,624	Actual / Required	Actual / Scheduled	1,295 met of 4,000 active	Phone + Picklist	Agents moved between channels	Actual − Required (FTE)

ZOOM · THE CORE KPI CARDS

REQUIRED FTE	SCHEDULED FTE	ACTUAL FTE	STAFFING COVERAGE %	SCHEDULE ADHERENCE %
13,388.0	11,816.1	11,153.9	83.3%	94.4%
Phone 7,522 | Picklist 5,866	Phone 6,811 | Picklist 5,005	Phone 5,530 | Picklist 5,624	Actual / Required	Actual / Scheduled

Instant visibility across all core metrics. No macros required.

Required · Scheduled · Actual · Coverage % · Adherence %

MULTI-CHANNEL & ABU TRACKING

One table. 19 LOBs. Two channels

WEEKLY DAY-BY-DAY SUMMARY (all 19 LOBs)

Day	PHONE					PICKLIST					COMBINED				INTERVALS & ABU		
	PH Req	PH Sch	PH Act	PH Coverage %	PH Adherence %	PL Req	PL Sch	PL Act	PL Coverage %	PL Adherence %	Total Req	Total Sch	Total Act	Total Coverage %	Intervals Met	Intervals Missed	ABU Movements
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WEEK TOTAL	**7,522.0**	**6,810.7**	**5,530.1**	**73.5%**	**81.2%**	**5,866.0**	**5,005.5**	**5,623.8**	**95.9%**	**112.4%**	**13,388.0**	**11,816.1**	**11,153.9**	**83.3%**	**1,295**	**2,705**	**234**

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LOB_13	90.0	56.6	40.3	90.0	61.6	61.4	-78.3	56.5%	86.0%	78	53	131	0	At Risk
LOB_14	145.0	92.7	81.8	75.0	41.6	51.0	-87.3	60.3%	98.9%	70	58	128	3	At Risk
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Status: On Target ≥ 100% coverage · Watch 90-99.9% · At Risk < 90%. Missed intervals count Phone and Picklist interval states separately.

Unified view of 19 LOBs. Tracking Phone, Picklist, and intra-day agent ABU movements.

Phone **Picklist** **Coverage & adherence** **Missed intervals** **ABU moves**

THE DAILY INTERVAL TRACKER

Every half hour, mapped

Interval	Required			Staffing			Scheduled Production Agents			Actual Production Agents				
	PH Req.	PL Req.	All Req.	PH Staff.	PL Staff.	All Staff.	PH Sch.	PL Sch.	All Sch.	PH Act.	ABU To PH No.	PL Act.	ABU To PL No.	All Act.
7:00	1.00	1.00	2.00	0.47	1.53	2.00	1.00	1.00	2.00	0.47	0	1.53	0	2.00
7:30	1.00	1.00	2.00	0.63	2.33	2.97	1.00	2.00	3.00	0.63	0	2.33	0	2.97
8:00	2.00	2.00	4.00	1.90	3.10	5.00	2.00	3.00	5.00	1.90	0	3.10	0	5.00
8:30	2.00	2.00	4.00	1.83	3.10	4.93	2.00	3.00	5.00	1.83	0	3.10	0	4.93
9:00	7.00	6.00	13.00	4.47	1.37	5.83	6.33	0.00	6.33	4.47	0	1.37	0	5.83
9:30	7.00	7.00	14.00	6.57	1.80	8.37	7.00	1.67	8.67	6.57	0	1.80	0	8.37
10:00	8.00	7.00	15.00	6.90	1.27	8.17	7.33	1.83	9.17	6.90	0	1.27	0	8.17
10:30	8.00	8.00	16.00	5.93	1.43	7.37	7.50	0.00	7.50	5.93	0	1.43	0	7.37
11:00	9.00	8.00	17.00	7.10	1.33	8.43	8.83	0.43	9.27	7.10	0	1.33	0	8.43
11:30	9.00	8.00	17.00	7.83	0.93	8.77	8.00	0.17	8.17	7.83	0	0.93	0	8.77
12:00	9.00	8.00	17.00	7.27	0.60	7.87	7.83	0.00	7.83	7.27	0	0.60	0	7.87
12:30	9.00	8.00	17.00	8.50	1.10	9.60	9.00	1.00	10.00	8.50	0	1.10	0	9.60
13:00	9.00	8.00	17.00	5.57	1.73	7.30	7.00	0.00	7.00	5.57	0	1.73	0	7.30
13:30	9.00	8.00	17.00	6.13	0.47	6.60	7.00	0.00	7.00	6.13	0	0.47	0	6.60
14:00	9.00	8.00	17.00	7.20	0.57	7.77	7.67	1.00	8.67	7.20	0	0.57	0	7.77
14:30	9.00	8.00	17.00	6.30	2.30	8.60	8.00	1.00	9.00	6.30	0	2.30	0	8.60
15:00	9.00	8.00	17.00	7.37	4.50	11.87	8.00	5.00	13.00	7.37	0	4.50	0	11.87
15:30	9.00	8.00	17.00	5.57	4.13	9.70	7.67	3.00	10.67	5.57	0	4.13	0	9.70
16:00	2.00	2.00	4.00	2.30	5.13	7.43	2.00	5.60	7.60	2.30	0	5.13	0	7.43
16:30	3.00	3.00	6.00	2.13	6.03	8.17	2.50	5.50	8.00	2.13	0	6.03	0	8.17
17:00	3.00	3.00	6.00	1.33	2.30	3.63	3.00	0.83	3.83	1.33	0	2.30	0	3.63
17:30	3.00	3.00	6.00	4.67	0.03	4.70	5.00	0.00	5.00	4.67	3	0.03	0	4.70
18:00	3.00	3.00	6.00	4.43	0.77	5.20	5.00	0.80	5.80	4.43	3	0.77	0	5.20
18:30	3.00	3.00	6.00	2.97	1.70	4.67	4.17	0.50	4.67	2.97	3	1.70	0	4.67
19:00	2.00	2.00	4.00	3.17	0.57	3.73	4.00	0.00	4.00	3.17	3	0.57	0	3.73
19:30	2.00	2.00	4.00	3.47	0.80	4.27	4.00	0.00	4.00	3.47	3	0.80	0	4.27
20:00	2.00	2.00	4.00	0.90	3.37	4.27	2.00	3.00	5.00	0.90	0	3.37	0	4.27
20:30	2.00	2.00	4.00	1.33	3.43	4.77	2.00	3.00	5.00	1.33	0	3.43	0	4.77
21:00	1.00	1.00	2.00	0.43	2.87	3.30	1.33	3.00	4.33	0.43	0	2.87	0	3.30
21:30	1.00	1.00	2.00	1.07	0.93	2.00	1.00	1.00	2.00	1.07	0	0.93	0	2.00
22:00	1.00	1.00	2.00	0.80	1.00	1.80	1.00	1.00	2.00	0.80	0	1.00	0	1.80
22:30	1.00	0.00	1.00	0.00	1.47	1.47	1.00	1.00	2.00	0.00	0	1.47	0	1.47
Total	155.0	142.0	297.0	126.5	64.0	190.5	151.2	49.3	200.5	126.5		64.0		190.5

32

half-hour intervals

07:00 to 22:30, per LOB

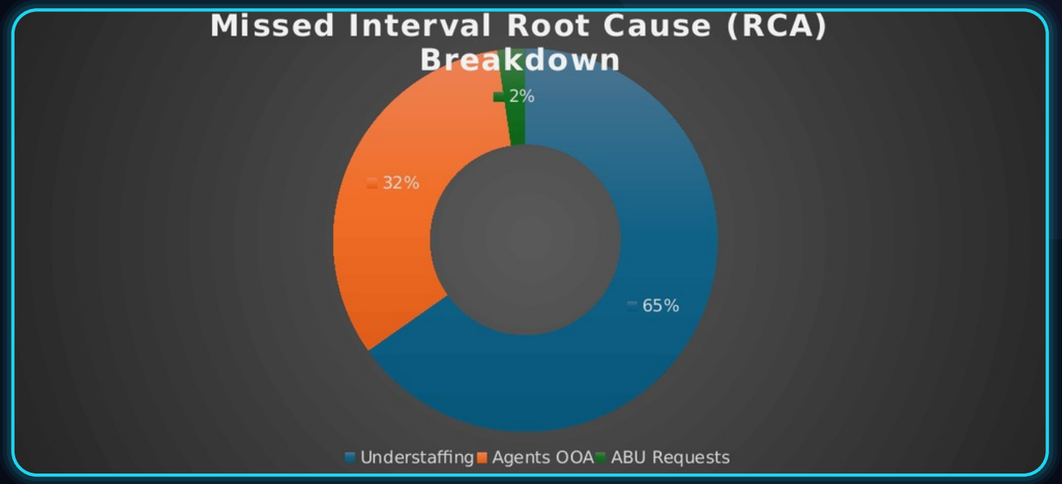
- **Required, Staffing, Scheduled, Actual**
  side by side, per interval
- **ABU To PH / ABU To PL**
  agent moves tracked live
- **Dynamic lookups**
  no manual refresh of the layout

Granular control. 32 half-hour intervals mapped dynamically against published schedules.

AUTOMATED RCA & ATTAINMENT

Every interval tagged: Met or Missed, and why

Root Cause Analsys (RCA)							
Phone				Picklist			
Interval State	Performance Driver	Comment	Action Taken	Interval State	Performance Driver	Comment	Action Taken
Missed	Agents OOA			Met	Interval Met		
Missed	Agents OOA			Met	Interval Met		
Missed	Agents OOA			Met	Interval Met		
Missed	Agents OOA			Met	Interval Met		
Missed	Understaffing on Phone			Missed	Understaffing on Picklist		
Missed	Agents OOA			Missed	Understaffing on Picklist		
Missed	Understaffing on Phone			Missed	Understaffing on Picklist		
Missed	Understaffing on Phone			Missed	Understaffing on Picklist		
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Missed	Understaffing on Phone			Missed	Understaffing on Picklist		
Missed	Agents OOA			Missed	Understaffing on Picklist		
Missed	Understaffing on Phone			Missed	Understaffing on Picklist		
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Missed	Understaffing on Phone			Missed	Understaffing on Picklist		
Missed	Understaffing on Phone			Missed	Understaffing on Picklist		
Missed	Understaffing on Phone			Missed	Understaffing on Picklist		
Missed	Understaffing on Phone			Missed	Understaffing on Picklist		
Met	Interval Met			Met	Interval Met		
Missed	Understaffing on Phone			Met	Interval Met		
Missed	Agents OOA			Missed	Understaffing on Picklist		
Met	Interval Met			Missed	ABU Request to Phone		
Met	Interval Met			Missed	ABU Request to Phone		
Missed	Agents OOA			Missed	ABU Request to Phone		
Met	Interval Met			Missed	ABU Request to Phone		
Met	Interval Met			Missed	ABU Request to Phone		
Missed	Agents OOA			Met	Interval Met		
Missed	Agents OOA			Met	Interval Met		
Missed	Agents OOA			Met	Interval Met		
Met	Interval Met			Missed	Agents OOA		
Missed	Agents OOA			Met	Interval Met		
Missed	Agents OOA			No Req.	No Req.		
Missed				Missed			

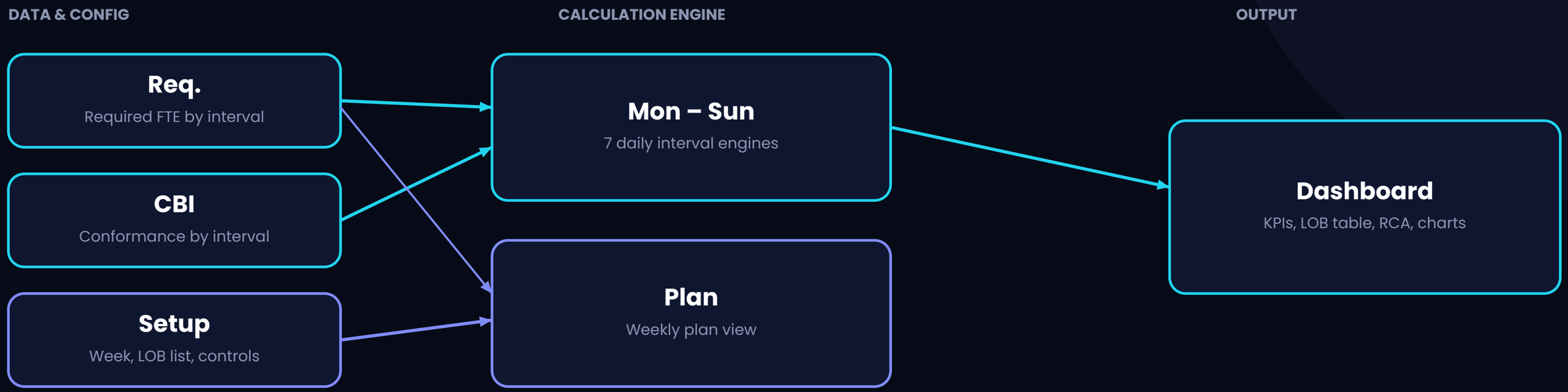


From reactive to proactive. Automated Root Cause Analysis (RCA) pinpoints understaffing instantly.

Met | Missed | Understaffing

THE ARCHITECTURE

12 tabs. One flow. Native formulas only



BUILT WITH

XLOOKUP | SUMIFS | COUNTIFS | IFERROR | Conditional formatting | Native charts

Dashboard | Plan | Mon | Tue | Wed | Thu | Fri | Sat | Sun | CBI | Req. | Setup

A robust 12-tab architecture built entirely with native Excel formulas (XLOOKUP, SUMIFS, COUNTIFS). Ready to scale.